

Medway Council Regeneration, Culture and Environment Overview & Scrutiny Committee June 2025

Tom Williams, Paul Morgan and Mike Russell



from
**Southern
Water** 

The Southern Water logo consists of three stylized, wavy blue lines of varying lengths, positioned to the right of the text "Southern Water".

Our work in Medway and business plan

Mike Russell, Stakeholder and
Engagement Manager (Kent)



In this area, we supply:



Drinking water

88%



Wastewater

99%

Our assets in Medway include:



Water Supply
Works

7



Water Service
Reservoirs

7



Wastewater
Treatment Works

9



Wastewater
Pumping Stations

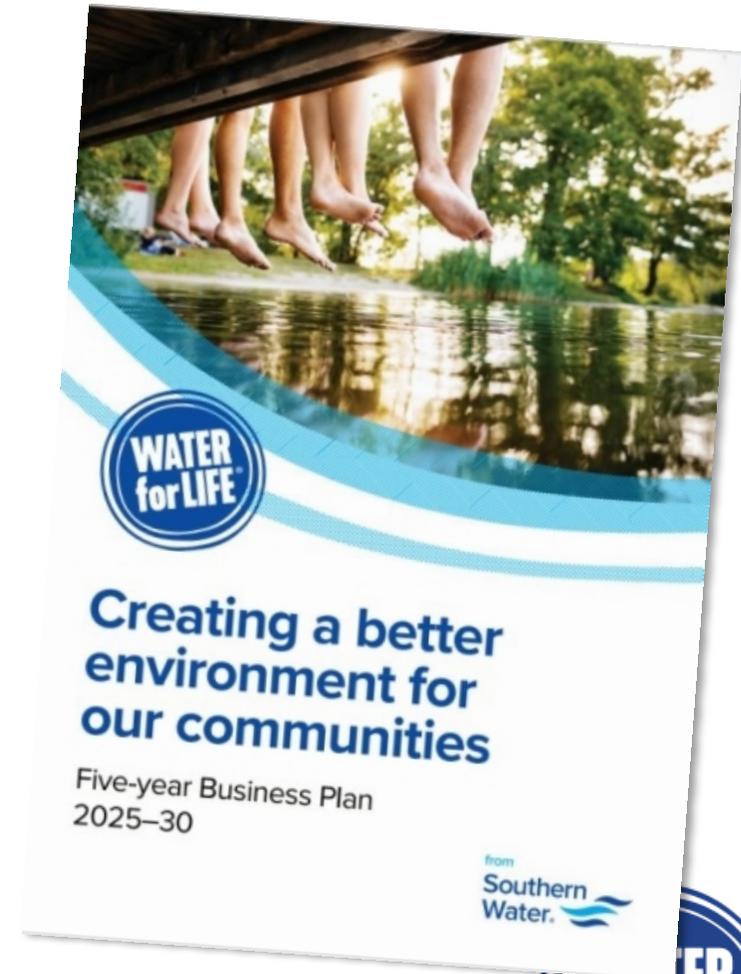
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from
Southern
Water 

Our Business Plan: 2025 to 2030

- In December 2024 we received our Final Determination from Ofwat for our Business Plan for the period April 2025 – March 2030
- After very careful consideration, our board decided to appeal Ofwat's Final Determination to the Competition and Markets Authority (CMA)
- We felt Ofwat's Final Determination would not enable us to deliver the environmental and performance improvements and new infrastructure that our customers and communities rightly expect
- It is important to note, the CMA appeal will not affect customer bills for 2025-26



Water Network

Tom Williams, Regional Operations
Manager



Investment in Kent & Hastings

- We have a comprehensive plan to support the environment and improve the resilience of our sites and network of pipes across the Eastern Region and will be investing;
- £125m in Burham WSW improvements.
- £15m in nitrate schemes by: Completing the ongoing Thanet nitrate plant project; implementing blending at Northfleet WSW for Hazells WSW; and Implementing solution for Ringwould WSW, Martin Mill WSW and Martin Gorse WSW involving new nitrate plants and blending schemes.
- £17m in the Disinfection Future Resilience Programme (DFRP) by: Installing permanent crypto management at Wingham, Luton and Northfleet; and Increasing contact time for virus management at Brede, Beauport and Sutton.
- £69m to improve resilience in Hastings.
- £14m in additional Water Quality and Compliance measures in Kent.



