

Thames Water

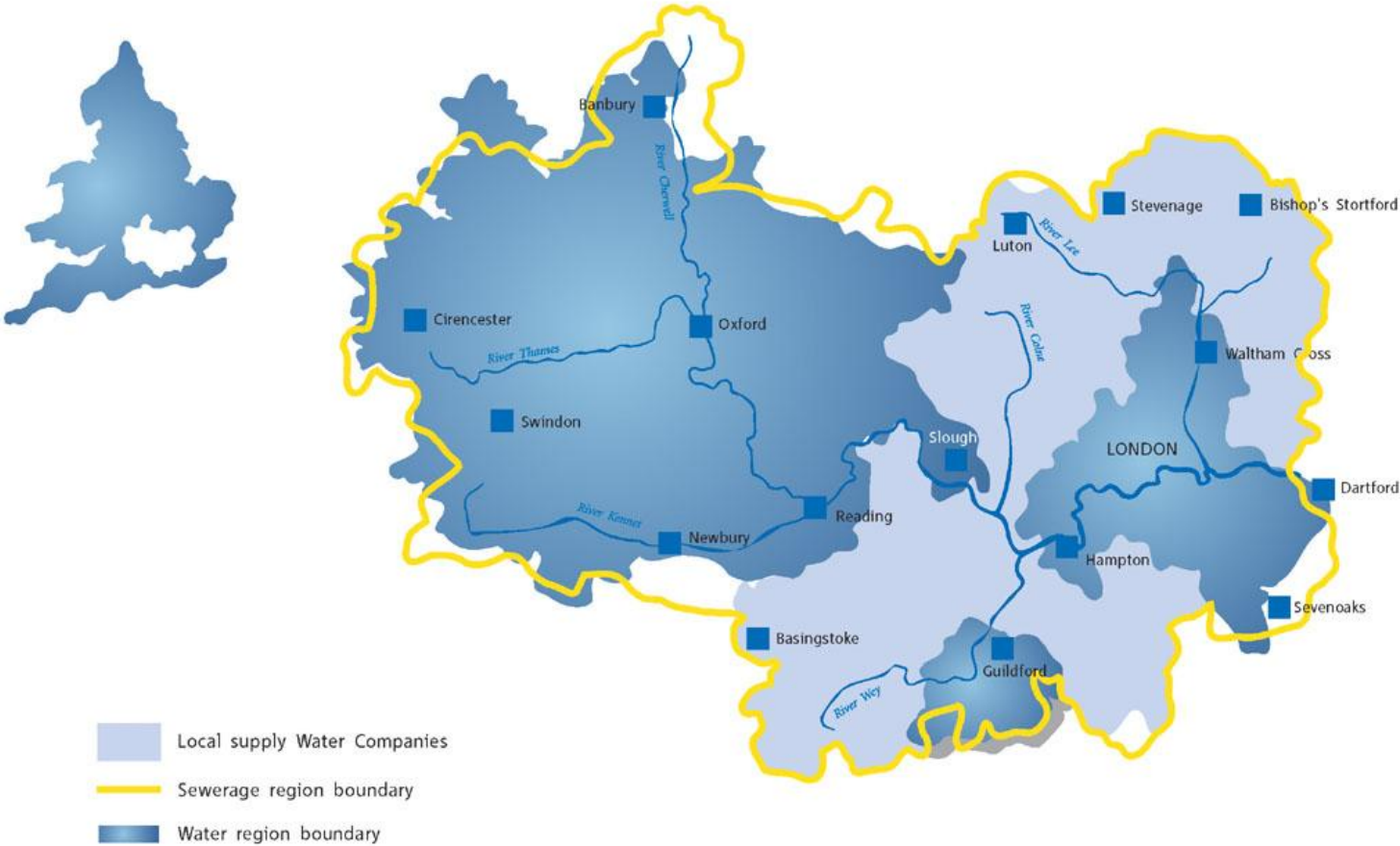
Epping Forest District Council Safer, Cleaner, Greener Panel

Tuesday 28th April 2015

Mark Dickinson – Development Planning Manager
Nigel Fuller – Fields Operations Specialist
Anne Christie – Customer & Continuous Improvement Manager
Mumin Islam – Local / Regional Government Liaison



