

Notes of the Public Meeting with Anglian Water/Borough Council held on Wednesday 7 November 2018 at 7.15pm at the Jubilee Hall, Gayton.

Present	Cllr B Anota	Cllr S Verber	Cllr P Grant
	Cllr N Attwell	Cllr P Gidney	Cllr A Dewing
	Cllr S Renwick	Cllr A Beales	Cllr J Currey
	Cllr P Savage		

Harley Evans – Anglian Water Customer Liaison Manager
Hannah Wilson – Anglian Water Pre development Planning Manager
Chris Wray – Anglian Water Collection Manager
Grant Tuffs- Anglian Water Location Manager
Caitlin Docker – Anglian Water Engagement Executive

Mark Whitmore – Borough Council Environmental Health Officer

Also present: The Clerk, Cllr S Fraser & 7 Members of the Public.

Cllr Anota explained how the meeting was going to run and advised that no personal questions about individual properties and all questions through the Chair. Cllr Anota then invited Cllr Beales to give the background and set the questions.

I am Alistair Beales, I have been Gayton's Borough Councillor for the last 12 years or so. In all that time, Gayton PC has been very active in representing villagers concerns about the sewage system in the village.

As your Borough Councillor, I have taken those concerns via the Borough Council's Environmental Health team directly to Anglian Water both in meetings and a great deal of correspondence.

In 2012, one of the wettest years on record, there were tankers in the village for many weeks – not least over Christmas and the New Year period. This was mainly in Winch Road but also elsewhere and was needed to tanker away water and sewage that the Gayton pumping station in Winch Road simply could not cope with.

Obviously, that tankering was noisy and disruptive for villagers, expensive and inefficient for Anglian Water and indicative of a system that simply was not working. I worked closely with Environmental Health to persuade Anglian Water to undertake an extensive camera survey of the sewage pipes and system to understand the problem. This was done in 2013.

The survey revealed extensive groundwater ingress into the system as some illegal connections, which meant if it rained hard (and it did for most of 2012) much of that rainwater ended up in the sewage system and overwhelmed it. Having recognized the need for investment, in 2014 Anglian Water relined many of the sewage pipes and corrected some illegal connections (at no cost to householders). Apart from a number of households with very specific issues which AW may refer to in their presentation but

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obviously without specific addresses or household details, this work appeared to solve most of the issues until one or two recent complaints prompted Gayton PC to request that I organise this meeting and thanks to AW and EH for coming along.

Some of the major questions that I thought Anglian Water should answer include:

1. Can the system cope with the village as it is now and how will it cope with the 150 or so new homes being built or likely to be built at Hall Farm, old Gayton Mill site, Allen's Garage on Lynn Road, Manor Farm and behind the Rampant Horse?
2. Has there been investment in the system, are the pumps new and/or in good order and is AW alerted automatically to any breakdowns?
3. Why can heavy rainfall still be an issue if the system has been relined?
4. Why are certain properties still having problems?
5. Why can the wet well at the pumps be bigger? (Basically, this is the tank at the pumping station into which the village system empties to be pumped away).
6. Is there anything that householders can do to help prevent system breakdowns?

Thanks and over to Anglian Water.

1. Can the system cope with the village as it is now and how will it cope with the 150 or so new homes being built or likely to be built at Hall Farm, old Gayton Mill site, Allen's Garage on Lynn Road, Manor Farm and behind the Rampant Horse?

Ms Wilson from Anglian Water advised that they have two teams that deal with planning and how it affects the current system. Ms Wilson advised that Anglian Water are not a consultee with regards to planning applications but make sure that they look at all applications of ten plus houses and how it might impact on the sewage network, Surface Water etc. If necessary they will advise the Borough Council Planning Department if a pre commencement planning conditions is necessary with regards to how the build is achieved, if any further infrastructure is required or needs updating. This way the builder cannot undertake the build before such conditions are addressed etc this means that the Developer needs to speak with Anglian Water. Anglian Water also looks at Local Plans and can work in their development so that it works in with the local plan.

