South Holland District Council
Performance Monitoring Panel

Grant Tuffs – Regional Engagement Manager

Hannah Wilson – Pre-Development Planning Manager

Anglian Water

love every drop anglianwater

Our Purpose

is to bring environmental and social prosperity to the region we serve through our commitment to

Love Every Drop.

We are geographically the **largest water and sewerage company** in England and Wales

Serving

7 million

people across the East of England and Hartlepool

We operate and maintain over

39,000km

of water mains

Laid end to end, this is further than a trip to Sydney and back

And we operate and maintain

78,319km

of sewers

Laid end to end this is almost **twice around the earth's circumference**

88% have a meter fitted

We employee around **6,200** people, and work alongside a further **6,000** alliance partners and contractors.

Our AMP8 plan will see us create circa **7,000** new jobs across the region

We pump less water into supply every day now than we did in 1989, despite supplying

30% more properties

Since privatisation in 1989, Anglian Water has invested £16.9 billion improving services in our region.

Our unique region

Home to **15%** of England's population

14 diverse counties

28% of land is below sea level

Water intensive businesses

75% of land is agricultural

Lowest rainfall

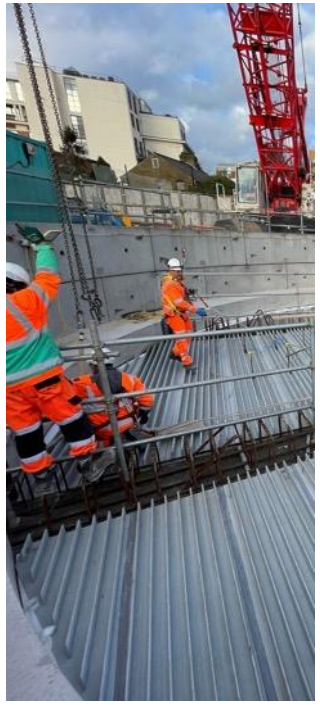
Our AMP8 plan

AMP8 is the next step in our long-term plans

Development of **2 new reservoirs**

584km of river monitored in real time

>1,000km of mains renewal



470,000m³ of storage to reduce storm overflows

Desalination planning begins along the Norfolk and Lincolnshire coast

15% reduction in phosphorous released

Reduced emissions by **4,500 tonnes** of carbon per year

Our role in planning

Our say in planning is limited as developments have the automatic right to connect and we are not statutory consultees in planning applications.

Under the Water Industry Act 1991, any development with planning permission has an automatic right to connect to our foul sewers.

We respond to minor and major applications, as well as LPA pre applications and scopping opinions

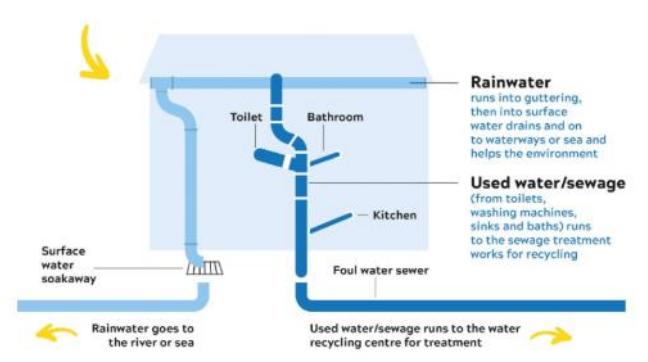
Our teams lobby for policy changes to improve outcomes for customers and the environment.

Whilst the government is continuing to consider implementing Schedule 3 of the Flood and Water Management Act, we are becoming more robust on our responses to planning applications (which we are not statutory consultees on) and local plans (which we are):

- Sustainable Point of Connection
- Objection if no growth scheme planned at WRC
- Planning condition if growth scheme planned

The surface water from the roof of 1 house is equivalent to the wastewater flow from 100 houses.

So, we work with customers to tackle misconnections.



