Pollution incident reduction plan

2022-23

Wessex Water
YTL GROUP

FOR YOU. FOR LIFE.

Pollution incident reduction plan 2022-23

Contents

Executive summary

During 2021 we have seen an improvement across many areas, resulting in fewer waste water pollution incidents. Following our 2020 review of performance we narrowed the focus of our efforts for 2021 to network monitoring and customer and community engagement.

This focus has shown good results and in those areas that have been directly targeted for customer engagement and network monitoring we have seen a clear, demonstrable, improvement. In addition to lower pollution incidents we have seen our highest ever level of self-reporting of pollution incidents, demonstrating our commitment to timely and transparent reporting of all pollution incidents.

The results do, however, show that the number of serious pollutions has not improved. The root causes of these incidents include early notification, response times and third-party sewer misuse. While we have seen overall good performance in these areas, we need to continue focusing on network monitoring and customer engagement to reduce the risk of serious pollutions occurring.

We have successfully trialled and demonstrated the capability of artificial intelligence combined with network monitoring and we are now extending this capability across the whole of our region. Our engagement with customers has increased, particularly on matters relating to sewer misuse, fat, oil and grease (FOG) or wet wipes, all resulting in fewer pollutions incidents.

Our aim is to continue this work though 2022-23 while monitoring the benefit that is being achieved; we will keep reviewing our plan and make changes where we believe there are more effective activities that we should be doing.

Our engagement with customers has increased, particularly on matters relating to sewer misuse, FOG or wet wipes

Background

Purpose

One of Wessex Water's four key purposes is to protect and improve the environment.

We consider ourselves an environmental services company and our aim is to ensure that none of our activities cause environmental harm.

Many of the activities we carry out have the potential to cause pollution to the water and land environment – when sewage, or even clean water, escapes from our systems it can lead to environmental damage.

Our original pollution incident reduction plan (PIRP) document[1] (published in April 2020) and first-year summary (published in April 2021) explains our historical and current water environment pollution performance together with our plans to continuously improve.

This document provides an update on the second year of implementing our plan, highlighting work undertaken and our successes, as well as our key activities and opportunities to develop the plan further.

Pollution incident reduction plan (PIRP) approach

Our goal is to cause no pollution incidents and the delivery of this plan will lead us towards this.

The four main themes for the PIRP are:
- people and process
- assets and maintenance
- customers and stakeholders
- telemetry data and analysis.

Pollution targets

Achieving our goal will take time and in the short term we are aiming to meet the targets set out in the Water Industry Strategic Environmental Requirements (WISER):
- serious pollution incidents, ie, category 1 and 2 pollutions, must continue to trend towards zero
- trend to minimise all pollution incidents (category 1 to 3) by 2025.

For us this means targeting zero category 1 or 2 incidents and fewer than 68 category 3s from waste water assets by the end of 2025.

[1] Our original pollution incident reduction plan and the 2021-22 Pollution incident reduction plan can be accessed at **wessexwater.co.uk/environment**

Our goal is to cause no pollution incidents and the delivery of this plan will lead us towards this

Review of year two

For 2021, we achieved our overall pollution performance commitments and achieved the Environment Agency's (EA) Environmental Performance Assessment (EPA) targets (72 incidents against target of 87). As a result of our pollution performance improving, we are also below our five-year average.

The formation of the PIRP has led to an increased focus and heightened awareness of pollutions across the company. As our PIRP programme has continued to evolve and develop over the last two years, our self-reporting performance has improved from 85% in year one to 90% in year two.

Root cause analysis

Analysis of pollution root cause for 2021 shows that sewer blockages continue to be the dominant cause of pollution incidents and these blockages are predominantly caused by wet wipes from sewer misuse.

Figure 1: Root cause analysis for Cat 1-3 pollution incidents in 2021 and details of blockage causes
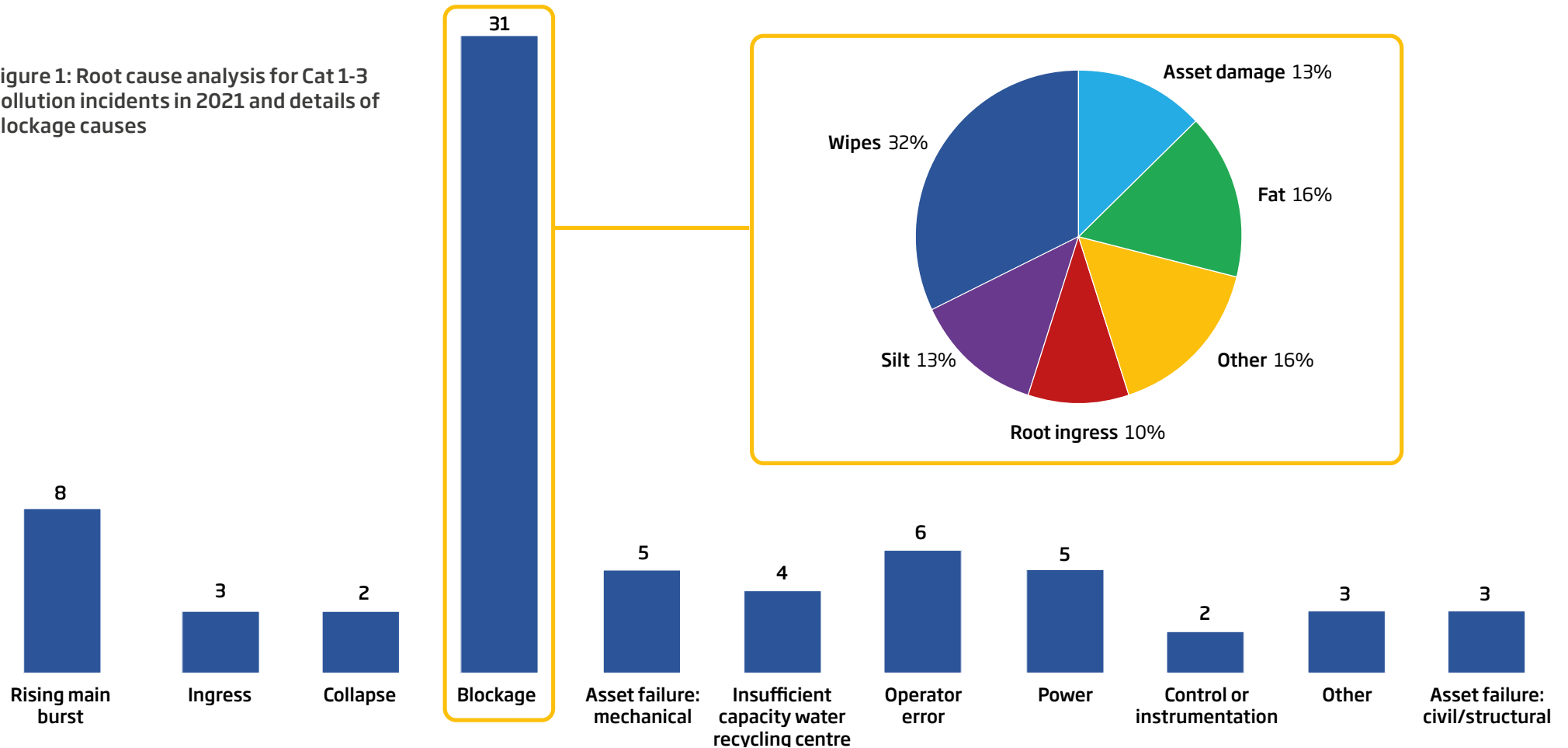
A comparison of pollution root causes over the last four years shows that the overall number of blockages leading to pollutions continues to decrease year on year, possibly indicating that our move to accelerate customer and community engagement and intelligent sewer networks is having some impact.

