

FALMOUTH TOWN COUNCIL

Minutes of a meeting of the Council held on Monday 18th September 2023 at 7.00pm held in the Council Chamber, Municipal Buildings, The Moor, Falmouth. TR11 3QA

Present: Councillors K J Edwards (Town Mayor), D Clegg, L D Coley, S D Eva, G F Evans MBE, A J Jewell CC, J S Kirkham CC, J C Robinson, B M A Ross, D W Saunby CC, E E Seiler, J M Spargo and Z Young.

In Attendance: R Gates	(Town Manager)
V Rogers	(Administration Officer)
D Shankland	(Communications Officer)
L Kapp	(Receptionist/Information Services Assistant)
PC M Cummins	(Devon & Cornwall Police)
PC J Stewart	(Devon & Cornwall Police)

A number of local residents were also in attendance.

C5779 APOLOGIES

Apologies for absence were received and approved from Councillors G Chin-Quee BEM (ill), D Evans BEM (prior engagement) and Rowe (ill). Councillor L Magowan CC also sent his apologies.

C5780 INTERESTS AND DISPENSATIONS

None received.

C5781 MINUTES

It was proposed by Councillor Edwards seconded by Councillor Seiler and

RESOLVED that the Part I minutes of the meeting held on 19th June 2023 be confirmed as a correct record and signed by the Chair.

C5782 TOWN MAYOR'S REPORT

The Town Mayor reported on a very busy summer of events which she had attended including the main town events – Sea Shanty, Armed Forces Day, Falmouth Week and Tall Ships. She thanked all those involved in making these events so successful including staff and volunteers and gave a special mention to Richard Gates and Richard Wilcox who had worked tirelessly on these events. During Falmouth Week she had taken part in the Walking Carnival as a dinosaur. She had also attended Cornwall Pride, Seal Sanctuary VIP event, Falmouth Classics, Commonwealth Graves tour, High Sheriff's Garden Party, cheque presentation on behalf of Fairtrade, cruise ship calls and opened the indoor skatepark. She had hosted receptions for 40 French Celticup sailors and for the Biffa team to thank them for their support during events. She had also visited liveaboards with Falmouth Fire Service along with Councillor Kirkham CC and a walkabout with Safer Falmouth. She also attended two local youth group productions, The School of Rock by the Young Generation and The Wizard of Oz by the Starlite Theatre Company and had visited Falmouth Community Football and Fit & Fun. She congratulated Councillor Saunby CC on his well deserved BBC Radio Cornwall 2023 Make a Difference Award in recognition of his 36 years of organising the Martin Jennings Memorial Motorcycle Run raising £175,000 for local and national charities.

C5783 DEPUTY MAYOR'S REPORT

None received.

C5784 PRESENTATIONS

1. South West Water

A presentation was received from Carolyn Cadman of South West Water regarding their plans to alleviate the surface water flooding and sewerage release problems for Falmouth. She answered questions that had been received from the public and presented to her by Councillors. The presentation is attached and forms part of these minutes.

2. Forest for Cornwall

A presentation was received from Alex Forrester, Project Officer for Forest for Cornwall regarding plans for Prislw Fields, Falmouth. He advised that they are planning to use the Miyawaki Method which is one of the most effective tree planting methods for creating forest cover quickly. They will be planting fruit trees and are looking to empower local people to get involved in tree planting and ongoing maintenance who would be rewarded with Time Credits where their time is rewarded with voucher credits which can be spent at local businesses. A local event has been organised for 23rd October 2023 in the Art Gallery. He advised there would be two planting days during National Tree Week, 25th November – 3rd December and they were working with Cornwall Housing on land at Godolphin Road and Grenville Road. Watson Marlow have planted an orchard in their grounds. Forest of Cornwall aim to 'plant the right tree in the right place'.

C5785 PUBLIC QUESTIONS

None received.

C5786 POLICE REPORT

PC Mat Cummins reported on police involvement with the summer events, Sea Shanty, Armed Forces Day, Falmouth Week and Tall Ships and that the busy season is now extended to October. Falmouth Neighbourhood Team were tackling the problems of shop-lifting and were targeting two prolific shop-lifters taking witness statements with a view to civic orders and ASBO. The police were working with schools to tackle the problem of anti-social behaviour on the beaches and have sent extra resources on a weekly basis, he does not feel that the Co-op has exacerbated this problem as alcohol can be obtained from many other places. They are working on a project to educate as well as enforce and working alongside Kate at the Dracaena Centre on creating spaces for young people.

C5787 COMMUNITY SAFETY AND FIRE REPORT

The Fire Service Report was noted and form part of these minutes.

C5788 COMMUNITY NETWORK MANAGER REPORT

None received.

C5789 CORNWALL COUNCILLORS REPORTS

Trescobeas and Budock

Councillor Saunby reported that a new bus shelter had been installed on Bickland Water Road at Goldenbank. The proposed walking/cycle way along Bickland Water Road will include a pedestrian crossing and will involve reducing the speed limit to 30mph, this will go out to consultation in due course. He will be attending the Persimmon planning appeal and will be defending the boundary that has been in place

between Budock and Falmouth since 1661, he advised that all are welcome to attend. He has been working with a local resident who recently lost his mother with whom he had lived for all his life, the tenancy was in his mother's name and as a result he was not entitled to stay in the property. Councillor Saunby had been able to secure alternative housing in Trevithick Road and the resident was able to stay in his existing home until this was ready for him to inhabit.

Boslowick

Councillor Jewell also reported on the new bus shelter on Bickland Water Road at Goldenbank. He reported that the planning appeal for the Boslowick Inn had been dismissed and hoped that it would now be sold for redevelopment and not demolition.

Penwerris

Councillor Kirkham had attended a planning appeal that had been dismissed. The Penwerris area had recently lost their Housing Officer and as a result she was now dealing with these issues. Along with the Mayor she had attended a visit to the liveboards with the Fire Service. She had also attended a Band of Brothers event and had spent two days volunteering in the Art Gallery for the Arthur Exhibition and commended the work of the Art Gallery staff.

Arwenack

No report.

C5790 COMMITTEE REPORTS

The Finance and General Purposes Committee Part I Report dated 5th June 2023 was presented by Councillor Robinson, Chair of the Committee.

It was proposed by Councillor Robinson, seconded by Councillor Coley and

RESOLVED that the Part I Report of the Committee dated 5th June 2023 be approved.

The Finance and General Purposes Committee Part I Report dated 24th July 2023 was presented by Councillor Robinson, Chair of the Committee.

It was proposed by Councillor Robinson, seconded by Councillor Coley and

RESOLVED that the Part I Report of the Committee dated 24th July 2023 be approved.

The Planning and Licensing Committee Report dated 26th June 2023 was presented by Councillor Eva, Chair of the Committee.

It was proposed by Councillor Eva, seconded by Councillor Robinson and

RESOLVED that the Report of the Committee dated 26th June 2023 be approved.

The Planning and Licensing Committee Report dated 17th July 2023 was presented by Councillor Eva, Chair of the Committee.

It was proposed by Councillor Eva, seconded by Councillor Robinson and

RESOLVED that the Report of the Committee dated 17th July 2023 be approved.

The Planning and Licensing Committee Report dated 14th August 2023 was presented by Councillor Eva, Chair of the Committee.