Planning Position

Development Management

Impact on 5 year Housing Supply

- Delays to connections if conditions applied
- If objections on the grounds of environmental risk are upheld by the LPA, this would restrict growth for a period determined by the return of Dry Weather Flow (DWF) capacity & known growth

WRC Capacity

LPA	WRC Name	Planning Response
South Holland District	COWBIT STW	Pre-Occupation Condition
South Holland District	CROWLAND STW	Object
South Holland District	DEEPING ST NICHOLAS NEW RD ST	Object
South Holland District	DONINGTON STW	Approve
South Holland District	DEEPING ST NICH - WREN CL STW	Object - Descriptive
South Holland District	GEDNEY DYKE ANVIL CLOSE STW	Object - Descriptive
South Holland District	GEDNEY DROVE END HOLBOURN STW	Object - Descriptive
South Holland District	GOSBERTON STW	Object
South Holland District	HOLBEACH STW	Approve
South Holland District	MOULTON STW	Object
South Holland District	SPALDING STW	Pre-Occupation Condition
South Holland District	SUTTON ST JAMES-NEEDHAM DR ST	Object - Descriptive
South Holland District	SURFLEET STW	Pre-Occupation Condition
South Holland District	SUTTON STJAMES SUTTON GATE STW	Approve
South Holland District	SUTTON BRIDGE STW	Approve

Planning Position

Legal Opinion

- Lack of WRC/network capacity is a material planning consideration.
- Local Planning Authorities (LPAs) can lawfully refuse permission or impose pre-occupancy (Grampian) conditions until upgrades are completed.

Key Arguments Addressed:

- Statutory duties do not guarantee immediate capacity for all developments.
- Pre-occupancy conditions meet the conditions test if capacity will be delivered within a defined period.
- Less onerous conditions (e.g., foul water strategy) are insufficient if they risk pollution.

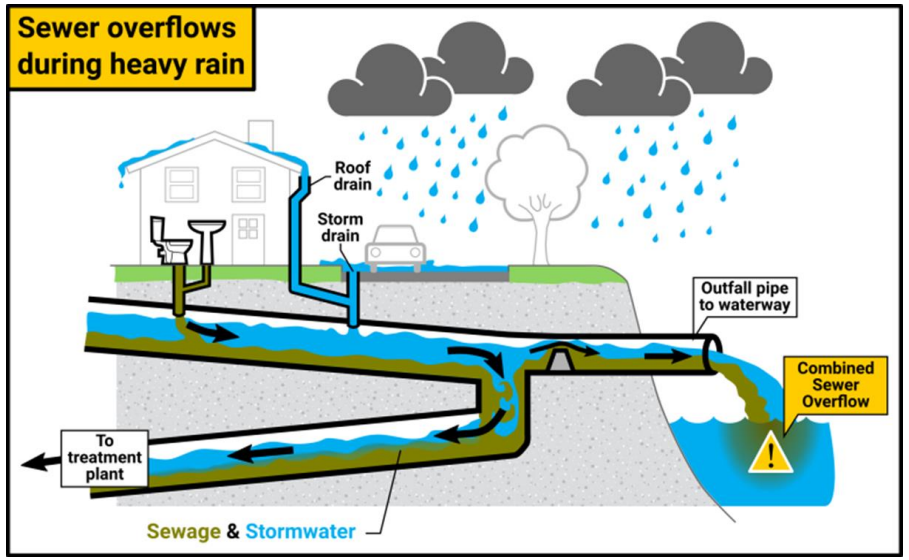
Conclusion

LPAs may refuse or condition planning permission where WRC/network capacity is lacking, ensuring environmental protection and compliance with national and local planning policy.

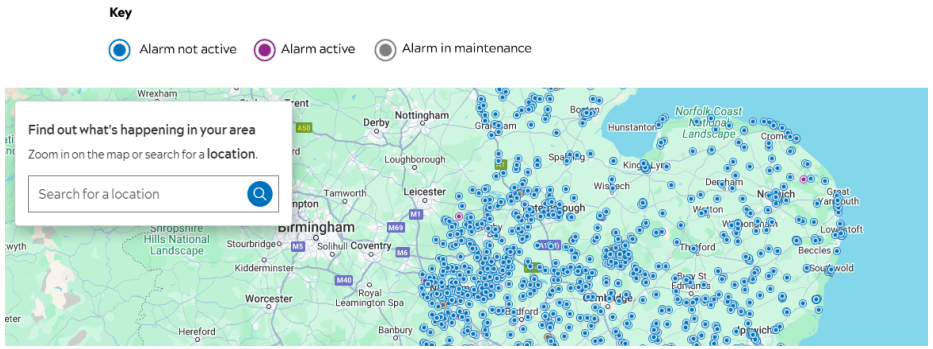
Storm overflows

They occur as a result of combined systems becoming overloaded during high rainfall.