There has also been a decrease in pollution incidents caused by rising main bursts, which is probably attributable to our increased monitoring capabilities and pump performance analysis.

A breakdown of blockage types shows a decrease in the number of pollutions caused by wipes. However, there has been an increase in the number caused by silt, which likely reflects the drier year we have experienced. This is mirrored in the reduction of pollutions caused by groundwater ingress.

Figure 2: Root cause analysis trends for 2018-2021 and details of blockage causes trends

Cat 1-3 pollution 2018 – 2021 blockage root cause breakdown
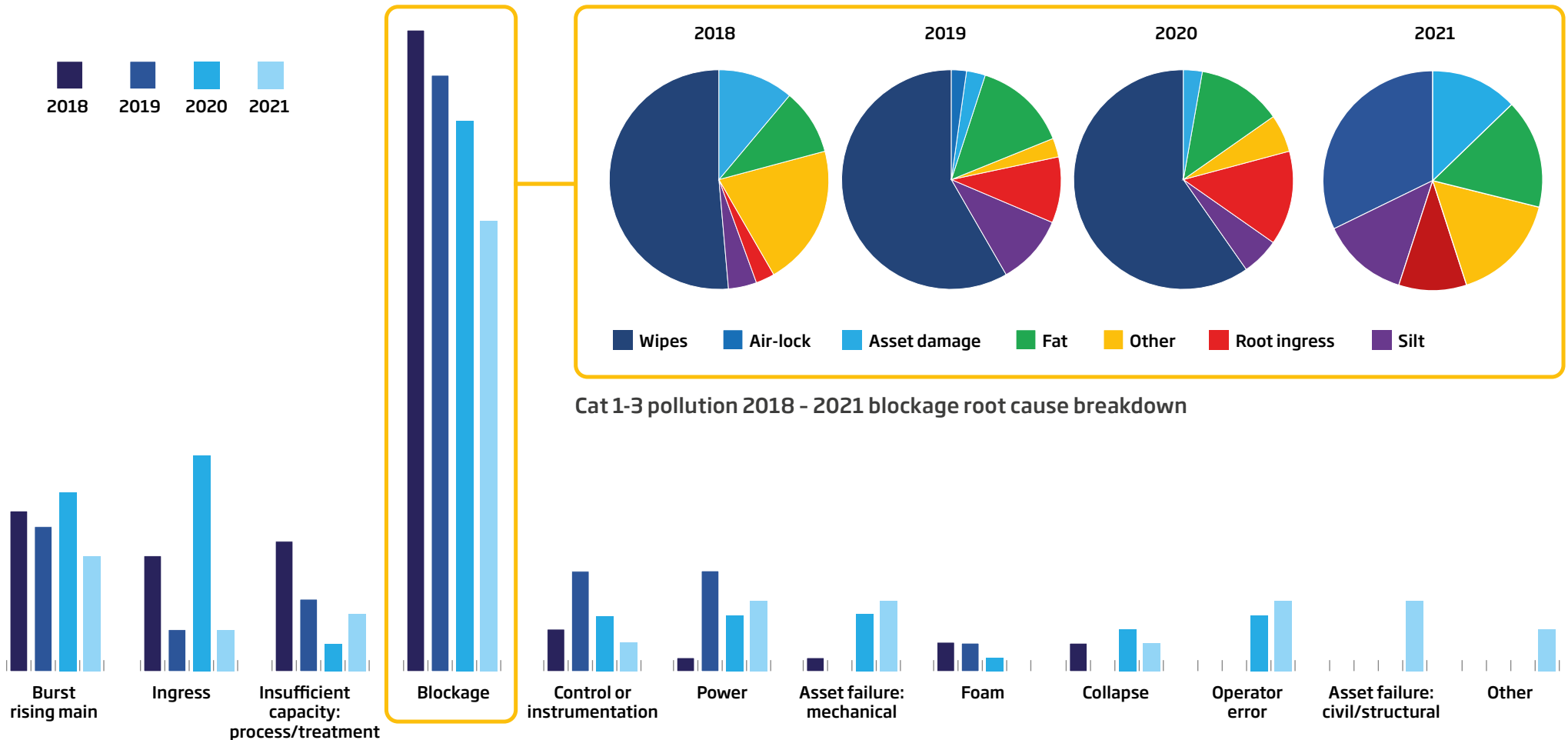
We continue to use root cause analysis and asset performance to identify and prioritise activities to guide our PIRP and help us to continue pollution reduction.

Asset types

Compared to last year we have seen a 17% reduction in the total number of pollution incidents across our sewerage system. As a result of our focus on initiatives such as burst detection and sewage pumping station (SPS) performance analytics, we have seen a reduction in pollutions from rising mains and sewage pumping stations.

The focus of our PIRP has often been pollutions from foul sewers, as the majority of our pollutions arise from them. Although we saw a minor increase in incidents, possibly due to changes in customer behaviour related to homeworking as a result of Covid, the expansion of our sewer monitoring programme and our customer engagement programme is still in its infancy.

As these programmes are rolled out across the region our long-term aim is to reduce our response times, either preventing or reducing environmental impact overall, and changing the behaviour of our customers to minimise sewer misuse.