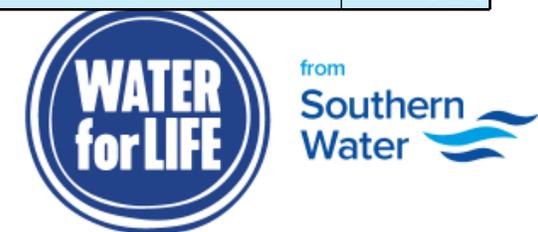
Mains Replacement Programme - East



Area	Number of Schemes	Total investment in AMP8
Regional	(Under Review)	£16,432,997

- East – 9 schemes totalling approx. 37,726 meters
- This programme is designed to reduce burst rates and designed for the whole AMP but there is a year one focus across all areas
- All schemes under review

Locations and approximate lengths		
E1	Fairlight Cove, Hastings	4769
E2	Warden Road, Eastchurch	15,581
E3	Halfpence Lane	1207
E4	Vicarage Lane, Sholden	300
E5	St Andrews Square, Hastings	1500
E7	Lodge Hill Lane, Isle of Grain	3041
E8	Vigo	11328



Key Production Site schemes in AMP8 - East



In the Eastern Area we are planning to invest £185m in the below schemes; however, they are currently under review by WRMP Team:

- Returning Windmill Hill WSW to service
- 2 wastewater recycling schemes at Aylesford WwTW and Tonbridge WwTW to overcome water scarcity
- Utilising the abstraction licences of others by providing a factory water reuse system in Sittingbourne
- Building a pipeline to support imports from South-East Water into Wingham WSW

Key

Red – FEO sites

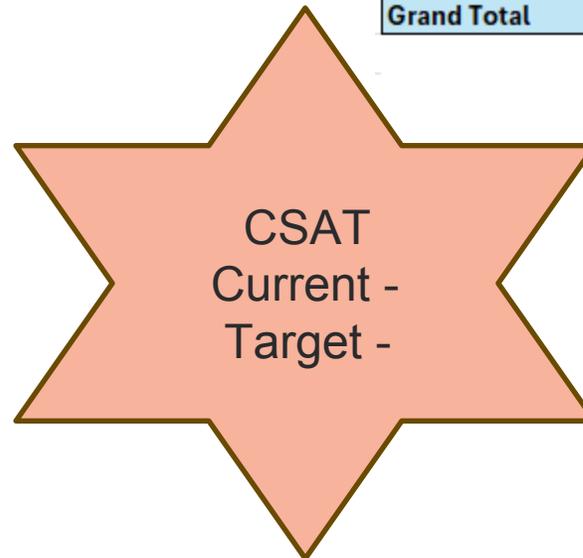
Green - Nitrate sites

Orange - DFRP schemes

Date (Week Commencing)	Total No of Appts	No of Appts missed	% of Appts Missed
30/12/2024	34	0	0%
06/01/2025	55	1	2%
13/01/2025	62	3	5%
20/01/2025	68	1	1%
27/01/2025	44	2	5%
03/02/2025	33	0	0%
10/02/2025	49	0	0%
17/02/2025	44	0	0%
24/02/2025	50	3	6%
03/03/2025	39	2	5%
10/03/2025	19	0	0%
17/03/2025	17	1	6%
24/03/2025	39	1	3%
31/03/2025	20	0	0%
07/04/2025	21	0	0%
14/04/2025	25	1	4%
21/04/2025	24	0	0%
28/04/2025	37	0	0%
05/05/2025	27	0	0%
12/05/2025	31	0	0%
19/05/2025	25	0	0%
26/05/2025	26	0	0%
Total	789	15	2%

- Leakage
- Pressure management programs
- Water quality
- Emergency works carried out
- Customer satisfaction – complaints / appointments
- Future developments and struggles