- Combined sewers take both sewage and rainwater and can become overloaded with water following high rainfall events. They take pressure off the system by releasing excess water to protect homes and businesses from flooding.
- All storm overflows are permitted by the Environment Agency as the vast majority of what they release is rainwater.
- Sewers haven't been built like this since privatisation (1989). These days separate foul and surface water systems are built.
- All of our storm overflows are fitted with an Event Duration Monitor (EDM) that measures the frequency and duration of spills.



We provide near real-time data on our website



Our recent spills performance in South Holland

	2023	2024	2025 (Jan – September)
Total spills	348	411	65
Total duration (hours)	3712.93	4175.4	462.5
Average spills	38.7	45.7	7.2
Average duration (hours)	412.45	463.9	51.4

9 storm overflows – all with Event Duration Monitor (EDM) coverage.

We reached 100% EDM coverage in 2023, so data prior to this is not representative.

Rainfall does impact whether the numbers go up or down.

Storm overflows – planned improvements

We are investing more than ever into tackling storm overflows.

Across the Anglian Water Region, we have **surrendered 10% (157) of our permits** between 2020-2025, and where it isn't possible to remove them, we have an action plan.

Storm Overflow Action Plan to reduce spills by 17% by 2030. It contains a detailed improvement plan for each overflow to ensure that they not discharging more than 10 times a year (on average over 10 years) by 2050.

2025-2030 business plan is geared towards addressing the highest priority storm overflows soonest –

£1 billion on storm overflow monitoring and improvements

- Dealing with the excess water through removing surface water connections, SuDS and building storm tanks.
- Greater monitoring, jetting and UV at some sites too.

Environmental spend will double to £4 billion and focus on nature-based solutions, such as wetlands and SuDS.

By 2030, we will reduce total pollutions by 41%, with no serious pollutions. **Additional £100 million injected by shareholders to fast-track improvements.** Primarily through blockage prevention, improving assets we already have and increasing capacity of our systems and increasing our resource to do this.

Just Bin It

80% of sewer floodings are caused by avoidable blockages, affecting customers and the environment.

Blockages are caused by items such as wet wipes and fats, oils and grease being incorrectly disposed of down toilets or sinks.

35,000 blockages a year on our network – nearly all of which are avoidable. In hotspot areas, including Spalding, we have installed 'hedgehog' devices to monitor the number of wipes being put into the sewer. Since August, the hedgehogs have captured around 4,400 wipes in the PE11 2 postcode area.

Our 'Just Bin It' campaign aims to encourage customers to protect their pipes from blockages and avoid an unexpected plumbing bill.

To avoid blocked pipes and keep sewers clear we all need to **Just Bin It:**

- ✓ Only flush the 3Ps: Pee, Poo and Paper
- ✓ Bin wet wipes and sanitary products
- ✓ Once cooled, bin any cooking fat, oil or grease

We would welcome your continued help in sharing this messaging and can send you links to share.

Our water mains

Most of the bursts we experience are caused by ground movement or freeze-thaw cycles during winter.

Hot weather – we've just had the hottest summer on record, which led to high demand and low pressure. The water tower was impacted by demand spikes, which in turn caused pressure drops in the Wrangle area.

Hot weather often leads to bursts due to ground movement and a leak combined with high demand can significantly reduce system pressure.

