

SUMMARY OF KEY E-MAIL CORRESPONDENCE WITH ANGLIAN WATER – 2020

3rd March 2020

Hi Matthew

On behalf of our councillors, can I thank you for your attendance at our last Parish Council Meeting and your help in responding to all the concerns that our residents raised following ongoing sewage problems in our village.

I attach a summary which we have prepared with input from councillors and residents present at the meeting and I would be grateful for your comments as soon as possible please, along with confirmation of the action that Anglian Water will now take to help us resolve this issue.

As you can see, our next Parish Council Meeting is on Wednesday 13th May 2020 and it would be very helpful if we can provide some positive news to our residents in advance of that Meeting.

I look forward to hearing from you.

Kind regards,

Ian

Ian Coles

Clerk to West Deeping Parish Council

wddparishclerk@gmail.com

07979 906284

Attachment

SEWAGE PROBLEMS

The Chair introduced the topic of residents' concerns about the sewage problems in the village by summarising the investigation by AW as reported at the parish council meeting in April 2019. Reflecting residents' concerns, the Chair stated that problems in particular in recent months had been unpleasant and stressful. The Chair invited residents to summarise their concerns, then for Matthew to offer comments for residents to ask questions of clarification.

Residents' Concerns and Questions

With additional input from residents present at the Meeting, Alison Ireland provided an extensive summary of the problems that the village has had to endure over many years.

These included:

- Foul smells in homes frequently, evident also in the street and gardens,
- Blocked Toilets (including disabled residents having to resort to toilet plungers
- Contaminated water from sewer manhole pouring into the street (carried by traffic, passing walkers and pets) and spreading onto driveways and footpaths.
- Some overflow and effluent in gardens

The situation did improve in 2013 following AW intervention at Tallington. However, incidents have increased in frequency since April 2018. These now occur following most incidents of rain, not just unprecedented rainfall levels. Copies of incident job numbers, reported to AW, were produced which demonstrated an extensive record relating to cases. Numerous references to unprecedented levels of rainfall given over the years by AW. However, there is lack of continuity or analysis relating to the pattern in incidents. Each case being considered in isolation will not produce an accurate perspective residents' experience.

More recently, these concern the noise of the tanker which has been present in the village since November, particularly at night / early morning, odour, blockages, contamination and overflow which is present both inside and outside of residents properties and effluent present in gardens.

A discussion took place regarding the possibility of using a bigger pump in the system. There were mixed views on the likely benefits, or otherwise, of doing so. Partly due to previous intervention of additional pump resulting in bursting of pipe on the boundary of number 1 King Street, resulting in effluent spilling out. Residents also noted the diameter of the sewerage pipe leaving West Deeping is smaller than the pipe entering the village. Matthew Moore confirmed that the existing pump is sufficient to deal with foul water at all times and that the problems occur when ground water enters the system. This is exacerbated by the nearby quarries and extreme weather.

As the ongoing interruption of sewerage service coincided with the development of (April 2018) 100s of additional log cabins at Tallington Lakes resident/Leisure site it was suggested comparison of data on flow levels be taken prior to April 2018/current day should be evaluated to ascertain the additional load on the system. Tallington Lakes now boasts several 100 additional units. An alternative suggestion of comparing flow into Tallington – from Barholm and out of Tallington (into West Deeping) was also suggested. **Mathew agreed to review this data**

A resident asked if Anglian Water could investigate the possibility of inserting a link pipe connected to our system in the village so that sewage coming from Barholm and Tallington Lakes bypasses West Deeping and goes straight down to Market Deeping.

Another resident mentioned that they has contacted John Hayes, our local MP, to raise her concerns on the problem and has asked for his intervention into how we might solve or improve the issue for us in the future.

AW Response

Matthew Moore, Customer Liaison Manager of Anglian Water, attended the Meeting and in response to questions from residents stated the following:-

- a) Anglian Water undertakes regular flow and pressure monitoring to identify issues and areas which are most affected.
- b) There are small holes in the sewer system which allows ground water to enter when there is excessive rainfall.
- c) Misconnections as a result of building work which is undertaken can also aggravate the problem as many 'deposits' find their way into the sewer system.
- d) Our sewage system is connected to Tallington Lakes but our own system still pumps out water.
- e) Whilst the development of additional properties will result in greater strain on the system, Anglian Water is not allowed to prevent them from accessing it. Mathew also stated the concerns raised were not a priority for Anglian Water, Government rulings. Mathew indicated AW were not likely to invest in significant local infrastructure as other priorities would take precedence.
- f) Anglian Water's priority is to try and prevent ingress into resident's properties and will act immediately on report of internal flooding. Matthew urged customers to submit complaints on their helpline - 03457 145145. He indicated other issues would not be considered a priority due to pressures from Ofwat as a result of Government policy.