0	967	WORK COMPLETE	5281
1	1707	CANCELLED	255
2	1494	C - CONTRACTOR HOLD	180
3	1254	READY FOR SCHEDULING	132
4	75	DESPATCHED	63
5	16	DELIVERED	19
6	437	ALLOCATED	4
Grand Total	5950	UNALLOCATED	4
		AWAITING AUTHORT'N	4
		DOCUMENTATION DUE	4
		DONE - AWAITING PR	2
		STARTED	1
		ENROUTE	1
		Grand Total	5950



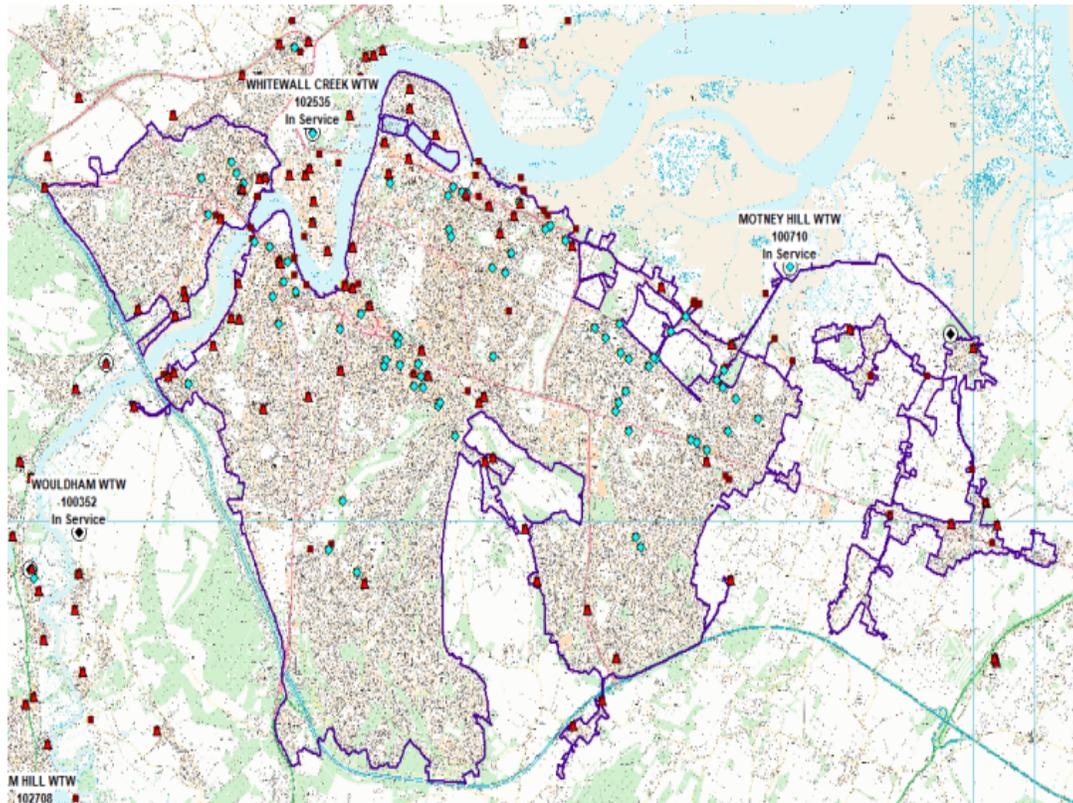
Waste Water Network

Paul Morgan, Regional Operations
Manager



Motney Hill

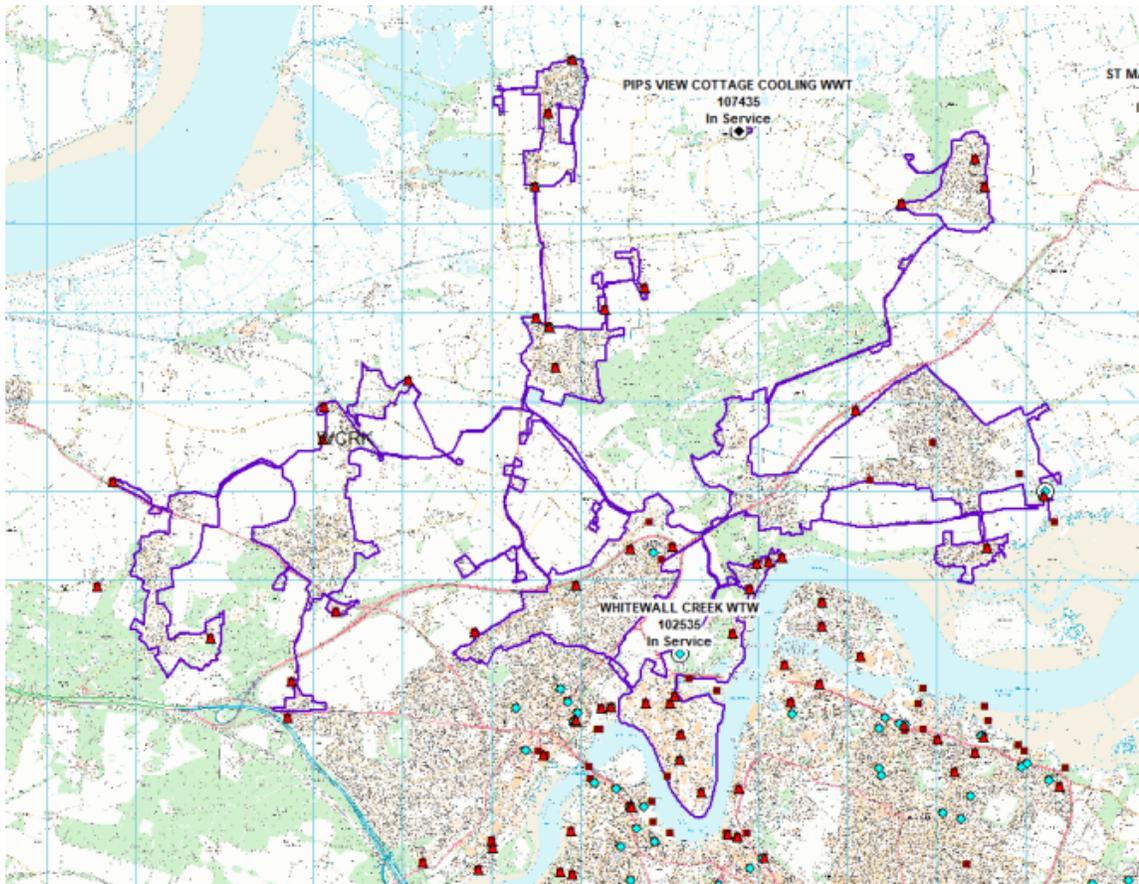
Investment in Motney Hill to reduce use of storm overflows has started in AMP7 with provision of a large storm tank to prevent spills, in AMP8 we will provide capacity for growth in the network and at the treatment works and carryout maintenance on a critical rising main at risk of failure. The Site features a sludge treatment centre which will likely be mothballed as part of the regional sludge strategy for Kent that involves investment in Ham Hill and Ashford STC.



Description	Budget
Sludge treatment – IED compliance, Secondary Containment of sludge containing structures, leak detection, Changes to operational practices and	£5m
Growth at sewage treatment works, Increase in Biological treatment capacity and likely provision of additional flow passed forward and final settlement.	£33m
Lower road Lower Halstow Pumping station – rising main replacement.	£1.7m
Storm overflow reduction to <10 spills per annum, MOTNEY HILL NO.1 SSO – Green solution including including SUDs and Storage to be deployed	£2.3m
Refurbishment of all three Drum thickeners, Replacement Switchgear on WTW, Replacement of borehole pump and Digester Boiler at STC	£1m
Refurbishment at the strand Gillingham, waterfronts and Vicarage Road, replacing pumps that at the end of there asset life	£0.7m
Network Capacity, Growth and detrement analysis to inform future investment in sewer network capacity	-

Whitewall creek

Investment in Whitewall creek was made in AMP7 to resolve a flow non-compliance. We have also invested in additional storm storage to prevent the use of the storm overflow. In AMP8 we will provide additional biological treatment capacity at Whitewall creek and replace a critical rising main in part to prevent pollution. There are some minor elements of maintenance conducted to ensure site remains open to domestic tankered waste in AMP7 and in AMP8