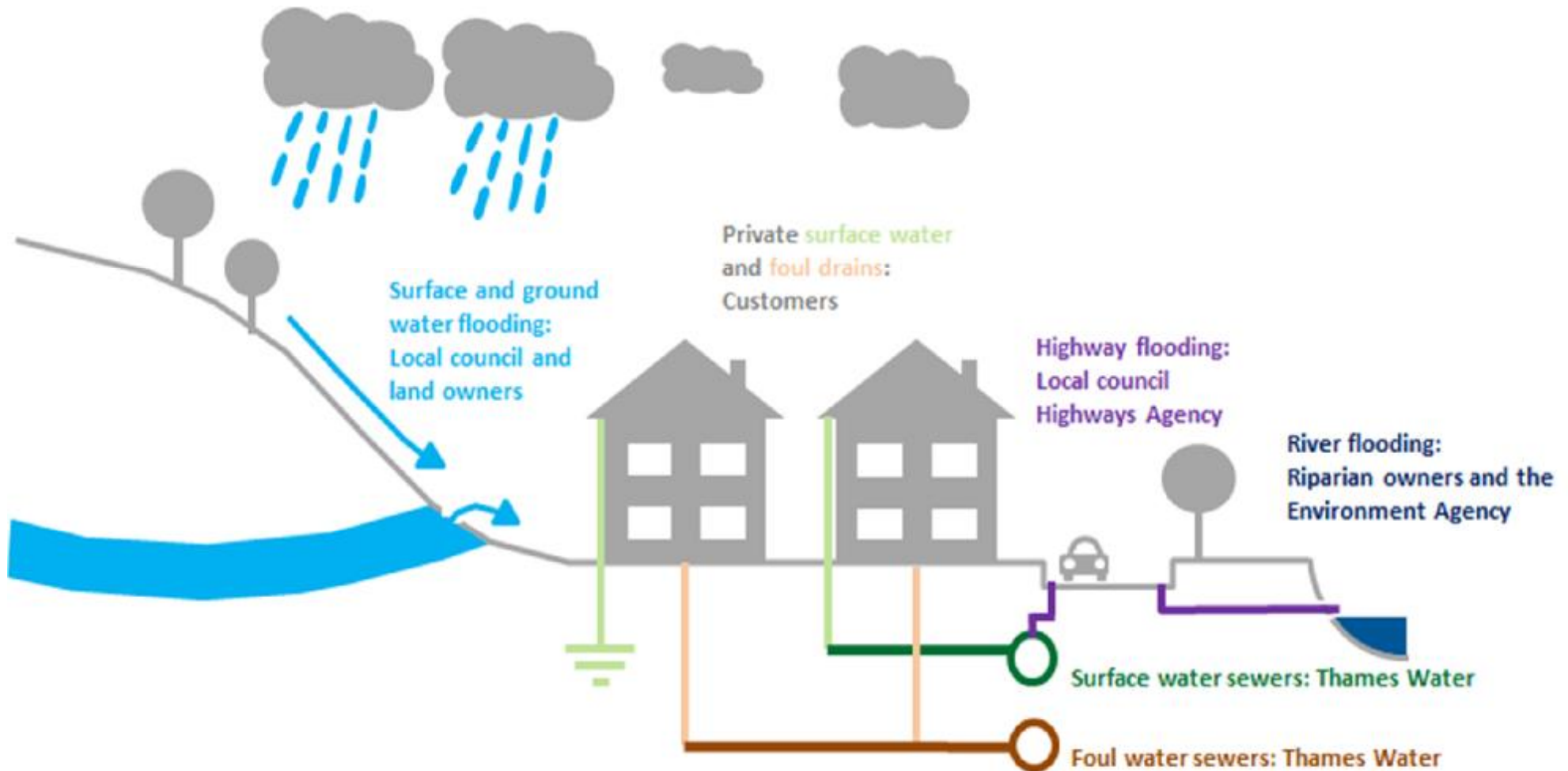
Thames Water – Our Region



Thames Water Responsibilities

- Appointed under the Water Industry Act 1991 to be responsible for sewerage
 - Duty to provide public sewerage and to clean and maintain sewers
 - Duty to provide and extend sewerage systems
 - However, do not have duty to provide capacity to deal with flood water
- There are three types of sewer:
 - Foul water sewers
 - Surface water sewers
 - Combined sewers

Root causes of flooding can be complex



Stakeholder responsibilities for drainage

Flooding cases raised by Epping Forest DC:

- Bower Vale, Epping, Essex
- Monkswood Ave, Waltham abbey, Essex.
- Orchard Gardens EN9 / Mead Court, external flooding

Other areas of concerns raised:

- Sewardstone Road J/W farm Hill Road – EN9
- Waltham Abbey Football Club – EN9
- Horseshoe Hill – EN9

Continuous Improvement

- Communication
 - Increasing the number of customer representatives in both clean and waste teams to improve community contact.
 - Continuously reviewing the communications branch of event team improving how we target communication to areas which need it most.
- “Pollution Tile” project
 - Proactively investigating issues in our highest risk pollution and flooding locations on waste network. This includes two of the areas concerned in Waltham Abbey, EN9.
- “Hold/closed the loop” process
- Reviewing End to end customer journey
- Quarterly North London liaison meetings with the EA to discuss any events in the area

Maintaining our sewer system

- Gravity sewers are designed as self-cleansing and should be maintenance free.
- However, we are aware of problem hot-spots and address these with site-specific maintenance where appropriate.
- In 2015 we have a planned maintenance sewer programme of 260km and currently in the Epping Forest district we have on-going planned maintenance for over 4,000 metres of network in 20 streets.
- Investigating hotspots for discharge of Fats, Oils and Grease working closely with Environmental Health Officers.
- “Bin It Don’t Block It” campaign - our proactive customer education program
- Proactive working with Local Authority's critical surface water drainage areas.