Figure 3: Root cause analysis trends for 2018-2021 and details of blockage causes trends
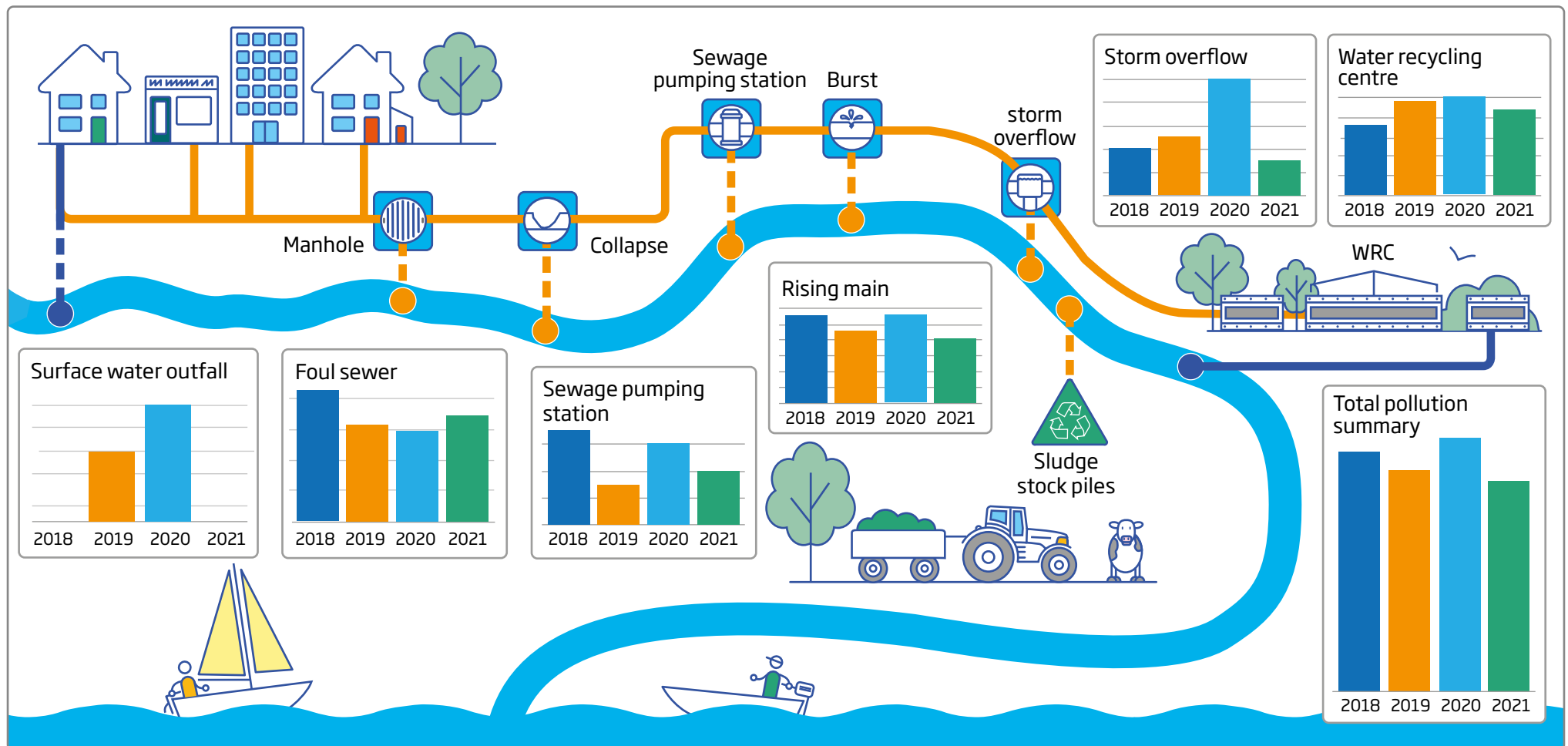
Activities and performance 2021

Overview of activities

A key principle for our PIRP has been to use data to inform our actions. Following our 2021 review, the data showed that our sewer network was an area where we could make the most gains and so we accelerated our work on intelligent sewer networks and customer and community engagement.

In addition to these accelerated activities, we have also focused on areas such as rising main burst detection, sewage pumping station optimisation and fat, oil and grease (FOG) management, to maximise the benefits we saw from our work last year.

Although only 24 of our ongoing activities are highlighted below, we now have more than 40 ongoing preventative and response activities which we continue to develop and evolve over time to help us achieve our pollution goals. Below is a summary of the activities we accelerated this year.

Details of both the quantitative and qualitative performance of activities listed in the 2021 PIRP can be found in Appendix 2 and in our quarterly reviews.[2]

Figure 4: Summary of progress of PIRP prevention and response activities

Prevention				Response			
People and process	**Assets and maintenance**	**Customer and stakeholders**	**Data and analysis**	People and process	Assets and maintenance	Customer and stakeholders	Data and analysis
Prevention policies	Sewer CCTV – sewer risk model	Water Guardians	Additional monitoring	Response policies	Sewerage investigation assessments	Sewer misuse strategy	Internal pollution reviews
Pollution register	Sewer rehabilitation programme	National and regional behavioural initiatives	Rising main burst detection and prevention	Third-party environmental support	Enhanced over-pumping	Improved self-reporting	Environment agency communication
Training and equipment	Enhanced asset maintenance and upgrades	Fat, oil and grease managment	SPS enhanced diagnostics and performance analytics	Resource review	Streamclean	Improved customer correspondence	Environmental surveys

Legend: ▮ On track ▮ Focus area ▮ Accelerated

Key activities

Reactive – behavioural engagement: environmental engagement officers

What have we done?

Following a significant pollution incident and a history of blockages, an area in Bournemouth was identified for a domestic customer engagement trial. As part of this trial, Environmental Educational Officers (EEO) engaged with customers to advise on the recent and historical blockage incidents. They aimed to educate customers in how they could assist in reducing the risk of blockages in future (See Appendix 1a).

Following the success of the trial, the environmental educational team rolled out a targeted engagement campaign programme in hotspot areas where repeat blockages were caused by wet wipe misuse. One of the four campaigns we undertook this year combined EEO doorstep engagement with targeted social media messaging, direct mailouts, radio adverts and newspaper adverts (See Appendix 1b – Wipe out Wipes).

Since the programme began our officers have visited nearly 9,000 customers, with an engagement of 60%.

Lessons learnt?

Since the EEO officers have been undertaking their targeted engagement campaign, the early data suggests positive engagement from customers in the hot spot areas. A review of blockage and pollution incidents in the recent targeted areas also shows a positive trend with a reduction in misuse incidents, but it is still too soon to measure the full impact of these campaigns.

Over the coming months we will continue to measure the effectiveness of our campaigns by monitoring the number of incidents within the designated areas, with the hope of seeing no repeat incidents and a reduction in flooding incidents.

We will also be using the feedback from EEOs and customers to further refine and improve our engagement strategies.

Future planned activities?

Based on the success of the domestic customer engagement process this year we will continue to target hotspot areas across the region, with the aspiration of a large-scale wet wipe engagement campaign in 2022.
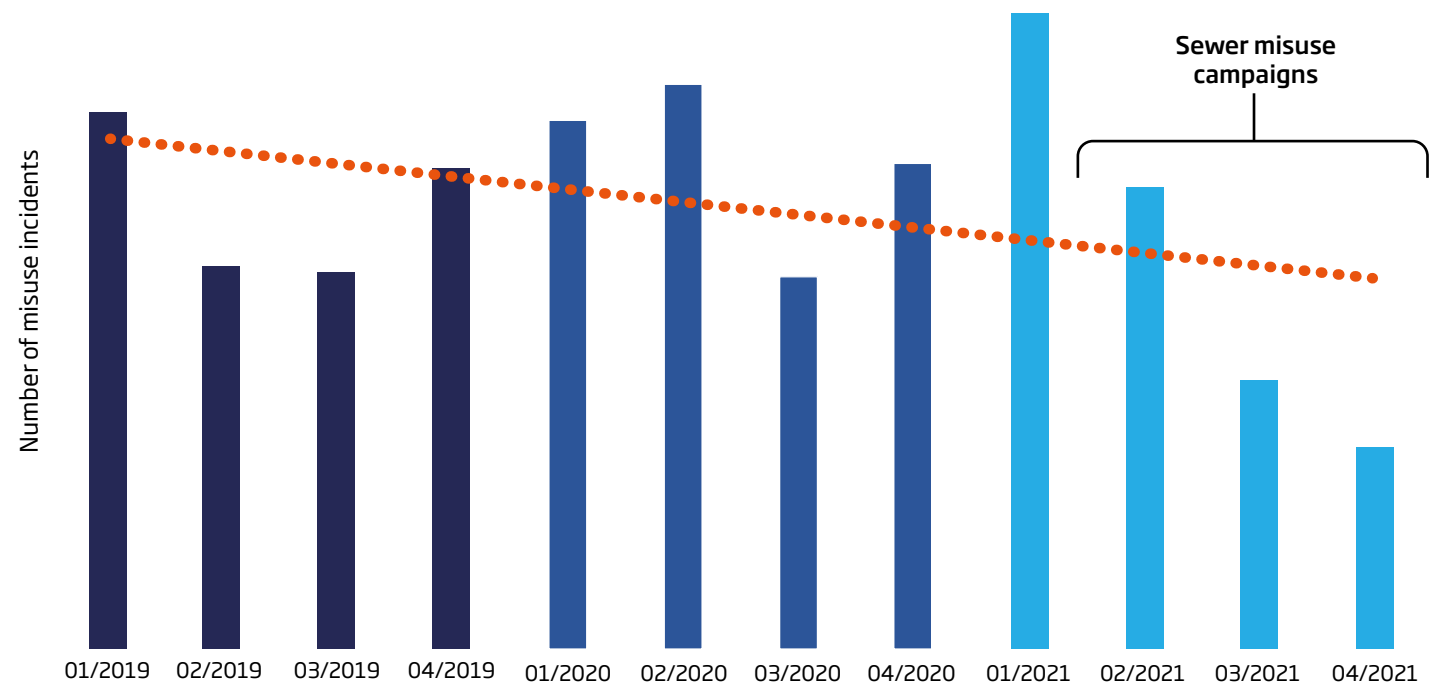