It was proposed by Councillor Eva, seconded by Councillor Robinson and

RESOLVED that the Report of the Committee dated 14th August 2023 be approved.

The Planning and Licensing Committee Report dated 4th September 2023 was presented by Councillor Eva, Chair of the Committee.

It was proposed by Councillor Eva, seconded by Councillor Robinson and

RESOLVED that the Report of the Committee dated 4th September 2023 be approved.

The Cultural Services and Leisure Committee Part I Report dated 3rd July 2023 was presented Councillor Seiler, Chair of the Committee.

It was proposed by Councillor Seiler, seconded by Councillor Coley and

RESOLVED that the Part I Report of the Committee dated 3rd July 2023 be approved.

The Grounds, Facilities and Environmental Action Committee Report dated 15th May 2023 was presented by Councillor Clegg, Chair of the Committee.

It was proposed by Councillor Clegg, seconded by Councillor Edwards and

RESOLVED that the Report of the Committee dated 15th May 2023 be approved.

The Grounds, Facilities and Environmental Action Committee Report dated 10th July 2023 was presented by Councillor Clegg, Chair of the Committee.

It was proposed by Councillor Clegg, seconded by Councillor Edwards and

RESOLVED that the Report of the Committee dated 10th July 2023 be approved.

C5791 MARITIME LINE

The minutes and update of the Maritime Line Forum meeting on 10th May 2023 and journey figures dated 7th June 2023 were duly noted.

C5792 FAIRTRADE

The Falmouth Fairtrade Report was duly noted.

C5793 TOWN MANAGEMENT REPORT

The Town Manager presented his report which was duly noted and forms part of these minutes.

C5794 TOWN CLERK'S REPORT – PART I

The Town Clerk's Part I report was duly noted and forms part of these minutes.

C5795 EXCLUSION OF THE PRESS AND PUBLIC

It was proposed by Councillor Edwards, seconded by Councillor Seiler and

RESOLVED that in view of the confidential nature of contractual matters and personal information it is advisable in the public interest that the press and public, be excluded from the meeting.

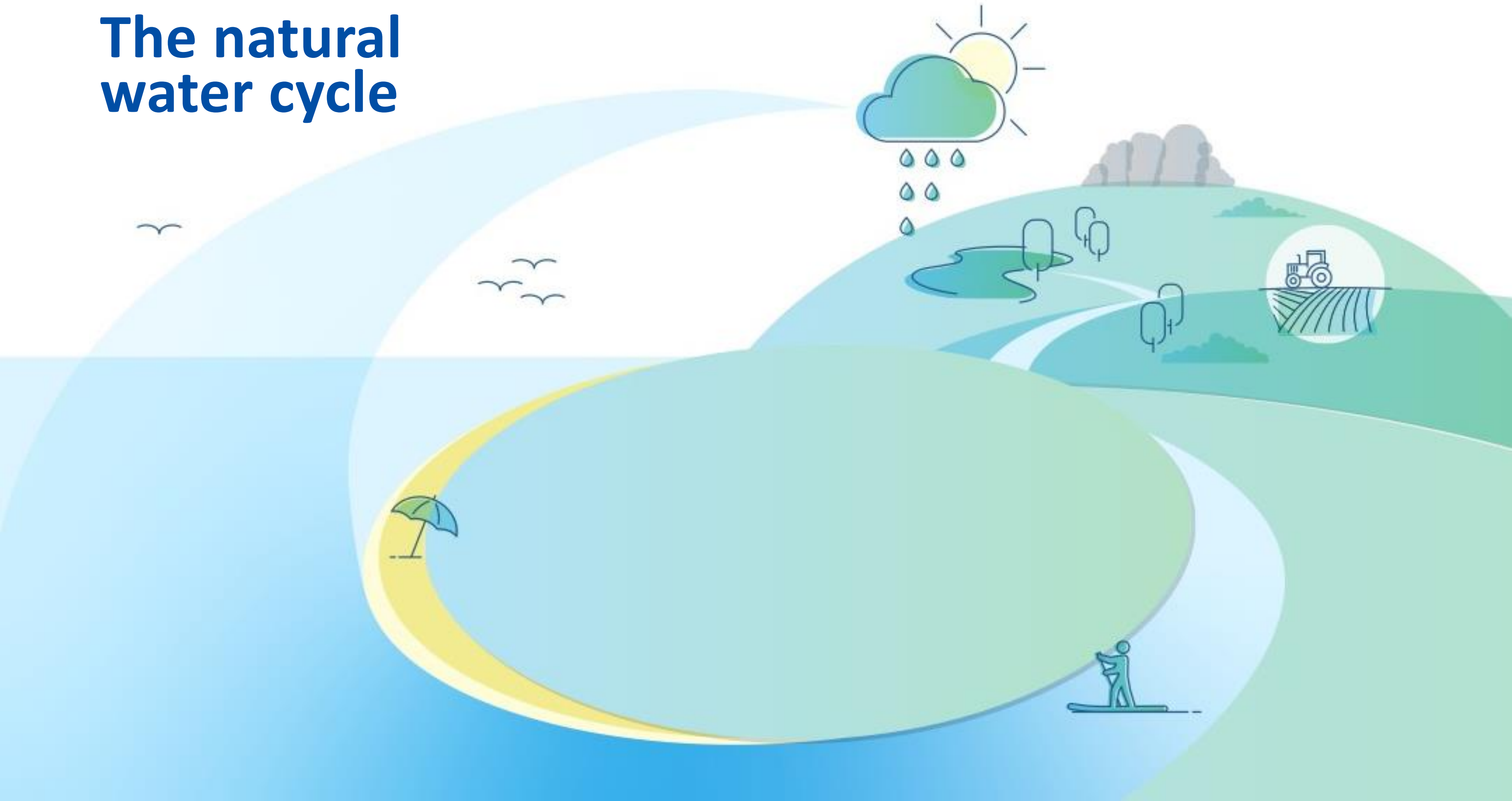
Falmouth Town Council

Carolyn Cadman,
Director of
Natural Resources

18 September
2023



The natural water cycle



YOUR
WATER
YOUR
SAY

What we do

653
wastewater
treatment
works

24,000
kilometers
of sewers

The water cycle



27
reservoirs

58
water
treatment
works

25,000
kilometers
of water pipes



Wastewater in Falmouth



Drainage & Waste Water Management Plan



HOW WE'LL MANAGE THE PLAN

We are responsible for providing reliable and efficient wastewater services for customers across a wide area of the South West; from the Isles of Scilly, throughout Cornwall and Devon, and in small areas of Dorset and Somerset.

PARTNERSHIP WORKING

We share responsibility for drainage – the assets that carry sewerage and surface water and impact on our network – and so we will be working in partnership to achieve the DAMP ambitions. This is not new to us – but what is different is the scale.

We recognise that:

- The responsibilities for drainage are often split between parties
- We have different drivers, objectives and are funded through different routes
- Working across organisations we can access a much broader range of funding and deliver more impactful solutions.

STRATEGIC PLANNING AREAS

Each wastewater treatment works serves an area called a catchment. There are 653 catchments in our region which are grouped into 22 larger Strategic Planning Areas (SPAs). We can use these larger areas to help us manage the region as a system and collaborate with others who also have responsibilities for flooding and river management, such as the Environment Agency and local Councils.