Getting in Touch

Reporting surface flooding:

- Call our 24-hour freephone on 0800 316 9800
- Website www.thameswater.co.uk
- Email customer.feedback@thameswater.co.uk

Response times

- We would prioritise and advise customers accordingly
- 2 hours – Emergency scenarios (e.g. Pollution incident)
- 4 hours – Operational blockages
- If follow on works are raised dependant on Highways Agency agreement and notice/permit has been granted it would be a 5 or 10 day notice (depending on the type of job)

Thames Water and Planning

- We are statutory consultees in development of Local Plans.
- We are not statutory consultees on individual planning applications.
- Where we do have sight of a specific application for development we will assess the capacity of the network to accommodate increased flows, including sewerage network, pumping stations and sewage treatment works.
- Request Grampian-style planning conditions if system is likely to be adversely impacted by increased flows.

Development Plans



- Assess growth and plan for strategic infrastructure improvements
- Types of documents we comment upon:
 - **Strategic Plans e.g. London Plan**
 - **Local Development Plans**
 - **Site Allocations**
 - **Development Strategies**
 - **Supplementary Planning Documents**
 - **Neighbourhood plans**
- Help local authorities influence the type, scale and location of development
- Work with LPAs on evidence base documents, e.g. IDPs, WCSs, SFRAs
- Seek to influence type, scale and location of development
- Propose positive infrastructure and amenity policies
- May seek to safeguard our future sites or influence their designations

Planning Applications



- Appraise and comment upon new developments in terms of:
 - **sewer flood risk,**
 - **odour impact (encroachment)**
 - **water pressure**
 - **asset protection**
- Sites uploaded to Geographical mapping system for appraisal
- Comment on 58688 planning applications last year
- Support councils via council meetings, attendance at planning committees, planning examinations, suggested bespoke conditions.

Why is Development Planning so important for us?

- Under the Water Act we have a statutory duty to “provide, improve and extend” our network to serve customers
- We cannot refuse connection outright.
- Influencing development plans/planning applications is a very important tool to ensure that development is aligned with future infrastructure capacity requirements.
- We are not Statutory Consultees for planning applications therefore we need to be proactive in responding to applications
- Influence Local Authorities with respect to ease of infrastructure provision e.g. water resources & water quality
- Capture of development sites for long term planning & asset protection purposes

Infrastructure Planning

- We review local plans and third party applications to understand the impacts
- The way planning works means we have to develop individual schemes for individual developments
- Drainage networks are complex and extensive, where opportunities exists to deliver more strategic solutions we will do this
- It is generally easier to plan for housing numbers at STW because regardless of the exact location of the development within the catchment you know where the flow will end up.

Ensuring appropriate infrastructure is in place ahead of occupation

- We can deliver some schemes through our Business Plan with advance notice via the Plan led system and in which potential schemes have been properly appraised
- We also need to consider whether the cost benefit and environmental impact of potential network upgrades.
- Delivering network infrastructure upgrades isn't always straight forward. For example:
 - Can the environmental impacts of the network upgrade be mitigated?
 - Does the design consider cumulative impacts and / or betterment?
 - What consents are needed to build the upgrade? E.g. planning, access, highways...etc.

Drainage Grampian conditions

Why are they needed?

- Planning legal advice agrees on the following:
- Foul drainage matters are a material planning consideration
- Foul drainage matters can be dealt with by way of appropriate worded planning condition
- Grampian conditions can be used by the local planning authority if the necessary planning condition tests are met

STW in Epping Forest

| Local Authority Area | S.T.W. Catchments | STW Catchment Area (ha) | |
|----------------------|--------------------------|-------------------------|-----|
| Epping Forest | Abbess Roding | 110 | 2% |
| Epping Forest | Beckton | 1910 | 29% |
| Epping Forest | Deephams | 1590 | 24% |
| Epping Forest | Epping (Fiddlers Hamlet) | 420 | 6% |
| Epping Forest | Matching Tye (closed) | 30 | 1% |
| Epping Forest | Moreton | 70 | 1% |
| Epping Forest | North Weald | 210 | 3% |
| Epping Forest | Riverside | 430 | 7% |
| Epping Forest | Rye Meads (Within TW) | 860 | 13% |
| Epping Forest | Stanford Rivers | 380 | 6% |
| Epping Forest | Theydon Bois | 250 | 4% |
| Epping Forest | Thornwood | 100 | 2% |
| Epping Forest | Willingale | 160 | 2% |

L/A's that drain to Rye Meads STW

| Local Authority Area | S.T.W. Catchments | STW Catchment Area (ha) | |
|----------------------|-----------------------|-------------------------|------|
| Broxbourne | Rye Meads (Within TW) | 860 | 43% |
| East Herts | Rye Meads (Within TW) | 3040 | 60% |
| Epping Forest | Rye Meads (Within TW) | 860 | 13% |
| Harlow | Rye Meads (Within TW) | 2520 | 100% |
| North Herts | Rye Meads (Within TW) | 450 | 29% |
| Stevenage | Rye Meads (Within TW) | 2360 | 100% |
| Welwyn Hatfield | Rye Meads (Within TW) | 2740 | 46% |

Questions?