Figure 5: Misuse incidents in all EEO engaged areas 2019 – 2021

Reactive – behavioural engagement

What have we done?

As part of our newly developed sewer misuse strategy, we launched our new customer engagement initiative in August – a Stop the Block free pack. We offered customers advice and free products to help promote the correct disposal of waste and to prevent blockages in the network, eg, FreshX (toilet tissue spritz), reusable face pads and gunk pots.

So far, we have undertaken four targeted engagement campaigns with waste packs, in 12 blockage hotspot areas across the region. During these launches a total of 6,905 waste packs were ordered. One of these campaigns, Wipe Out Wipes, combined an enhanced free waste pack, with target social media messaging, direct mail outs and doorstep engagement from our EEO. (See Appendix 1b).

To also improve our engagement with customers following blockage incidents, we have been reviewing our internal lettering process to ensure we engage with them when they are most aware of the effects of sewer misuse and its impact on the environment.

Lessons learnt?

Following our targeted engagement campaigns this year and in response to customer feedback form these, we have made it easier to obtain free packs and information and streamlined the process.

The analysis of social media customer engagement data has also helped us to better understand the effect of this form of engagement across all our customer participation workstreams. We continue to explore how best to communicate with all our customers, to promote a variety of activities, and to deliver information and advice without causing disengagement and social media fatigue.

Following our sewer misuse letter review, we identified that we were failing to engage with approximately 5,000 people because our lettering process had minimal visibility and prevented follow up engagement. To overcome this, we have developed a new data driven process designed to improve the reach and efficiency of this engagement activity. We have also been working to understand how we can apply behavioural principles to our letters and literature to effectively influence customer behaviour. We will be reviewing and amending our sewer misuse letters to reflect these insights.

Future planned activities?

Following the success of our engagment this year we will continue our targeted campaigns in hotspot areas across the region. These bi-monthly campaigns will become a standard way to help combat sewer misuse. A key aim for this year is to establish a robust mechanism for measuring the impact of customer engagment.

As Covid-19 restrictions ease we will be relaunching our water efficiency home check programme and visiting around 6,000 properties properties in 2022-23, offering customers water efficiency advice. We plan to expand this programme to include sewer misuse advice.
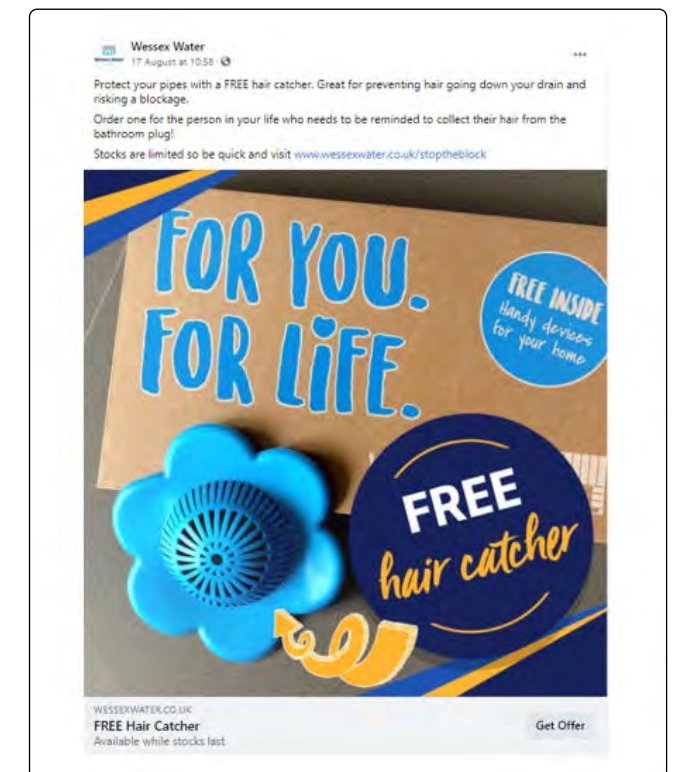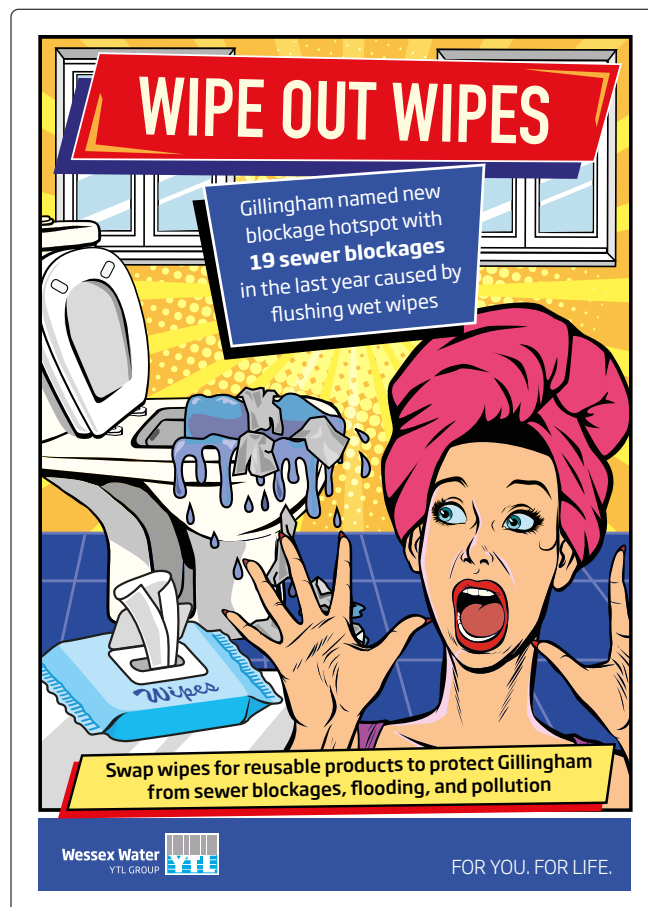
Preventative – Water Guardians

What have we done?