We have an individual plan for each Strategic Planning Area, as well as our region. All of these documents can be found on our [website](#).



SPOTLIGHT

STORM OVERFLOWS

Reducing pollution from storm overflows is a priority for our customers and stakeholders. We will invest £400m by 2030, radically improving storm overflow performance across the region.

To working with our customers to improve capacity at wastewater treatment plants, reduce leakage, improve pump stations, install additional storm storage and upgrade sewer systems water the range of ways, including nature-based solutions.



DO YOU KNOW?

We're increasing our river water quality monitors at every storm overflow site, providing information on when sites are spilling and the impact of the spill in the river.

HOW MANY STORM OVERFLOWS ARE THERE?
A recent study shows we have 1,000 storm overflows. 50 have already been prioritised for action by 2025 in our future programme and 700 are prioritised in the future. The remaining 450 will be addressed over the next 10 years as we continue our ongoing maintenance programme.

WHERE ARE WE INVESTING?
We've focused our investment on water starting by retrofitting sites in our high priority areas. These are areas where our customers are experiencing the most issues. Our programme to 2025 will improve 200 of these, resulting in around 4,000 less spills each year.

At our bathing water sites we will continue to be vigilant, with monitoring from across each bathing season. By 2025, we'll have made these improvements across all our bathing waters to 2025, maintaining our 90% bathing water quality standard.

Our Deflood Plan also explores what we would need to do if a ground bathing water was designated. We have started working to help us understand what we would need to do to achieve bathing water quality standards. We expect to see a significant improvement in bathing water quality without any major cost.

With every storm overflow that we improve, we're making a difference.



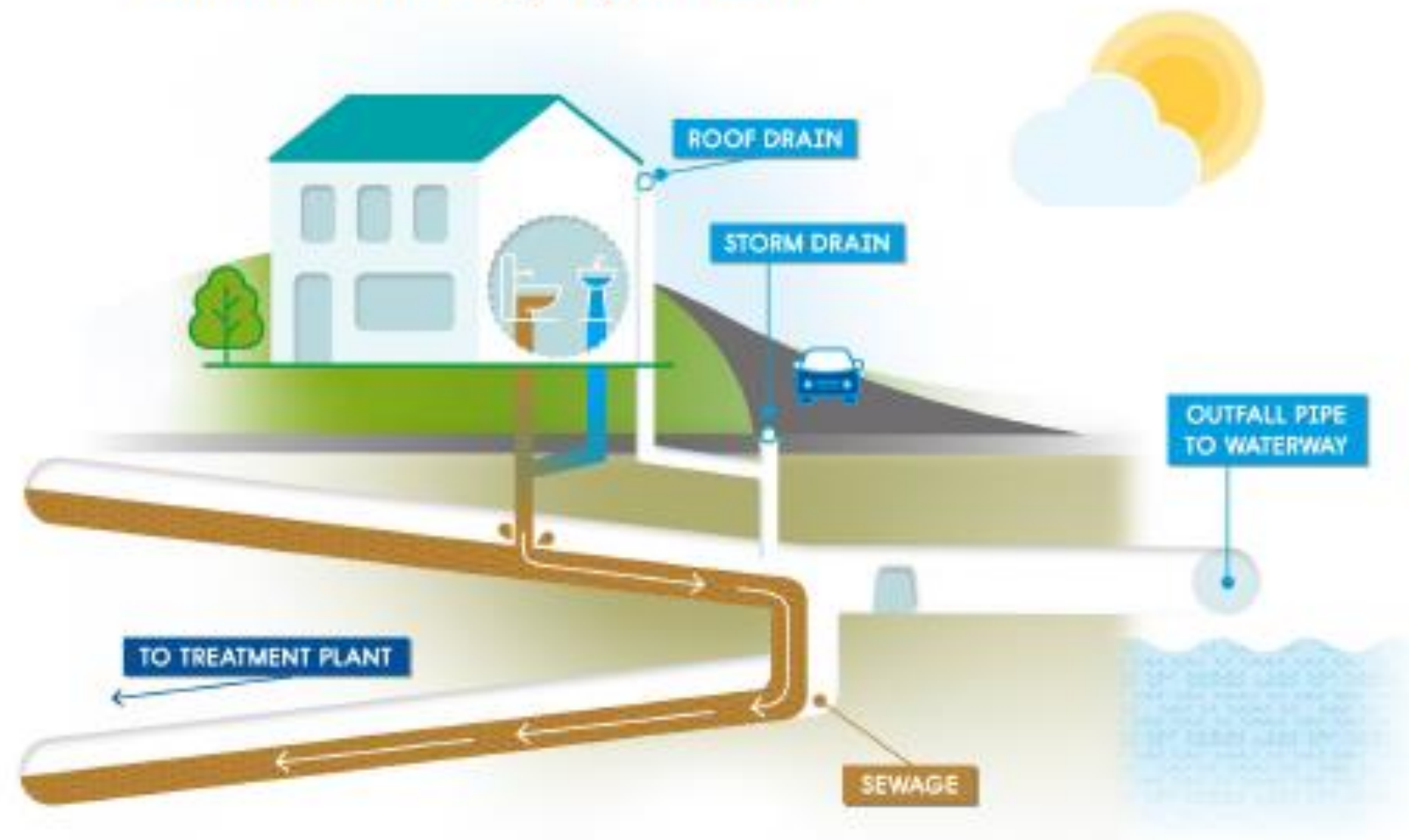
The current Victorian designed wastewater system that relies on sandbed sewer overflows is clearly no longer acceptable and we're taking action to tackle it.



Reducing pollution from storm overflows is a high priority for our customers and stakeholders.

Investing to reduce storm overflows

Sewer flow during dry weather



Sewer flow during heavy rain



Investing to reduce storm overflows

- Waterfit investment of £330m reducing average spills per location to **20 per year by 2025**.
- DWMP further investment reducing average spills per location to **10 per year by 2040**.
- Accelerated delivery investment to start by 2025
- Significant investment planned for next 25 years



Investments for Falmouth...