Description	Budget
Growth at sewage treatment works to include additional biological treatment capacity	£9.9m
WHITEWALL CREEK WTW_STATION ROAD CLIFFE WPS - rising main replacement	£0.4m
Picket fence thickener refurbishment at the WTW	£0.08m



Isle of Grain

Investment at Grain in AMP7 included provision of a new flowmeter to accurately measure flow to full treatment and ensure the site remains compliant with its permit. This follows a complete rebuild of the inlet works at the end of AMP6. In AMP we will deploy the pathfinder approach on a relatively small scale to reduce the use of the storm overflow at the treatment works. A generator will likely be provided at Grain to reduce this risk of power failure on this very remote site.

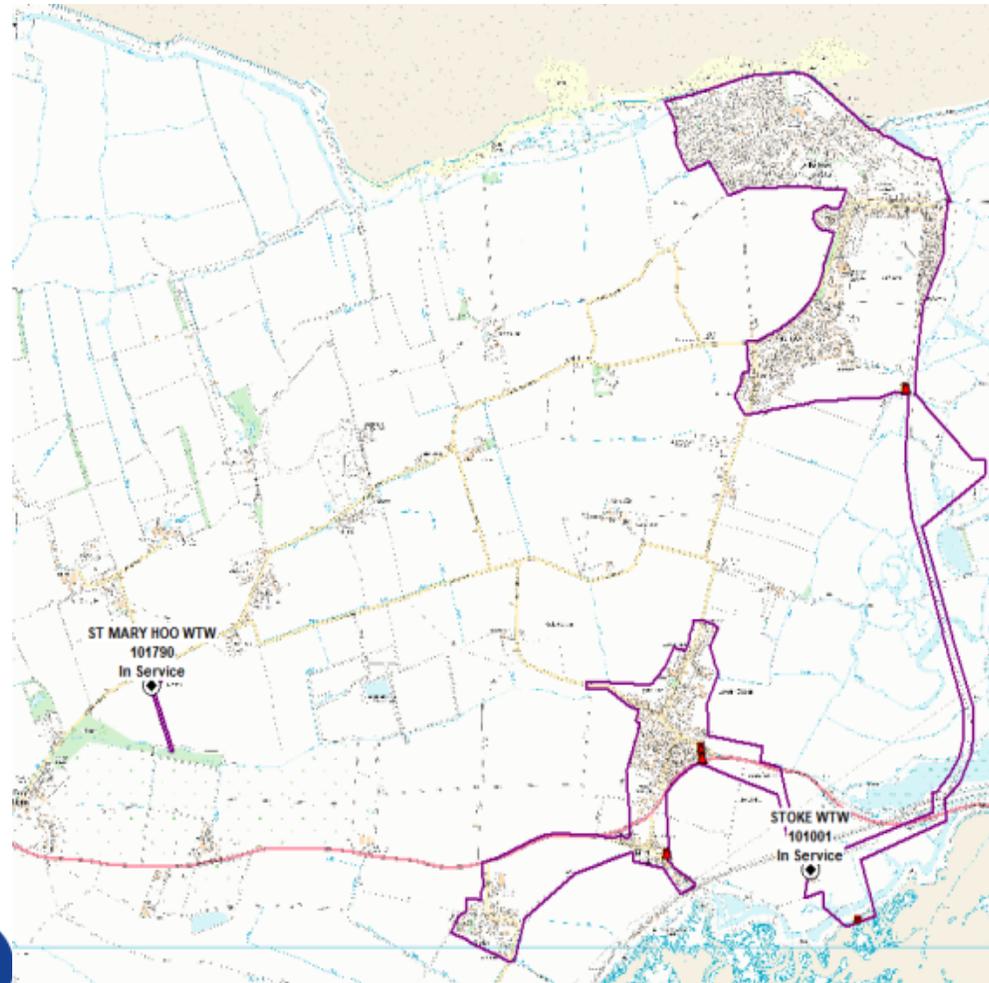


Description	Budget
Grain CEO spill reduction including use of storage	£0.26m
Generator installation	£0.09m

Stoke



Investment at Stoke in AMP7 included provision of a new inlet screen to replace one which was a considerable health and safety risk to operators onsite, we also installed standby generation to reduce the impact of power outages which are becoming increasingly frequent at this remote site. In AMP 8 we will provide additional capacity to cater for growth at the treatment works and allow treatment to a higher standard. The outfall headwall will be repaired in 2025 following agreement from the MMO. A new telemetry outstation will be installed at this remote site..