Over the last year the Wessex Water Guardian community project has expanded to include both Somerset Wildlife Trust (SWT) and Wiltshire Wildlife Trust (WWT). Between the two trusts we now have ~80 active volunteers that cover 200 miles of river way in Wiltshire and Somerset.

The volunteers have recorded 1,000 hours of volunteering and during this period we have received 14 reports which include sightings of litter, third-party pollutions from slurry run off and river foam. Two issues have been raised concerning phosphorous levels in South Petherton where we currently have a phosphorous removal scheme and a silted culvert which we have since cleaned and where we have installed a camera.

Lessons learnt?

Over the last year SWT and WWT have raised several issues with Wessex Water including technical issues, undesirable or inaccessible areas and issues with reporting. To combat the reporting issues our customer service teams have now been trained on how to handle calls from Water Guardians and to forward information to the correct department or company.

Future planned activities?

Now that we have successfully set up Water Guardian community projects in Somerset and Wiltshire, we have started to expand the project to include Dorset Wildlife Trust. The aim will be to recruit approximately 25 volunteers across the region in pollution hotspots and in catchments where the trusts are active.

We will also be increasing our involvement and engagement with the trusts and Water Guardians by holding biannual meetings to share updates, receive feedback and arrange webinars for volunteers to discuss hot topics such as storm overflows. SWT volunteers will also be looking to provide additional training for their volunteers on, eg, invasive species and plat ID.

volunteers have recorded 1,000 hours of volunteering

Preventative – intelligent sewer networks

What have we done?

Following the success of the Bath in-sewer monitoring trial last year, which demonstrated that a smart solution could reduce alerts by up to 97% in wet weather and identify partial blockages much earlier than traditional models, we decided to focus on intelligent sewer networks for year two of the PIRP. This approach will allow us to adopt a condition-based approach to maintenance – intervening at the right time and in the right way to prevent problems occuring.

The first phase of expanding the in-sewer monitoring programme involved applying machine learning to 500 monitors across the North Wiltshire area. Since the installation of these monitors, we have identified several partial blockages which we have been able to attend and clear before a pollution incident could occur (See Appendix 1c). The next phase of the programme will be done on a risk-based approach and will include areas of interest, such as areas with shellfish waters and inland swimming.

Lessons learnt?

The expansion of the intelligent sewer monitoring programme continues to show that the use of smart solutions and technology allows us to identify partial blockages much earlier than traditional methods, enabling us to prevent potential pollution incidents from occurring.

The programme continues to show that industry knowledge about sensor installation in the sewer network is limited and that the current available devices are costly to install and maintain. To improve the value from in-sewer monitoring we need to consider different monitoring technologies and to adopt a higher risk approach towards our requirements around data accuracy and data pathways.

Future planned activities?

With the development of improved sensor technology and machine-learning tools, we have the ability to collect more information and provide additional insight into the behaviour of waste water systems. As a company we are in the early stages of developing a three-year strategy to extend monitoring in the network. With all event duration monitoring (EDM) sites monitored by machine learning tools by 2023, we are proposing installation of a minimum 300 additional network monitors in the next three years.

This strategy will allow us to improve our service and performance by optimising maintenance intervention based on smart data, which will reduce the risk of pollution and flooding incidents.

a smart solution could reduce alerts by up to 97% in wet weather

PIRP future strategy

The results from the work we have been doing do show improvements where we have focused our effort – our objective now is to widen the scope of those areas by doing more customer engagement and to continue increasing the area of our sewer network that is monitored in a more intelligent way.

Network monitoring – we are now forming a specific network monitoring team to deal with the ever-growing level of proactive notifications that we receive, our ability to interpret sensor data improves. This includes early identification of blockages in our sewer network, early identification of leaking pumping mains and spotting where our pumping stations are deviating from their normal, expected operation – all of these early identifications contribute to preventing pollutions from occurring.

We continue to learn in the area of data science and will continue to develop our capability in this area and build on the work that we have completed to date. We have also evolved our approach when engaging with our customers on the subject of sewer misuse and we will continue our work in this area over the coming year.

our specific network monitoring team will deal with the proactive notifications we receive

Appendix 1 – case studies

1a   Domestic misuse engagement – Bournemouth

Following a significant pollution incident and a history of 18 blockages in the area, a road in Bournemouth was identified as being a blockage hotspot and a suitable candidate for a domestic customer engagement trial. As part of the trial our environmental educational team completed domestic educational visits at all 267 properties.

Where possible the environmental educational officers engaged with customers in the area to advise on the recent and historical blockage incidents and looked to educate them in how they could assist in ensuring the risk of blockages is reduced in future.

As part of this engagement Stop the Block letters were also provided to each property and customers were asked to complete a short survey. The data from this trial showed that 96% of them were aware of sewer misuse and the impact on the sewerage

Figure 7: Number of visits made by the Domestic Engagement Team
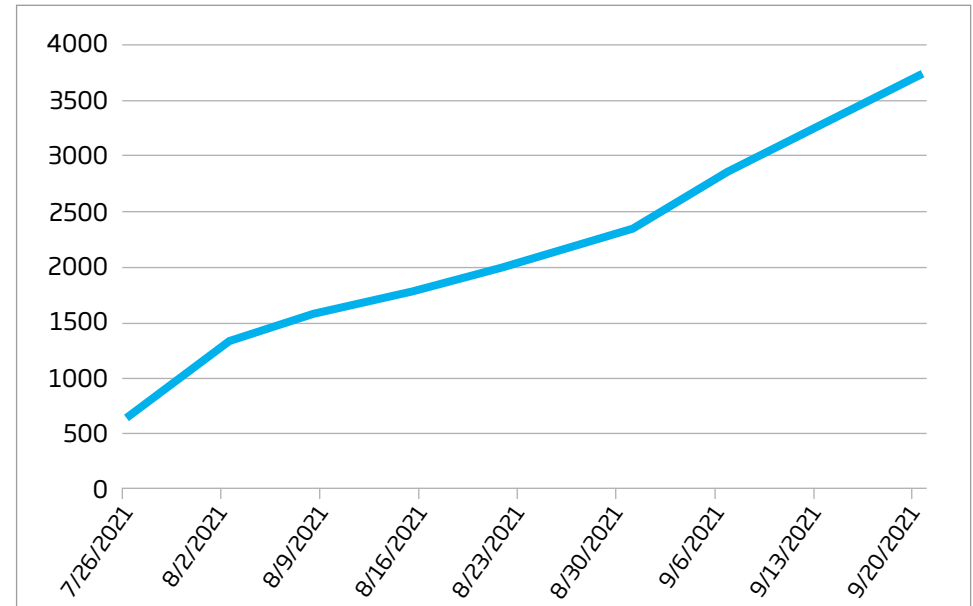
system. It also highlighted that 12% of customers used "flushable" wipes and of those that used them 22% flushed the wipes down the toilet.

Following the completion of the two-week trial, the team rolled out an engagement programme in hotspot areas such as Melksham, Yate and Poole at the beginning of July. Since the programme began the three officers have visited nearly 9,000

properties, with a success rate of 59%.