Matthew Moore agreed to meet with his directors (who were taking interest in the meeting this evening) to discuss this matter further and to try and find an acceptable solution for the long term. Details of current flow levels and how they compare with the levels in the past were requested so that we can ascertain whether or not the addition of homes in Tallington Lakes in recent years has caused the problem that we are now experiencing.

Summary of Action Points for Anglian Water

- 1) To confirm whether or not a bigger pump would be beneficial in helping to solve the problem.
- 2) To investigate installing an additional pipe(s) to allow our system to be bypassed so that sewage from Barholm and Tallington Lakes goes directly to Market Deeping.
- 3) To provide details of current and historic flow levels so that we know the extent to which continued development at Tallington Lakes has added to our current problems.
- 4) To update us on the outcome of discussions and meetings with directors about this issue and to keep us regularly informed. Our next Parish Council Meeting takes place on Wednesday 13th May 2020 and it would be helpful if our residents can be provided with further information at this time.

The Chair summarised the wide-ranging discussion by stating that it was unacceptable in this day and age to expect residents to put up with such unpleasantness and inconvenience without a clear understanding of the cause or what AW was doing about it to provide adequate sewage services to the village. The Chair thanked Matthew for his participation, frankness and offer to follow-up and provide feedback to the parish council. The Chair also thanked Mrs Alison Ireland for taking the initiative to encourage residents to report concerns to AW and share information. All residents are strongly encouraged to report future sewage problems to AW on their helpline number - 03457 145145 so that these can be investigated directly. The Chair also acknowledged the support from Cllr Ashley Baxter since the last meeting in liaison with AW.

20th April 2020

Hi Matthew

I hope you are keeping well and that life has not been too disruptive in the current challenging climate!

Whilst appreciating that the last couple of months will not have been as productive as you might have anticipated, are you able to provide me with any further information on the 4 'Summary of Action' points in the extract that I attached to my e-mail below please?

As you are aware, we have both our Annual Parish Meeting and Annual Parish Council Meeting on Wednesday 13th May 2020 (both now being held online using Zoom technology) and it would be very useful if you let me have an update before then please so that I can let everyone know how much progress has been made since the February Meeting.

Thanks and kind regards,

Ian

Ian Coles

Clerk to West Deeping Parish Council

wddparishclerk@gmail.com

07979 906284

7th May 2020

Dear Ian,

Soon after the parish council meeting, unfortunately I had a sustained period of time off work sick. As soon as I came back to work, we were in the thick of the Covid-19 situation so all non-emergency work has been put on hold for the moment. As soon as lockdown is lifted, we will restart our work on the actions promised at West Deeping.

Best wishes,

Matt Moore

Catchment Service Manager
Water Recycling – Lincolnshire
Mobile: 07740 072310
24 Hour Emergencies: 03457 145 145

Anglian Water Services Limited

Canwick Water Recycling Centre, Washingborough Road, Lincoln, LN4 1EF

11th August 2020

Hi Matt

I hope you are keeping well.

We have recently received a notification from Lincolnshire County Council that King Street in West Deeping will be subject to traffic restrictions on 7th - 9th September as a result of 'new connections' being installed by Anglian Water.

Can you confirm exactly what work is being undertaken please and also update me on any of the points that we discussed with you at our February 2020 Parish Council Meeting?

Thanks and kind regards,

Ian

Ian Coles

Clerk to West Deeping Parish Council
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07979 906284

26th August 2020

Hi Grant

I have been liaising with Matt Moore on several issues that were raised at our Parish Council Meeting in February, which he attended and also for more information on the 'new connections' work which Anglian Water are carrying out in our village in early September.

We have another Parish Council Meeting this evening and I have to update our councillors on the position.

I have emailed Matt again but received his 'out of office' message so could you provide me with any information, however brief, that I can pass on to them please?

Thanks and kind regards,

Ian

Ian Coles

Clerk to West Deeping Parish Council
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2nd September 2020

Hello Ian,

I see from recent emails, that my colleague, Rose Shisler has been updating you with the latest on the points you've raised. I have caught up with Matt Moore to find out a bit more on the sewer survey work planned for the village, and given the current and on-going Covid challenges, I'm told that we are looking towards the end of the year for this to take place. I'm sure that Matt will keep you informed as those plans progress.

Kind regards
Grant

Grant Tuffs
Regional Engagement Manager
Mobile: 07841 958580

Anglian Water Services Limited
Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon,
Cambridgeshire, PE29 6XU

27th October 2020

Hello Grant

I hope you are keeping well.

Following on from your e-mail of 2nd September 2020 below, are you able to give me an update on the planned 'sewer survey work' for West Deeping please?

