

**NOTES OF PUBLIC MEETING WITH DURLEY PARISH COUNCIL AND
REPRESENTATIVES FROM SOUTHERN WATER
ON WEDNESDAY 22ND FEBRUARY, 2023 AT 7.00 p.m.
IN DURLEY MEMORIAL HALL**

This Meeting was been arranged by Durley Parish Council with representatives from Southern Water to discuss the problems which have been highlighted by residents to Durley Parish Council regarding the Pumping Station in Heathen Street

In attendance:

Cllr Pitter (Chair), Cllr Watts, Cllr Ellen, Cllr Childs, Cllr Rappini, Cllr Rutherford and the Clerk Mrs Anne Collins representing Durley Parish Council

Representing Southern Water:

Floyd Cooper (Operational Manager for Waste Water in Hampshire and the Isle of Wight)
Bethany Hughes (County Customer Manager for Hampshire)

Attending:

County Councillor Rob Humby, District Councillor Michael Kurn and around 50 residents.

Apologies for Absence:

Cllr Steve Delmege (Chairman of Durley Parish Council).

Introductions:

Cllr Pitter introduced himself and members of Durley Parish Council and then proceeded to inform residents what the purpose of the Meeting was and then asked the representatives of Southern Water to introduce themselves.

Introductions from Southern Water representatives:

Floyd Cooper is the Operational Manager for Waste Water in Hampshire and the Isle of Wight. He has been in his current post since 2006 and covers operational problems. Bethany Hughes introduced herself and said that she is the County Customer Manager for Hampshire and is the main point of contact for residents who wish to raise an issue.

Summary of points made by Floyd at the Meeting:

He would rather meet face to face with residents and Parish Councils than send e-mails.
He likes to be kept informed of developments.
Southern Water teams need to know how their work impacts on residents.
Floyd explained how the Pumping Station works dealing with the ground water.
The Pumping Station is doing what it should be doing, but sometimes it does let in ground water which is where the problem is.
The catchment is affected by the ground water levels.
Electro scanning is carried out to measure where the water is going. A Survey has been done.
There is no planned investment at the moment, but due to the impact on residents this will be looked at again. Floyd will promote an investment scheme if there is enough evidence.
There is a CSO overflow pipe into the stream if required. There have been more problems this year.
If there is spillage from the overflow pipe then tankers are required.
SW are hiring temporary pumps at the moment until permanent replacement pumps are installed.
The Pumping Station is working as it should now.
CSO has a flap on it (if stream is high we do not want water to go back into the pumping station).

This year the CSO flap became submerged so it did not work.
The outfall design is being looked at to allow overflow to go into the stream.
The environmental impact is assessed by the ammonia level.
The ground water is heavily diluted.
Failures were reported in the rising mains.
There have been two separate bursts in the pipe – one 2 weeks ago and the other at the end of 2022.
SW will continue to monitor rising mains.

Questions from residents to Southern Water, and response from SW:

Concern was raised that there was plastic piping in Heathen Street.
Fountains of sewage were seen coming from the manholes.
Running sand causing a problem – were the pipes sleeved?
Private laterals were coming into the pipes from private properties.
Survey data will be looked up and forwarded on.
Floyd explained how the funding works for projects.
The funding is either a planned approach (5 – 10 years down the line), or operational reactive needs.
The Heathen Street Pumping Station has a reasonable case (due to environmental impact and the huge cost involved of using tankers) – residents need to report any incidents to SW so that a case can be built up, but there is no timeframe.
Residents agreed that some tanker drivers do not know what they are doing – more control is needed on routes, noise etc. SW need to be kept informed of incidents so that they can speak to the Companies who run the tankers.
Road and verge repairs – roads and verges have been damaged by the tankers and SW are carrying out repairs next week. DPC will be informed of when this work is being carried out so that a representative from DPC can make sure all issues are addressed.
Floyd confirmed that the size of the Pumping Station is adequate for the area that it covers.
A concern was raised about the size of the tankers. SW will speak to the Tanker Team and ask that only 4k ones are used as the 6k ones are not suitable to go down our narrow country lanes.
SW were asked how many homes does the Pumping Station cover – Floyd did not know at this time.
A question was asked about if there was major development would the Pumping Station be able to cope – Floyd said that no major development could be added to this Pumping Station.
Investment in infrastructure – how can residents and DPC help to get investment long term – Floyd answered by saying that the environmental impact has to be measured, the financial impact measured and the impact on residents needs to be recorded via Beth Hughes and reported to the Environment Agency.
A resident said that there are no fish or weed etc. in the stream and with dogs and young children walking the footpath near to the stream this was a real safety concern – the figures quoted in the Hampshire Chronicle in January 2022 showed Heathen Street at top of the list for pollution. Floyd said that spillage data is in the public domain.
A resident was very concerned about the health and safety aspect – especially as raw sewage was seen floating down Heathen Street at times.
A question was asked if the pipe was too small – Floyd assured residents that it is an appropriate size.
A fire hydrant which has been leaking since last summer was reported to SW but has not yet been repaired. Beth will take this back to SW to get this repaired.
Floyd explained how sewer level monitors are used and how they operate – 23,000 are in place at the moment. He offered to check to see if there are any in Durley.
The life expectancy of the some of the pipes was discussed – it seems like those going to Netherhill might have been put in 50 years ago so they might be coming to the end of their life.
Nitrates are also monitored in the water course.
When road and verge repairs are carried out SW will liaise with DPC to repair the ditches in Chancellors Lane which have been ruined by the tankers and no longer function correctly.
It was agreed that tankers should not be using Chancellors Lane at all, as the road is too narrow.
A resident asked about the drains at the end of Sciviers Lane which are blocked. This has been reported to HCC Highways many times – CC Humby will follow this up.
A leak along Wintershill was reported to DPC and has been followed up. A visit was made by Portsmouth Water two days ago, but we have not received a report yet.

A question was asked about the Pumping Station in Durley Street – brown bubbles are coming up in the stream – Floyd responded saying what this was likely to be.

It was confirmed that the Farmers Home have also been flooded many times and are now unable to get insurance. Beth offered to speak to the owners after the Meeting to get some facts.

A question was asked about the water pressure at the end of Kytes Lane and Durley Street. As Floyd deals with waste water he was not able to respond, but Beth will get in touch with a representative from SW to get an answer.

Going forwards:

Floyd and Beth will take back the concerns from residents, along with information from individual residents who have been affected.

Residents were asked to send any concerns, along with evidence to Beth via her e-mail address which is hantscustomer@southernwater.co.uk

Anne Collins (Clerk) will chase CC Humby about unblocking the drains at the end of Sciviers Lane.

Floyd will let Durley Parish Council know when the verge/road repairs are taking place so that a representative can attend from DPC.

SW will keep Durley Parish Council informed of any progress made so that residents can be kept informed.

Any updates or further Meetings will be published onto the Parish Council website and village noticeboards.

Conclusion:

At the end of the Meeting Cllr Kerry Pitter thanked Floyd and Beth for attending and answering questions from residents. Also, for explaining what the Pumping Station does, and how it operates, as it was easier to understand once this is known.

It is hoped that now we have communication with Floyd and Beth we will be kept updated and find a resolution to resolve these problems. Residents were asked to send in any information or problems to Beth so that she can build up a Case for Funding.

Cllr Pitter thanked everyone for attending and the Meeting closed at 8.35 p.m.