At this stage it is too early to measure any impact from the customer engagement in these areas but in the coming months we hope to see a reduction in the number of blockages caused by sewage misuse.

Figure 6: Hotspot blockage ares in Bournemouth

1b Sewer misuse strategy - waste pack targeted engagement

In August 2021, as part of our sewer misuse strategy, we launched free waste packs to customers in hotspot areas. These contained products to help prevent sewe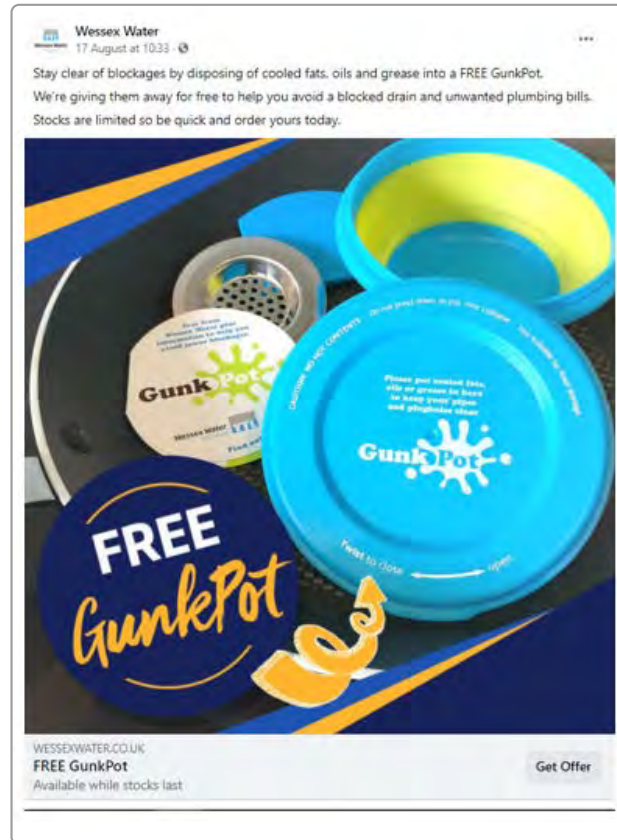r misuse. The products were carefully chosen to help customers identify where they might be disposing of items incorrectly and provide them with an alternative. For example, rather than pouring left over fats, oils, and grease down the sink we offer a gunk pot as a handy alternative.

The hotspot areas where we launched the 10-day targeted engagement were Burnham on Sea, Chippenham, Corfe Mullen, and Weston-Super-Mare. A review of social media posts following the launch showed a reach of approximately 44,000 customers and approximately 2,500 packs were ordered within the
36 hours. The promotion resulted in 2,478 customers who had never previously engaged with the Wessex Water website engaging with our website's wastewater pages.

We hope these simple products will lead to positive and sustained changes in customer behavior. In the future we will be targeting our engagement at new hotspot blockage areas based on quarterly reviews of incidents, and will measure the impact of the engagement on blockage numbers.

Wessex Water
17 August at 10:33

Stay clear of blockages by disposing of cooled fats, oils and grease into a FREE GunkPot.

We're giving them away for free to help you avoid a blocked drain and unwanted plumbing bills. Stocks are limited so be quick and order yours today.

WESSEXWATER.CO.UK
FREE GunkPot
Available while stocks last
Get Offer

In October, we focused our campaign on Bridgwater, Yate, Melksham, and Gillingham and included hair catchers, sink strainers, gunk pots, FreshX and face pads. These were accompanied by a Wet Wipe campaign involving properties being visited by environmental educational officers, and several social media posts on Instagram and Facebook.

WIPE OUT WIPES

Bridgwater named new blockage hotspot

WIPE OUT WIPES

Bridgwater has had a shocking **178 sewer blockages** in the last year caused by wet wipes being flushed down the toilet. Blockages can lead to sewage backing up into your home, or sewers bursting and polluting the local environment.

We're asking Bridgwater to wipe out wipes and switch to reusable products, such as:

✔ **Swapping** cleaning or baby wipes for reusable cloths

✔ **Swapping** floor wipes for a mop and bucket

✔ **Swapping** a face wipe for washable make-up removal pads

*But we understand that some people rely a lot on wipes, so if you do use them, please put them in the bin.*

Visit
wessexwater.co.uk
for more advice on protecting your home from blockages

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1c StormHarvester alerts - Malmesbury and Westbury

In January the monitoring system, StormHarvester, alerted us of levels above expected at a storm overflow in Malmesbury, Wiltshire. Upon further investigation it was discovered that a large piece of wood was blocking the inlet which we were able to remove, preventing a pollution from occurring.
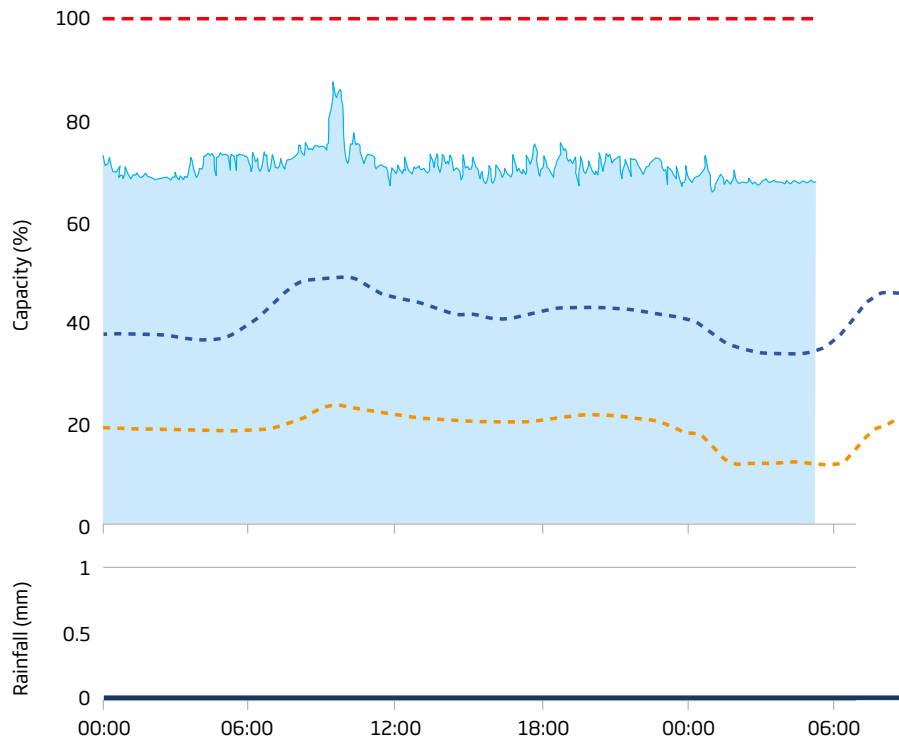
In February, StormHarvester alerted us of levels below the expected for a storm overflow in Westbury. When we attended the site to investigate, we identified a blockage upstream of the overflow which was causing flows to be diverted away via a bifurcation. Once the blockage was removed levels at the overflow returned to normal.
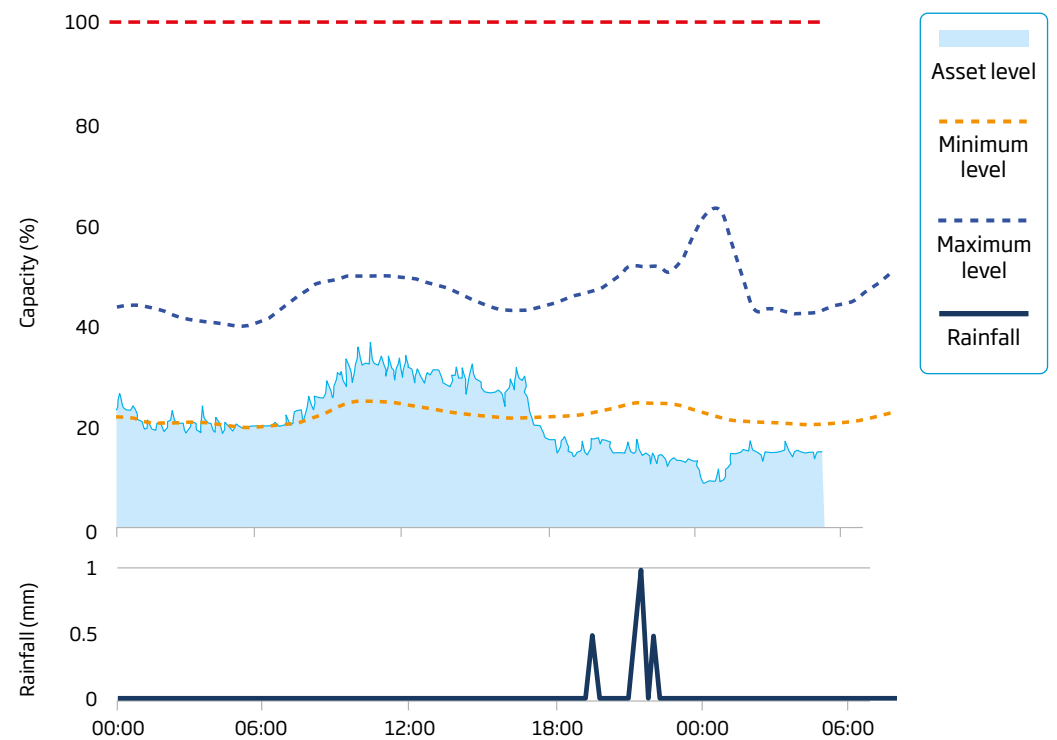
Appendix 2 – quarterly activity analysis