1. **Waterfit – starting by 2025 (£600k by 2025 at Gylly)**

2. ~~Storm Overflow Taskforce – top 250 spillers~~

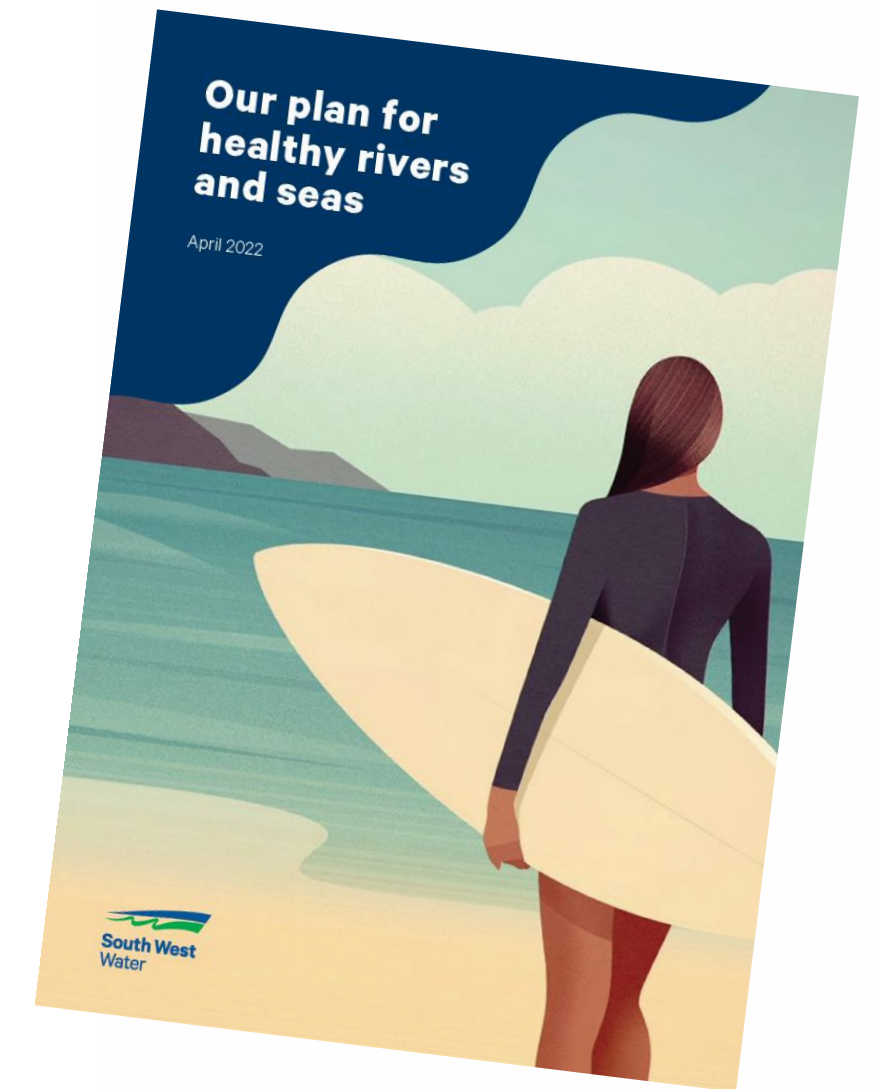
3. **Accelerated delivery – Falmouth and Sidmouth
(£70m = 9CSOs Fal and 6CSOs Sid)**

4. ~~Dart and Tavy Inland Bathing Water Pilot~~

5. **AMP on AMP programme (Drainage and Wastewater
Management Plan)**

Current work underway...

- Investigated options with Stantec, Falmouth Town Council involved (thank you)
- Reviewed the options for solutions – two main ones are **building storage tanks** and **surface water separation**
- Analysis and options moving from “concept and design team” to “engineering team”, the team that delivers the solution and manages the appointed contractors
- Some examples of current thinking:
 - **QUEEN MARY GARDENS SPS_PSCSOEO_FALMOUTH** Spills resolved by surface water separation.
 - **GROVE PLACE NO. 1_CSO_FALMOUTH** Spills resolved by surface water separation.
 - **PR OF WALES PIER SPS_PSCSOEO_FALMOUTH** complex solution likely to require a tank on the The Moor with connections to wider infrastructure