Independently of all the work that the Parish Council have been undertaking to try and resolve our sewage and flooding issues, residents of our village called a special meeting earlier in the year which Sir John Hayes, our MP, attended and he has been corresponding directly with your Chief Executive, Peter Simpson, on their (and our) behalf for appropriate action to be taken.

In the latest correspondence, Peter Simpson has confirmed that he is happy for your 'area manager' to attend a future Parish Council Meeting to provide us with an update as and when current investigations are concluded. I know that Matt Moore, as Customer Liaison Manager, attended our meeting in February 2020 but can you confirm who the 'area manager' is please?

We do have another Parish Council Meeting on Wednesday 18th November 2020 at 7.30 p.m. which we plan to hold in our village hall again, obviously complying with Covid-19 regulations. I

don't know if the investigations will be completed by then but could you confirm the position please so that I can let our councillors know?

Thanks and kind regards,

Ian

Ian Coles

Clerk to West Deeping Parish Council
wdparishclerk@gmail.com
07979 906284

13th November 2020

Hi Rose

Thank you for your e-mail and confirmation of the issue of the cheque in respect of Anglian Water's use of the strip of land known as 'The Boaty'. Your help in sorting this out for us is very much appreciated.

The only other matter that I am waiting to hear about is an update on the sewage and flooding issues that we have been experiencing in the village for many years. Matt Moore attended our Parish Council Meeting in February this year but I have not received any further information from him. As you can see from the e-mail correspondence below, I have been liaising with Grant Tuffs and have asked him to let me know the position in advance of next week's Parish Council Meeting so that I can update our councillors and residents.

If you are able to assist with ensuring that I can let them know the current situation, even if there has been little progress due to Covid-19, I would be very grateful.

Thanks and kind regards,

Ian

Ian Coles

Clerk to West Deeping Parish Council
wdparishclerk@gmail.com
07979 906284

18th November 2020

Dear Ian,

Thank you for your email and request for information following Matthew's attendance at the Parish Council meeting in February. I'm just looping Grant into this email as well, I appreciate that you have been in touch previously. Going forward you are more than welcome to reach out to either Grant or I, we are in the same team.

I am pleased to confirm that last week our teams carried out a major cleaning operation on 12 pumping stations across the Deeping catchment, including the pumping stations in West Deeping. Our teams removed a large amount of unflushables which will help the pumps run more efficiently in future, particularly in times of heavy rainfall.

We continue to work with local communities to share the message about the reduction of unflushables, we recently ran an [“Unblocktober” campaign](#) which helped to raise awareness of this extra strain on our water recycling networks. We are happy to share more information about this campaign and [Keep it Clear](#) if it would be beneficial to you and your parishioners.

Additionally, our investigations have highlighted the need to complete an Infiltration Reduction Plan in the Deeping catchment, which includes West Deeping. The purpose of this plan is to understand the root cause of any flooding and to put in place tangible next steps. This detailed plan will be completed in the first half of 2021. Following the plans completion, we will take recommendations to our Board to gain investment for the proposed solution. Please note that although at this time we do not know what this solution would be, we are committed to understanding the true root cause in the first instance to ensure we are able to deliver the best outcome.

There are ongoing investigations into areas of high flow which directly affect West Deeping. Our teams have been on site over the last couple of weeks and this investigation will feed into the Infiltration Reduction Plan.

Finally, I would like to thank you and the residents of West Deeping for your patience whilst we have been managing the impact of Covid-19 and working to ensure we provide clean, wholesome water and efficient water recycling services over the last 9 months. We would like to continue to update you on progress but we are conscious that we may not have an update each month, therefore, we will send an update by Friday 15th January 2021. Please note this may be simply to say that we have no new updates.

If it would be useful, once we have a clearer idea on the Infiltration Reduction Plan, Matthew and Grant or I will attend your Parish Council meeting to share an update. Do let us know if you have any more questions,

Kind regards,

Rose Shisler

Stakeholder Engagement Programme Lead
Telephone: 07976 819852

Anglian Water Services Limited

Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon,
Cambridgeshire, PE29 6XU

19th November 2020

Hi again Rose

Following on from our e-mail correspondence yesterday, I thought I would update you with the comments made from our councillors at last night's Parish Council Meeting.

Firstly, whilst they were encouraged to hear that there have been several initiatives recently to deal with the sewage and flooding problems that we have in the village, they were both surprised and disappointed that we were not informed about these earlier, particularly given the ongoing dialogue that we have had with Anglian Water over the last 9 months. As parish councillors, they are being constantly pressurised by residents for details of the actions that they are taking to resolve these issues and they felt that, had they been aware of these actions, it would have been of considerable help in defusing the situation and reassuring them.