Theme	Activity (in-period unless otherwise stated)	Unit	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Total
People and process	Pollution incident training (cumulative since Sept 2019)	Nr	152	160	168	174	174
Assets and maintenance	Length of sewer surveyed	Km	12.009	14.153	22.208	9.079	57.449
	Sewerage investigation assessments completed	Nr	33	27	23	22	105
	Treatment investigation assessments completed	Nr	4	2	1	2	9
	Rising main assessments completed	Nr	1	1	0	0	2
	Length of sewer rehabilitated	Km	2.253	0.737	0.776	0.245	4.011
Customers and stakeholders	Summer shows: number of people engaged	Nr	0	0	0	0	0
	Student fairs: number of people engaged	Nr	0	0	29,052	0	29,052
	Attendees at Open Doors events	Nr	0	0	0	0	0
	Social media reach	Nr	42,967	24,239	76,178	255,523	398,907
	FSEs investigated	Nr	471	48	0	-108	411
	Personalised letters following blockage incidents	Nr	33	65	175	64	337
	Water Guardians engaged	Nr	34	40	56	80	80
Telemetry data and analysis	Cumulative number of intermittent overflows monitored (and % of total)	Nr	1085 (82%)	1091 (83%)	1102 (83%)	1124 (84%)	1124 (84%)

Appendix 3 – Q4 summary

Theme	Activity or initiative	Q4 2021 progress report
	Additional equipment roll-out	No roll out this quarter.
Assets and maintenance	Artificial intelligence sewer scanning initiative	Further trial of three companies in business as usual setting to start in the new year.
Customers and stakeholders	Update on events	No sewer misuse events were held in Q4.
	Anti-FOG initiatives	We have suspended visits to 108 FSEs where we have no evidence of misuse and have changed to focus new referrals where evidence suggests increased risk to environment or asset. We are developing our own in-house team of commercial engagement inspectors to engage with food service establishments (FSEs) from April 2022.
	Proactive customer engagement	The sewer misuse prevention free pack was launched in August 2021. We have offered customers a range of products to help them better understand how to prevent blockages. For example, customers have been able to order FreshX toilet spray as an alternative to toilet wipes, and cotton reusable face pads as an alternative to disposable face wipes. A total of 6,905 waste packs were ordered between August and December 2021 and a total of 15,925 products were distributed. The promotion of the pack has been focused in blockage hotspot areas and in 2021 we targeted 12 different areas. We will continue to promote sewer misuse prevention advice and the free pack to blockage hotspot areas throughout 2022. In 2022 we will be relaunching our water efficiency Home Check visits for domestic customers and intend to include sewer misuse prevention advice in this visit where appropriate. We hope to visit ~6,000 customers per year as part of the Home Check programme.
	Reactive customer engagement	A review of the process used to issue reactive blockage letters to customers has been completed. An improved new data driven process had been designed to improve the reach and efficiency of this engagement activity. The project is being developed and will be completed this year.
	Targeted hotspot engagement	IIn 2021 our environmental educational officers visited ~9,000 properties notifying customers of the blockage issue in their area and offering advice on how to prevent future blockages. Householders are also encouraged to complete an online survey (incentivised with a monthly prize draw) that acts as a mechanism to deliver additional education and also collects insight on customer behaviours. In October 2021 we ran a targeted engagement campaign in four blockage hotspot areas: Bridgwater, Yate, Melksham, and Gillingham. The Wipe Out Wipes campaign combined targeted social media messaging, direct mail outs, radio adverts, newspaper adverts, and doorstep engagement. The campaign was supported by an enhanced free waste pack offering where customers were able to order gunk pots, sink strainers, hair catchers, and FreshX (a toilet paper gel). Following the campaign, we completed a customer survey in the targeted areas to gather insight into customer recall of the campaign materials and whether the messaging affected their behaviour. The learning from this survey will help shape future engagement and campaigns.