Clean Sweep campaign of the 1990s

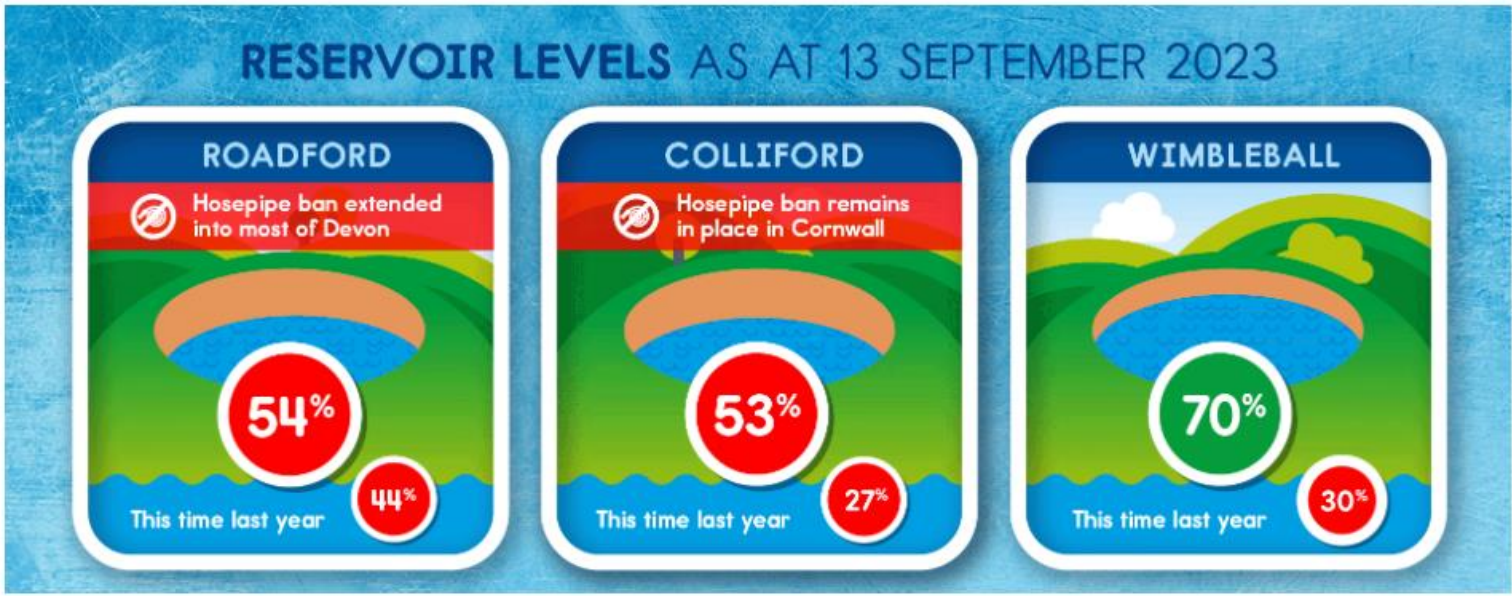
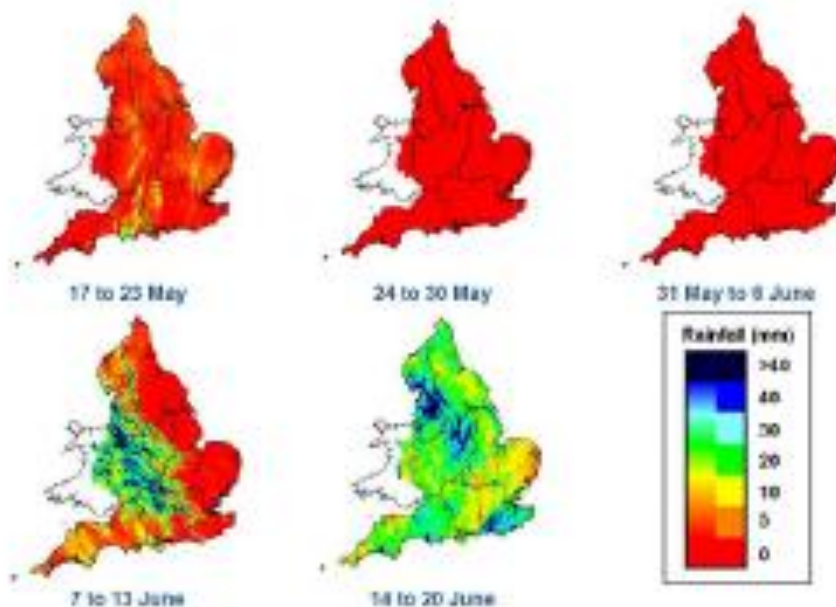
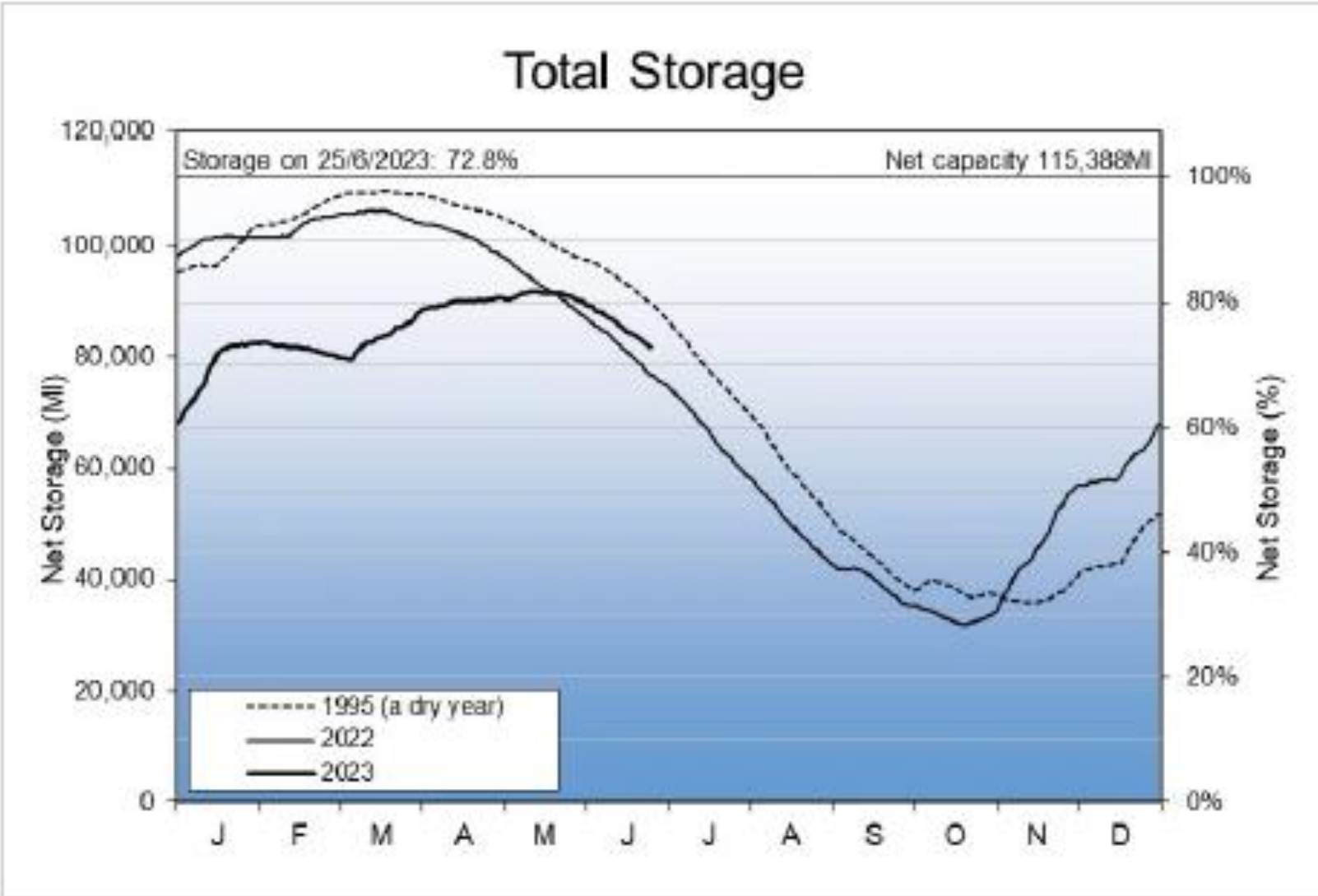
- 40% wastewater discharged directly into the sea without any treatment
- Invested over £2bn
- Closed 250 crude sewage outfalls and over 140 projects
- Falmouth investment completed 2000
- Pre-investment, 51% of bathing waters were good or excellent, now 100%



Drinking water



Prolonged dry weather



www.southwestwater.co.uk/environment/water-resources/current-reservoir-storages/

Prolonged dry weather

1. Safely taking spare water
2. Identifying new sources of water



Prolonged dry weather

3. Detecting and fixing leaks

1. Increased capacity of existing leak detective team
2. Created leak taskforce
3. Sniffer dogs



4. Water Resources Management Plans



Our vision for regional water resource use and management in 2050

- Existing trunk network
- Reservoirs
- Water treatment works
- River abstraction
- New reservoirs
- Sewage treatment works/recycling plant
- Potable/raw water transfers

Draft Water Resources Management Plan 2025-2050
Customer Summary

OUR SUPPLY AREA

Draft Water Resources Management Plan 2025-2080
Customer summary

South West Water

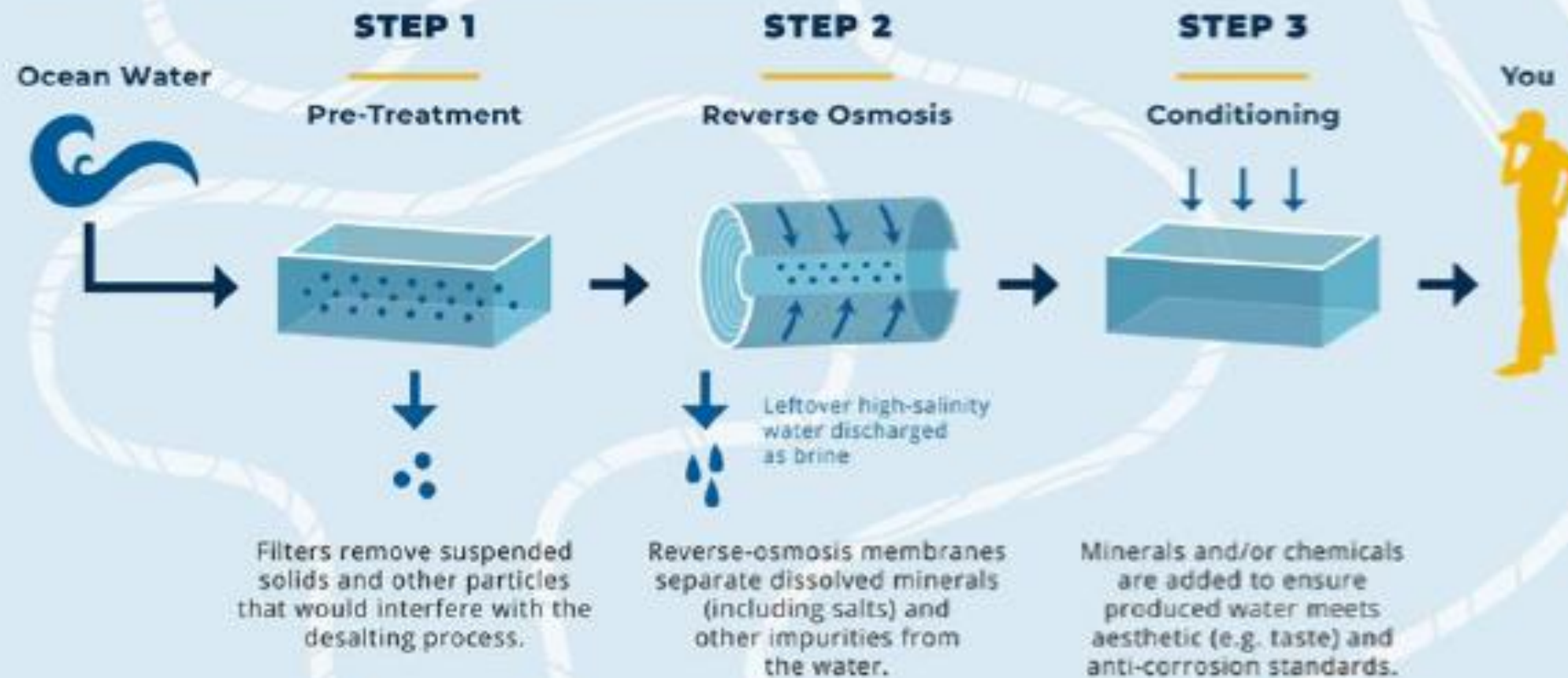
Draft Water Resources Management Plan 2025-2050
Customer Summary

