



HAMPSHIRE AND ISLE OF WIGHT STAKEHOLDER PANEL - May, 19, 2016: SUMMARY OF STAKEHOLDER COMMENTS

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ATTENDEES

Paul Jose	Wessex Chalk Stream Trust
Chris Murray	Hampshire County Council
Mitch Sanders	Southampton City Council
Paul Walton	New Forest National Park
Nick Measham	Salmon and Trout Association
Cllr Keith Evans	PUSH/Fareham Borough Council
Bill Welling	Country Landowners Association (Hampshire)
Susie Sheldon	Country Landowner Association (IoW)
Catherine Patel	Environment Agency
Rod Murchie	Environment Agency
Alison Potts	Natural England
Paul Kent	Southern Water
Meyrick Gough	Southern Water
Nick Price	Southern Water
Branwen Rhead	Southern Water
Sam Underwood	Southern Water

Apologies: see annex

PURPOSE OF MEETING

1. The objectives of the first Hampshire and Isle of Wight Stakeholder Panel meeting were to:
 - Continue the process of more regular open dialogue with key stakeholders
 - Improve our understanding of stakeholder issues and concerns
 - Provide stakeholders with information about our current delivery programme



- Get new ideas on how we might be able to secure sustainable supplies of water
- Better understand where stakeholders feel we should focus our efforts as part of our wastewater activities
- Enable a forum for identifying any opportunities for closer collaboration and partnership working.

Water Resources

2. Following a presentation about water resources planning, the panel discussed possible new ways to secure sustainable supplies of drinking water in the future.
3. A range of suggestions were made and discussed, including:
 - Identifying the extent of opportunities to further improve leakage and the point at which further work would no longer be cost beneficial
 - Desalination - although it was recognised that this could be costly
 - Whether more work can be done to support farmers to become more water efficient, e.g. rain water harvesting, trickle irrigation, land use practices
 - Consideration of interventions to influence levels of fertiliser application by farmers – economic drivers vs pressing government for more regulatory controls
 - Encourage more sustainable land use - natural flood risk management, upstream wetland creation, land management practices
 - More advice on water efficiency, including identifying opportunities to link work with local authorities, e.g. aligning with recycling messages
 - Water re-use - using treated wastewater for water supply
 - Greenhouses on wastewater treatment works to assist with the removal of phosphate
 - Potential for small scale hydropower on gravity fed water mains
 - Mini reservoirs, community water harvesting, rainwater and greywater re-use on major new development sites



- Subsidised water butts and diffusers for taps
- Lobbying government to encourage changes to building regulations e.g. dual supply/water efficient housing
- More catchment based planning
- Development of joint schemes with neighbouring water companies where there is a water resource surplus
- Seasonal charging to take account of regional water scarcity
- Whether we can adapt to capture benefits from intense rainfall events.

WASTEWATER

4. The group also had a wide ranging discussion on wastewater issues with a number of key themes emerging:

Resilience

- It was asked whether more surface water separation schemes could help the sewerage network become more resilient
- Panel members also questioned whether current sewer design standards are sufficient to cope with future climate change impacts.

Growth

- Panel members were keen for greater understanding and transparency of our role in the planning process including the 'duty to connect', who pays for new infrastructure and how we ensure capacity is in place to support growth in the South East.

Local issues

- Panel members highlighted some known local issues including
 - poor maintenance of privately owned septic tanks
 - combined sewer flooding issues at Winchester Road, Romsey
 - partnership working underway to address complex flooding issues at Monktonmead, Isle of Wight
 - South Moor Seawall was damaged by winter storms and is close to a Southern Water Wastewater Treatment Works
 - groundwater flooding in St Mary Bourne and the importance of continued engagement with the Environment Agency



- work to improve wastewater treatment and phosphate removal at Aylesford and whether similar work could be undertaken at other sites
- Panel members also welcomed updates on local infiltration studies, improvements at Woolston Wastewater Treatment Works, and our ['Keep it Clear' campaign](#)

Partnership working

- It was suggested that Catchment Partnerships could help drive work forward across a range of areas
- Some panel members felt it would helpful to understand our level of ambition for catchments and the role other organisations have to play.

Future priorities

- Our [Bathing Water Enhancement Programme](#) was welcomed. Panel members questioned whether we could go beyond statutory requirements in other areas, although it was recognised that customer support would be required
- Internal sewer flooding was felt to be a high priority, particularly for customers at risk of repeated issues
- It was felt important to ensure customers are given sufficient information to make informed choices in any customer research, e.g. on nutrients and wider environmental issues
- It was also suggested that water companies could play a greater role in lobbying manufacturers regarding phosphates in the environment.
- It was highlighted that there could be more cross-industry work to identify new innovative technology and approaches.

NEXT STEPS

5. The valuable feedback and insight provided during the meeting will be considered as part of the development of our next Water Resources Management Plan and Business Plan.
6. The next meeting is likely to be held in September.