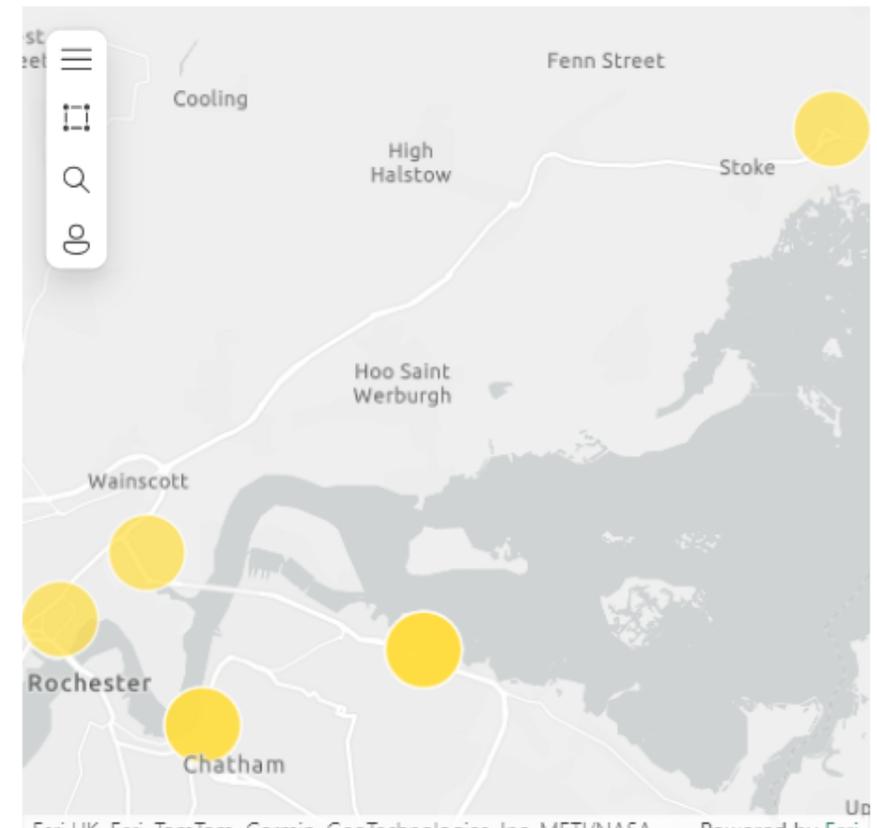


Description	Budget
Treatment works Growth	£3.8m
Outfall	£0.06m
Lower Stoke telemetry outstation	£0.01m

AMP 8 Investment – Networks

- **Vicarage Road Strood**
 - New pumps and control panel – Due to start 2025 - **£295,395**
- **Waterfront Chatham**
 - New pumps – Due to start in 2025 - **£400,000**
- **Lower Stoke**
 - Telemetry outstation – Due to start in 2026 - **£10,053**
- **The Strand Gillingham**
 - Mains incoming supply – Due to start in 2026 - **£15,142**
(Enabling works to install new pumps/generator)
- **Whitewall Cottages**
 - Low voltage transformer – Due to start 2028 - **£135,266**

£855,856



Future Growth

Mike Russell, Stakeholder and
Engagement Manager (Kent)



Future Growth – Journey to sustainable development

1

- * Planning Policy
- ✓ Local plan consultations
- ✓ Neighbourhood plan consultations
- ✓ LPA housing data

2

- * Planning Team
- ✓ Planning application referrals
- ✓ Growth monitoring

3

- Asset Strategy & Planning
- ✓ Plan growth schemes
- ✓ Environmental obligations

4

- Capital Delivery
- ✓ Deliver growth capital schemes – small simple schemes to larger infrastructure growth schemes



Sustainable Development