5. Desalination



WHAT IS DESALINATION?


Desalination uses reverse osmosis technology to separate water molecules from seawater. Water from the ocean is forced through thousands of tightly-wrapped, semipermeable membranes under very high pressure. The membranes allow the smaller water molecules to pass through, leaving salt and other impurities behind.



6. Save Every Drop

SAVE EVERY DROP


Ordinary steps really do make an extraordinary difference.



FREE water-efficiency audits

Take advantage of our audits that help identify areas where you could become more efficient every day. FREE devices, FREE fees and FREE advice all in one.


[Find out more](#)



FREE Leaky loo repairs

Got a leaky loo? Even a small leak can add up to a huge amount of unnecessary consumption. Get it fixed for FREE and get your bills down.


[Let us know](#)



FREE Supply pipe find and fix

Suspect you have a leak on your supply pipe? Usually, they're the responsibility of the landowner, but we're offering to find and fix some of these suspected leaks for FREE.

[Report your leak](#)



Holiday Park Water audits/Flow moderators

Specifically for holiday-company-owned static vans and lodges across Cornwall, we're offering flow moderators for FREE (including fitting). Easily save water and money with a simple install!

[Find out more](#)

www.southwestwater.co.uk/services/save-water/

SAVING EVERY DROP in your home and garden



Use any leftover water at the end of the day to water your houseplants.



Choose a shower instead of a bath. An average bath uses 80 litres of water.



Install a water butt in your garden to collect rainwater and use on your plants.



Water saving device
Order a replacement shower head today - it uses less water each time you shower without lowering the pressure.



Turning off the tap whilst brushing your teeth can save 4 litres per minute.



Use the short flush button on a dual flush toilet to save water each time you flush.



Water saving device
Order an aerator for your household taps to reduce your flow and save water. Don't worry, this will not impact your water pressure.



Use a watering can instead of a hosepipe to water your garden.



Using the washing machine when you have a full load can save 20 litres and reduce your energy consumption.



Only fill the kettle with what you need - this will save water and electricity!



Let your lawn go brown in the summer months. It will soon bounce back again when it rains.



A full dishwasher load on an eco setting is more efficient than washing dishes by hand.



It's vital to check your home for leaks regularly - please visit our website to find out more.

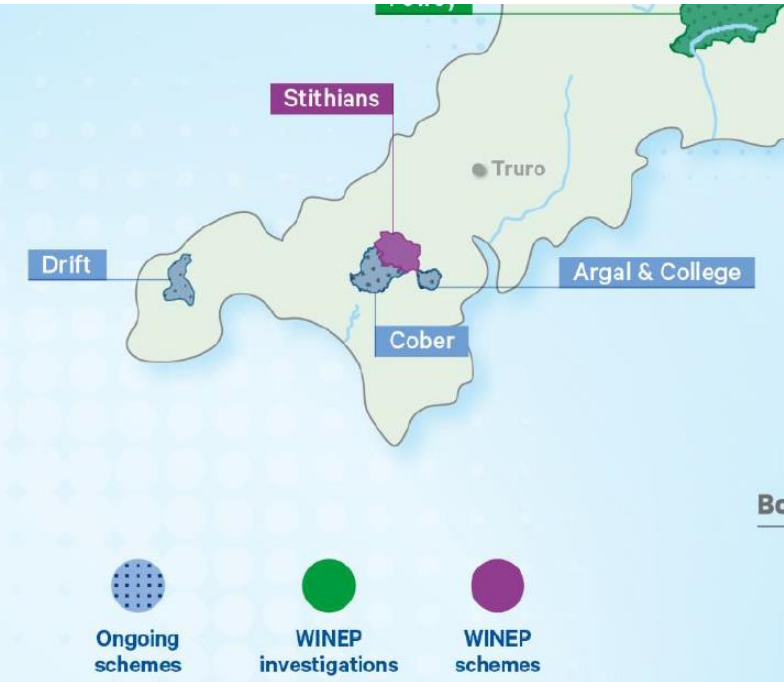
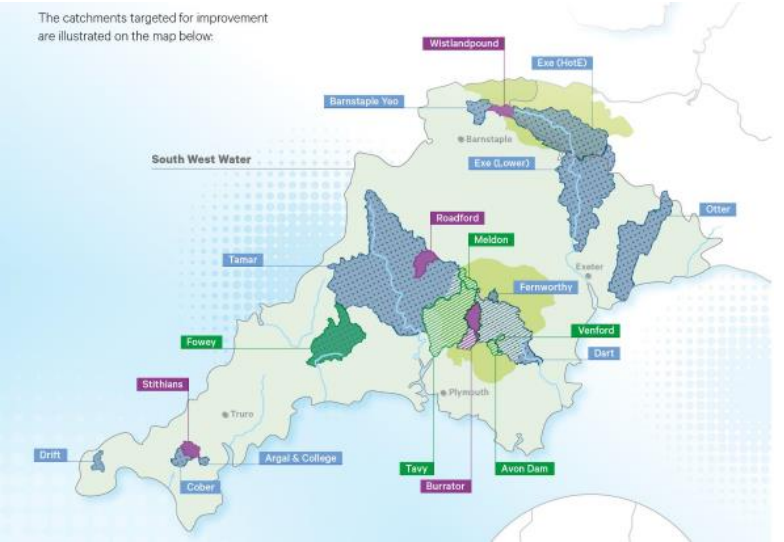
To get your water-saving devices now, go to: southwestwater.co.uk/save-water

SAVE EVERY DROP

Ordinary steps really do make an extraordinary difference.

South West Water

Upstream Thinking...



Natural Resources Team



Peatland Restoration...