Theme	Activity or initiative	Q4 2021 progress report
Customers and stakeholders (continued)	Partnership working	We are currently exploring how we might work in partnership with local councils, linking in with their climate change ambitions.
	Water Guardians	SWT (Sept 20-Sept 21) - end of Year one has 46 volunteers, 24 are based in the Brue catchment, seven in the Tone catchment, six in the Parrett catchment and the remainder in other catchments. 63 miles of watercourses monitored and 949hrs recorded. Six potential pollutions reported into WW/SWT. WWT (June 2021) - end of six months, 34 volunteers and nine still to complete training, 146 miles of rivers in Wiltshire being monitored and 68hrs recorded. Six potential pollutions reported in first six months. DWT - project started 1st Jan 2022. Booklet being updated to reflect Dorset, DWT have advertised for role of project manager.
Telemetry data and analysis	Sewer depths monitor machine learning	We are currently exploring how we might work in partnership with local councils, linking in with their climate change ambitions.
	Rising main burst detection	Systems are continuing to be added, long-term trending shows some interesting SPS operation in dry weather.
	Rising main burst prevention	Planning work for burst detection/prevention marketplace challenge underway. Expected to start June 2022
	Pumping station enhanced diagnostics	Pump health monitoring - 30 sites have been set up on Amulet and RAG alerts are being received for thresholds for individual pump flow. We will continue to add to this list Flow compliance - development of QlikView dashboard is proving difficult with current data and lack of rainfall data, this should be more feasible when the data access layer is available (Y3). The monitoring is currently either via Amulet, or manually through Prism; all sites with a flow meter and PFF in the consent are reviewed each month.. The SPS scorecard has been developed further to alert for any exceptions from the "10 Golden Rules" of normal SPS behaviour. The latest addition is the pump availability option which will allow us to understand site/catchment risk.
	Inlet works low flow detection	No further work this quarter. Hoping to develop this further next quarter, including low flows into SPSs.

Appendix 4 – governance

We consistently perform in the upper quartile in terms of the number of pollution incidents. However, our board is clear that our long-term aim must be to achieve zero pollution incidents while in the short-term reducing them to fewer than 68 incidents a year by 2025.

To achieve this, we have developed an internal governance framework comprising several working groups (Figure 9) and documents which follow a 'plan – do – review – act' approach (Figure 10). Each of these groups, which meet throughout the year, offer the opportunity for different aspects and levels of the pollution incident reduction plan to be challenged, as well as developed.

This continual process allows the pollution incident reduction plan to be dynamic and continually evolve as data and new working practices develop. In addition to our pollution incident reduction plan, we have developed an internal working policy document (escape of sewage reduction plan) detailing all our initiatives and the projects associated with the reduction of flooding incidents as well as pollution reduction.

Figure 10: Overview of Wessex Water internal 'plan – do – review act' process

Figure 9:

Wessex Water internal governance framework

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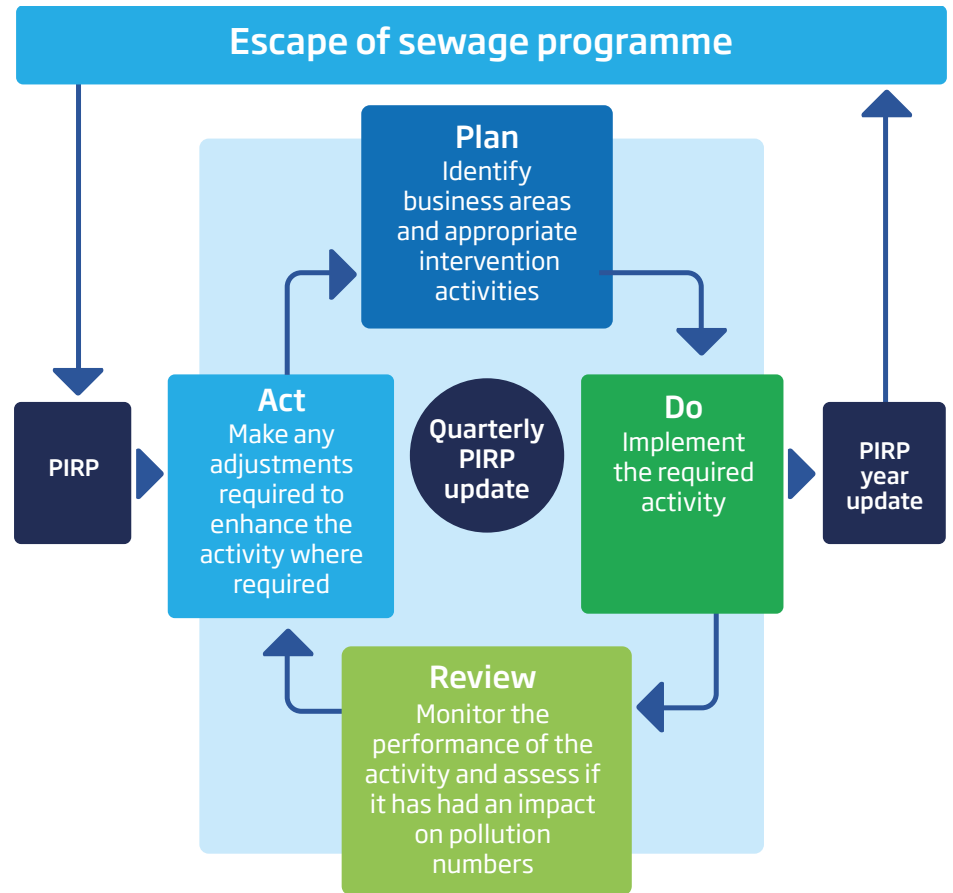
Summary of PIRP related meetings held throughout the year

Governance/ Assurance	Frequency	Detail
Pollution review	Weekly	Incident focused. Opportunity to discuss pollution incidents – response and lessons learnt.
Environment Agency/Wessex Water pollution review	Fortnightly	Regular meetings to discuss historical pollution incidents. Allows us to maintain a good line of communication.
Escape of sewage (EOS) progress meeting	Monthly	Review of the ongoing escape of sewage programme and pollution performance. Opportunity to review programmes finances, plan upcoming projects/initiatives and respond to emerging issues.
EOS financial meeting	Monthly	Review of programme's finances
EOS strategy meeting/ Wessex Water directorates	Quarterly	Review of pollution performance and progress of PIRP activities for the last quarter. Opportunity to identify trends and areas of the business that require further attention in the next quarter
Quarterly PIRP updates	Quarterly	Quarterly update on the PIRP, a document which highlights several case studies and success stories from the programme, while also providing measurable variables which can be used to track our progress.
Investment solutions group (ISG)	Bi-annually	Bi-annual meetings which are attended by directors and other senior management. Presentations and papers are given to provide an update on the ongoing programme to ensure senior engagement.

In line with our aspiration to continue as an industry leader on environmental performance, we will carry on using the Environment Agency's Environmental Performance Assessment as a key performance indicator for the company. It will continue to be an integral part of performance targets across the business, including at executive level.

The governance framework also involves the EA and, recognising the importance of a close working relationship with them, we actively engage with our local EA through regular meetings to help us effectively deliver the PIRP.

Glossary

AMP7	The seventh asset management period planned by the UK water industry and runs from 2020 to 2025.
Category 1 pollution incident	Major, serious, persistent and/or extensive impact or effect on the environment, people and/or property.
Category 2 pollution incident	Significant impact or effect on the environment, people and/or property.
Category 3 pollution incident	Minor or minimal impact or effect on the environment, people and/or property.
Category 4 pollution incident	No impact on the environment.
EDM	Event Duration Monitor.
FOG	Fat, Oil and Grease.
GIS	Geographic Information System.
HLA	An assessment of flooding incidents to establish the underlying cause, producing high level solutions with cost estimates.
Ofwat	The water services regulation authority.
PIRP	Pollution incident reduction plan.
PR24	Ofwat's Price Review 2024.
Rising main	A rising main is a sewer which is pressurised using pumps to move sewage uphill.
SPS	Sewage pumping station.
WRC	Wastewater recycling centre (formally referred to as Sewage treatment works).