In order that we can now give a full explanation to our residents, councillors would like to receive a copy of the 'Infiltration Reduction Plan' if you are able to provide this to us please. They would also

like to understand more about the 'Unblocktober' and 'Keep It Clear' campaigns and we would be grateful if you could share more information about these please, as suggested in the third paragraph of your e-mail yesterday.

Concern was expressed about the 'high flow which directly affects' our village. Are you also able to share any further information about this that I can pass on to them please?

It was also noted that a tanker was present in the village over the last week. Can you also confirm please if this was in connection with one of the above matters?

Whilst appreciating that it may form part of the 'Infiltration Reduction Plan', councillors would also like answers to the four action points that we sent to Matthew Moore in February 2020 following his attendance at the Parish Council Meeting held that month.

Finally, we agreed a date of Wednesday 3rd February 2021 for our next Parish Council Meeting and councillors would like an Anglian Water representative to be present to provide an update on everything please. I will let you have further details about this in due course.

Thanks and kind regards,

Ian

Ian Coles

Clerk to West Deeping Parish Council
wddparishclerk@gmail.com
07979 906284

1st December 2020

Dear Ian, I hope you are well

Please accept my apologies for the delay in responding whilst I investigated your questions. I do hope this helps, please let me know if there are any further questions prior to our visit of the 2nd February 2021:

Details of the Infiltration Reduction Plan

We are happy to provide an executive, non-technical summary once this report has been completed. We will be able to share the status of this when we visit you in February.

More detail on the investigation about high flow affecting the village

I appreciate the Parish Council's concern but I would like to reassure you that it's nothing to be worried about. We just highlighted this to share that we are continuing to investigate multiple possibilities in the area. In this case, the investigations have now concluded and will be feeding into the Infiltration Reduction Plan.

Four Action Points following the Parish Council meeting in February 2020

- 1) To confirm whether or not a bigger pump would be beneficial in helping to solve the problem.

We can confirm that a bigger pump has been fitted, this pumps an additional 4 L/s from West Deeping.

- 2) To investigate installing an additional pipe(s) to allow our system to be bypassed so that sewage from Barholm and Tallington Lakes goes directly to Market Deeping.

We have completed our investigation on this, it would not be feasible to add additional pipes at this time because it would mean adjusting the whole catchment. This would be a large scale engineering project which could include upgrading multiple pumps or even purchasing land to build a new pumping station, and the costs associated with running it. Following a cost/benefit analysis, this is something we are not considering currently.

3) To provide details of current and historic flow levels so that we know the extent to which continued development at Tallington Lakes has added to our current problems.

We will be completing flow monitoring as part of the Infiltration Reduction Plan. Domestic properties, including caravan parks, have a right to a 'free' discharge in terms of flow. The development at Tallington Lakes have an equal right to connect to the sewerage system.

4) To update us on the outcome of discussions and meetings with directors about this issue and to keep us regularly informed. Our next Parish Council Meeting takes place on Wednesday 13th May 2020 and it would be helpful if our residents can be provided with further information at this time.

We will provide the next update at the Parish Council meeting on the 2nd February. Please do let us know if there are any questions in the meantime.

As always, pick up the phone if there is anything you would like to discuss, and we look forward to meet you in the New Year,

Kind regards,

Rose Shisler

Stakeholder Engagement Programme Lead
Telephone: 07976 819852

Anglian Water Services Limited

Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon,
Cambridgeshire, PE29 6XU

4th December 2020

Hi Rose

I'm fine thanks, I hope you are too.

Thanks for your message earlier in the week with information on the Infiltration Reduction Plan, the recent high flow in the village and an update on the four points raised with Matthew at the February 2020 Parish Council Meeting which I have passed on to our councillors for their information.

Just for clarification on point 1, you mention that a bigger pump has been fitted pumping an additional 4 L/s (which I assume is 4 litres per second?) but, so that we can put in into context, can you tell me what this has increased it to please e.g. 4 L/s to 8 L/s, 14 L/s to 18 L/s or 24 L/s to 28 L/s etc?

One final point to note at this stage is that our next Parish Council Meeting is on Wednesday 3rd February 2021, not 2nd February as you have referred to in your e-mail.

Thanks and kind regards,

Ian
Ian Coles

Clerk to West Deeping Parish Council
wddparishclerk@gmail.com
07979 906284

4th December 2020

Dear Ian,

I just wanted to drop you a quick message before the weekend.

You are absolutely right about the date, I have saved the 3rd Feb in mine and Matt's calendar, I think I just had the 2nd Feb on the mind

I would like to confirm that the previous pump was able to pump 8 litres per second so the new pump is 12 litres per second – I hope that helps!

Have a lovely weekend and please let me know if there is anything else I can help with,

Kind regards,

Rose Shisler

Stakeholder Engagement Programme Lead
Telephone: 07976 819852

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