South West
Peatland
Partnership




South West
Water


Bournemouth
Water

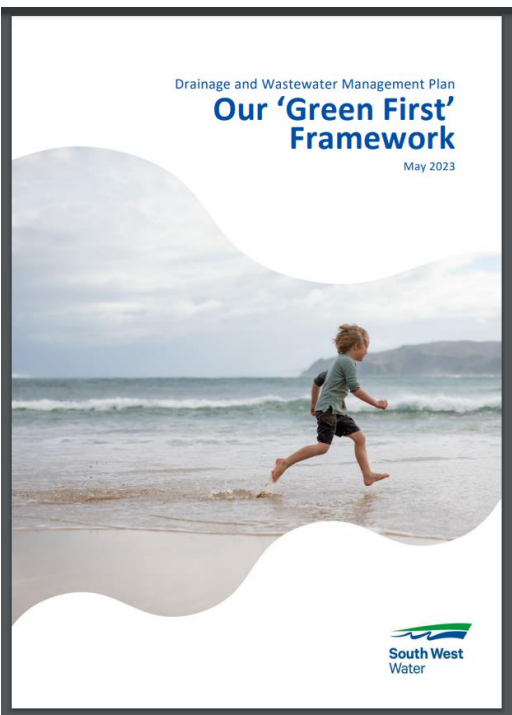

b
BRISTOL
WATER

Environment
Agency

Controlling invasive non-native species...



Our “Green First” framework...



Decision Making Tool

Urgency

How urgent is the outcome?
What's driving that need? Is it a regulatory requirement, is it an issue being realised now or predicted to happen etc.

Certainty

Is a single solution required to deliver the outcome or a combination of approaches?

Multiple solutions may have effects on deliverability, operability and affordability

Deliverability

Is there land available/ needed to deliver the solution?

Is there a suitable stakeholder/ delivery partner?

Can land be acquired through acquisition or collaborative working?

Affordability

How will the solution be funded?
Is sufficient funding available?

Who will own the asset(s) and is there agreement?

How will the asset(s) be maintained, who will do it/is there agreement?

Operability

Who will operate asset and is there agreement/ability to do so?

Cost to operate and maintain asset affordable?

Multi-Capital Benefits

Does the solution provide the best/ most possible benefits?

What additional benefits does the solution provide? (Natural/ Social/ Carbon capital)

Can the infrastructure type:

Provide biodiversity net gain?

Positive societal impact, enhancing community?

Impact embodied carbon?

Increase operational energy cost/ negative impact downstream?

Improve resilience?

Best Option Selected

Green Infrastructure (Gnl)	Blue Green Infrastructure (BGI)	Blue Infrastructure (BI)	Integrated Green Grey Infrastructure (IGGI)	Grey Infrastructure (Gyl)
Starting point				Last option?
Can Gnl meet the urgency?	Can BGI meet the urgency?	Can BI meet the urgency?	Can IGGI meet the urgency?	Can scope be reviewed/alter to start process again?
Yes No	Yes No	Yes No	Yes No	No Yes
Will Gnl meet required outcome?	Will BGI meet required outcome?	Will BI meet required outcome?	Will IGGI meet required outcome?	Can scope be reviewed/alter to start process again?
Yes No	Yes No	Yes No	Yes No	No Yes
Is Gnl deliverable?	Is BGI deliverable?	Is BI deliverable?	Is IGGI deliverable?	Can scope be reviewed/alter to start process again?
Yes No	Yes No	Yes No	Yes No	No Yes
Is Gnl affordable?	Is BGI affordable?	Is BI affordable?	Is IGGI affordable?	Can scope be reviewed/alter to start process again?
Yes No	Yes No	Yes No	Yes No	No Yes
Is Gnl operable?	Is BGI operable?	Is BI operable?	Is IGGI operable?	Can scope be reviewed/alter to start process again?
Yes No	Yes No	Yes No	Yes No	No Yes
Does Gnl provide the most possible wider benefits?	Does BGI provide the most possible wider benefits?	Does BI provide the most possible wider benefits?	Does IGGI provide the most possible wider benefits?	Does Gyl provide the most possible wider benefits?
Yes No	Yes No	Yes No	Yes No	Yes No
Gnl	BGI	BI	IGGI	Gyl
Review scope and start process again for optimal Green output. Can the project be adjusted in order to add more Green solutions, e.g. break project into smaller deliverables				

To chose the best option:

1. Urgency
2. Certainty
3. Deliverability
4. Affordability
5. Operability
6. Multi-capital benefits

Dart & Tavy Inland Bathing Water Pilot

Update on national inland bathing water campaign



4x sites now being consulted on:

- Sykes Lane Bathing Beach, Rutland Water, Rutland
- Whitwell Creek, Rutland Water, Rutland
- Firestone Bay, Plymouth, Devon
- River Deben, Waldringfield, Suffolk



Campaigners ask why five bathing area applications rejected for English rivers

Exclusive: Defra's commitment to cleaning up Wharfe, Tyne and Kent questioned by conservation groups



Swimmers in the Wharfe near Ilkley in 2020. Three areas of the river were refused bathing water status. Photograph: Danny Lawson/PA

Campaigners are calling for more transparency from government after five applications to turn sections of English rivers into bathing areas were rejected, despite promises from ministers that **cleaning up rivers was a priority**.

Defra must reveal why bathing status requests for rivers were rejected, furious campaigners say

SAVE BRITAIN'S RIVERS

The Government has rejected all but one application for sites on English rivers to be granted official bathing water status



Bathers in the River Ribble last summer. Defra has rejected an application for a stretch of the river to be granted official bathing status. (Photo: Supplied)

BBC News + Follow View Profile

Campaigners slam government river bathing decision

Mar 10

The government's rejection of all but one application for bathing water status for English rivers is "very disappointing", environmentalists say.



© 2023 Microsoft

© BBC

Part of the River Deben in Suffolk is still in the running but campaigners for clean water say proposals for eight other river sites were declined.

Designation as an official bathing site obliges the Environment Agency to regularly test water quality.