A Parishioner asked if it is true that Anglian Water work on a five-year programme. Ms Wilson advised that they are currently working on the next thirty years and future proofing the system. Money is allocated on a five year rolling programme. Ms Wilson then advised that there is new funding available called zone charge, which is collecting as and when any new development is brought on line. The money is put into a budget for the area and used when work is needing to be achieved before the main budget as the main budget might not be for another two or three years. Development of the infrastructure is planned to make sure that all necessary work is only completed once and the road only dug up once etc.

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2. Has there been investment in the system, are the pumps new and/or in good order and is AW alerted automatically to any breakdowns?

Mr Wray advised that for the last couple of years Anglian Water have been undertaking surveys of the sewage systems and when a breach is spotted then that part of the system is being lined. Mr Wray advised that it is a three-year project to enable the whole system to be checked. Anglian Water covered a third of the system last year and will complete another third this year.

Mr Evans advised that the pumps were updated last year and brought up to European Standard. The pumps are currently very efficient to cover the amount of water etc. The pumps are working for only four hours per every twenty-four hour period, which means they are coping very well currently. Mr Wray advised that Anglian Water is alerted to any pump failure/breakdown.

3. Why can heavy rainfall still be an issue if the system has been relined?

There are problems when there is a high water table and there is a heavy rainfall. A Parishioner asked could not more water be pushed through so stop build up. Mr Wray advised that the Grimston Treatment Plant could not cope with a greater impact and undertake the necessary cleaning of the waste efficiently. On the last two occasions when the pumps got blocked and stopped, was down to un-flushables being put down the toilet.

4. Why are certain properties still having problems?

Mr Wray advised that he could not talk about individual properties but was prepared to speak with the owners of these properties after the meeting and discuss personal issues. In general terms some of these properties are unfortunately at the end of the line and could be that a neighbour is not using the system as intended and putting down un-flushables. It could also mean that there is illegal connection into the sewers, which are not accounted for when the calculations are worked out on the systems for new developments etc. Out of the eleven calls in Back Street, nine were for the same properties. Back Street/Winch Road is the lowest point in the system and as such makes it easier for items including FOG (Fat, Oil & Grease) in the system.

5. Why can the wet well at the pumps be bigger? (Basically, this is the tank at the pumping station into which the village system empties to be pumped away).

Ms Wilson advised that it is not just that easy unfortunately. There are better ways to improve the system without doing down the route of messing with the wet well. Greater Pumps would be needed but the Treatment plant as previously stated could not clean the water. The water in the wet well would be stagnant and there would be a horrid smell. This in turn would mean that more tankers were needed to empty the wet well.

6. Is there anything that householders can do to help prevent system breakdowns?

Mr Evans advised that it is down to un-flushables and FOG that is main problem. Wet Wipes are the un-flushables that cause the greater problems with breakdowns. They join together and make a ball that becomes so solid and also traps other items in. Most of the packaging advises that they are flushable but they are not. If you would not have eaten it then it should not go down the

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toilet. Waste oil should be packed well and put in your black bin. Mr Tuffs advised that Anglian Water has an advertising/marketing plan which includes Education regarding what can and cannot go down your toilet/drain. Anglian Water said that they like to attend events if they can and hand out information, free items etc Cllr Renwick invited Mr Tuffs to write an article for The Voice for put a leaflet into the magazine package for delivery. An article could also be placed on the village website or a link.

Public Questions were then taken.

Are the 150 new properties that are planned for the village, Can the system cope and are there any improvements planned to the system in this currently planning documents into 2025. Yes the systems can cope as previously stated. Planning Conditions to make sure that Developers speak to Anglian Water and the developments are built in the correct ratio. Any improvements necessary can be undertaken under the Zonal Charges.

Are there any plans to upgrade the treatment plant at Grimston. Anglian Water advised that no plans are currently in place.

Cllr Currey asked if it would be possible to produce a report on the Annual Statics that could be printed in The Voice, which may make people, think about un-flushables/FOG in a different light if they could equate to it. Mr Evans and Mr Wray agreed that the information is available on the system and they would look at putting into an easily readable format that everyone could understand.

Cllr Anota thanked everyone for attending and hoped that everyone has got some answers or a better understanding of the system etc.

The meeting closed at 8:38pm.

SJB

10.11.18

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