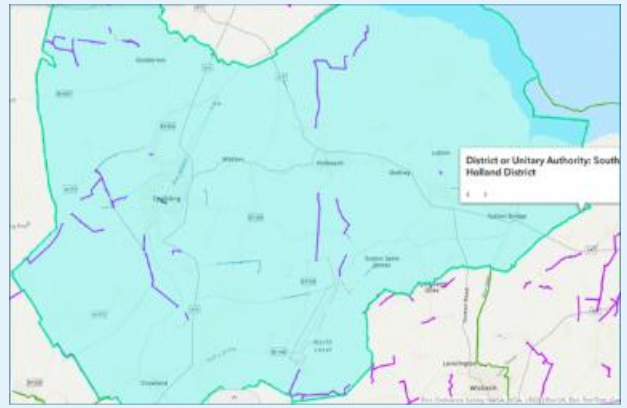
Diameter of mains – if they're small in diameter, this contributes to head-loss when velocities increase.

We've recently implemented a **new model called WISPER** (Water Infrastructure Serviceability Performance Assessment), which helps identify mains eligible for replacement by evaluating:

- Weather conditions
- Pipe characteristics (material, diameter, age)
- Historical burst data
- Environmental factors such as soil corrosivity and shrink–swell potential

Our plans

In this area we (our IMRDS Capital Delivery arm) are replacing over 82,000 metres of mains during 2025-2030 – an investment of over £18m



Lincs reservoir update

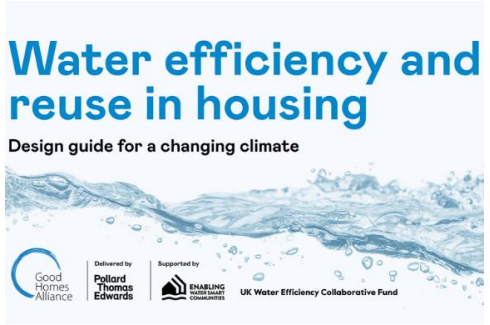
Progressing plans to build a reservoir

- Supply up to 169 million l/d – enough for around **500,000 homes –** and reduce demands on sensitive water environments.
- **Our vision goes beyond simply creating a new water supply.** We want to create a place where people, nature and water come together, with a design that thoughtfully integrates with the surrounding landscape, and connects local communities.
- It will be in supply in **2039 at the earliest**.
- We have already carried out two consultations.
- In **April 2025 we commenced work to develop our proposals further**. Including technical studies and assessments, land surveys and engagement with local communities and stakeholders (like the community liaison group).
- Plan to run a **third consultation** in 2026. The **final pre-application consultation will be in 2027**.
- **Development Consent Order application submission** planned in late 2028/29. **Decision due** in 2029/30 and **construction to begin** 2031/32.

Our work to encourage water saving

Ultimate aim: new houses aren't designed to flush toilets with drinking water. In the meantime, we continue to work collaboratively to promote using less water.

- Worked with Enabling Water Smart Communities (an Ofwat innovation project) on a **new guide that supports architects, developers, planners, and housing associations** with responding to the urgent need for 'water-smart' homes in the UK.



- Our **developer environmental incentive programme** offers developers £500 per property where they can demonstrate it includes fixtures and fittings that would mean occupants use <90 l/p/d.
- We have worked with partners (the EA, NE and other water companies) to develop a **set of shared standards to support Local Planning Authorities** in delivering sustainable growth and optimal water use.
- Our growth and planning teams **engage with LPAs on their local plans** and provide feedback which includes how they could be improved in terms of efficiency.
- We do lots of **customer engagement to raise awareness** about the need to save water and encourage longer term behavioral change through communications campaigns and our community hub.

Proposed investment in 2025-2030

We have proposed to invest around £11 billion across our region between 2025 and 2030 to meet the needs of our growing region and ensure we are resilient to our changing climate.

These plans are subject to approval by Ofwat, our financial regulator, and we are currently in discussions on the outcome of our final determination.

Over £28.6 million planned investment in South Holland to deliver for customers and protect the environment.

- New treated water tank at West Pinchbeck WTWs
- Ammonia removal scheme at Gosberton WRC
- Storm reduction at Sutton Bridge WRC

* proposed investment is subject to change as we continually review priorities and the best way to deliver scheme requirements.

Any questions?