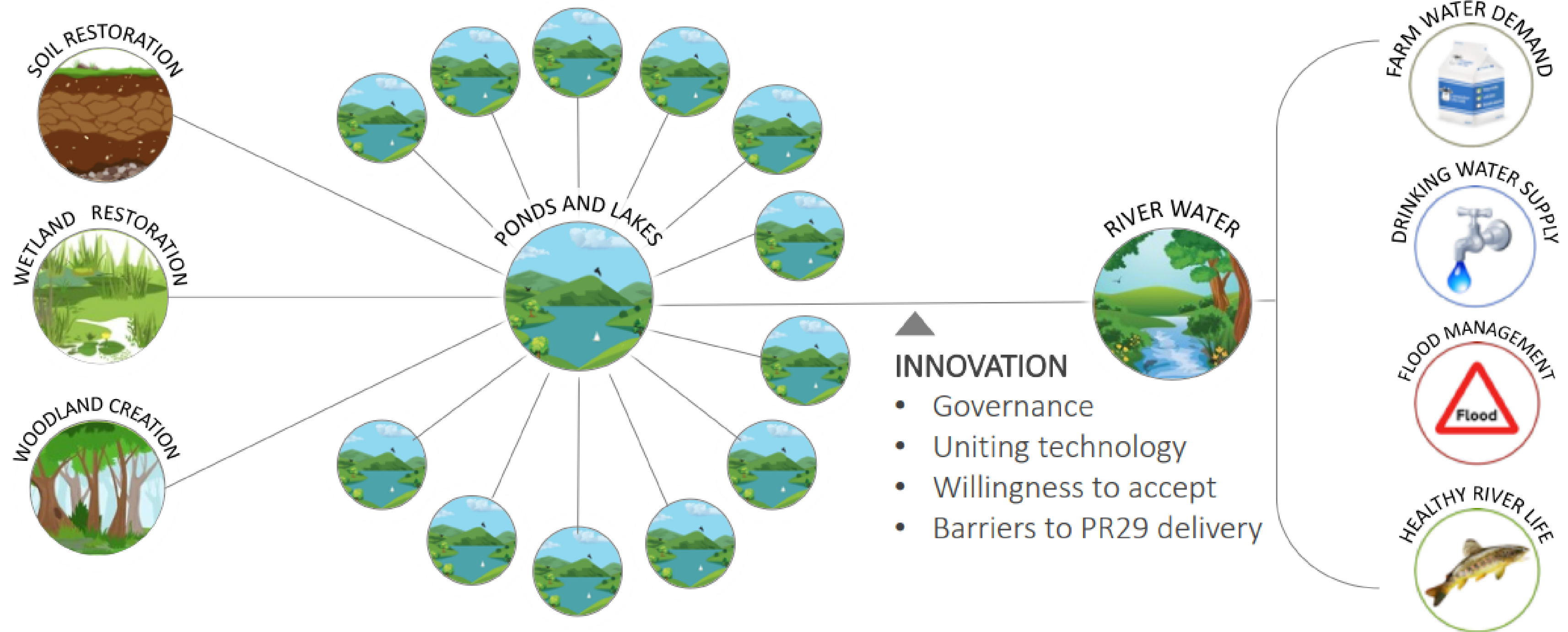
Campaigners say they have not been told why the decisions have been made.

You can still swim in non-designated sites but it's unlikely the water quality will be monitored or tested.

Water companies currently have to provide data on how many hours raw sewage flows into waterways, but there is limited testing of what it means for water quality.

There will now be a period of public consultation on four new sites becoming officially designated as bathing water. Two are at a reservoir in Rutland with the others on the coast in Plymouth, as well as the River Deben in Suffolk.

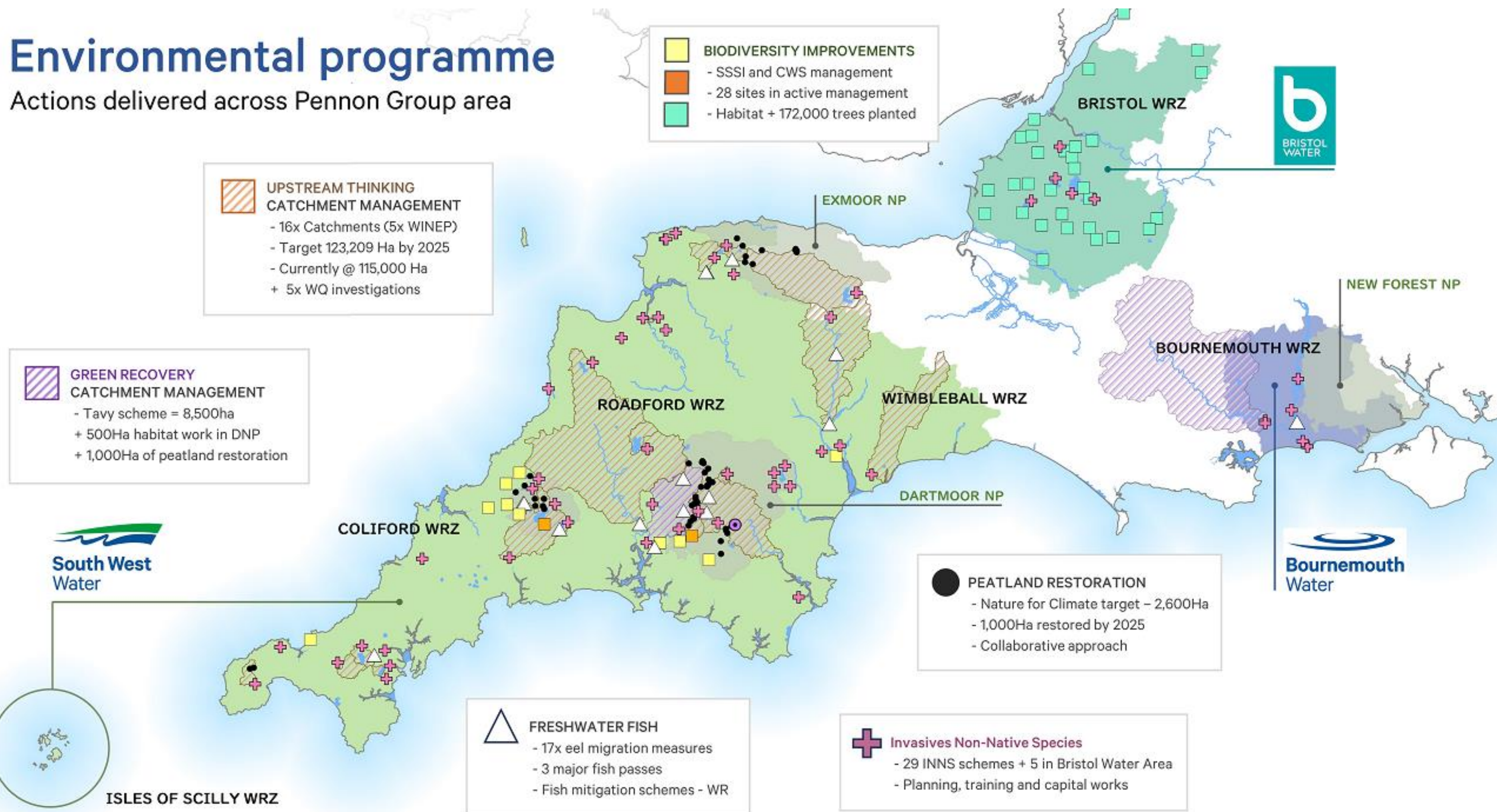
Ofwat Innovation - Water Net Gain ...



Use Nature Based Solutions to passively contribute to base flows alongside a distributive ecologically connected network of smart ponds offering usable flow to reduce farmer demand, increase supply during drought, dilute summer pollution and provide a net gain for river water.

Environmental programme

Actions delivered across Pennon Group area



Your questions



Your questions...

- Two sets of questions came in on the matter of **dry spills**.
 - What are dry spills?
 - How many have happened in the last year?
 - How do the public know when spills happen – dry or otherwise?
 - If more investment needed, why does SWW continue to pay dividends to shareholders?

What are dry spills?

- Dry spills are when **water is discharged from the sewage network into water systems despite there being “no significant rainfall”** at the time to trigger the incident. They can be particularly potent as the pollution is likely to be extremely concentrated.
- Task and Finish Group of water companies, Water UK and the Environment Agency are working on a definition. The main area of debate is how to define and measure period with no rain, in relation to when a spill starts
- Recent BBC investigation used 0 rainfall in 96 hours (4 days) before a spill started
- T&F group considering range of options, including 24 hour period

How many have happened in the last year?

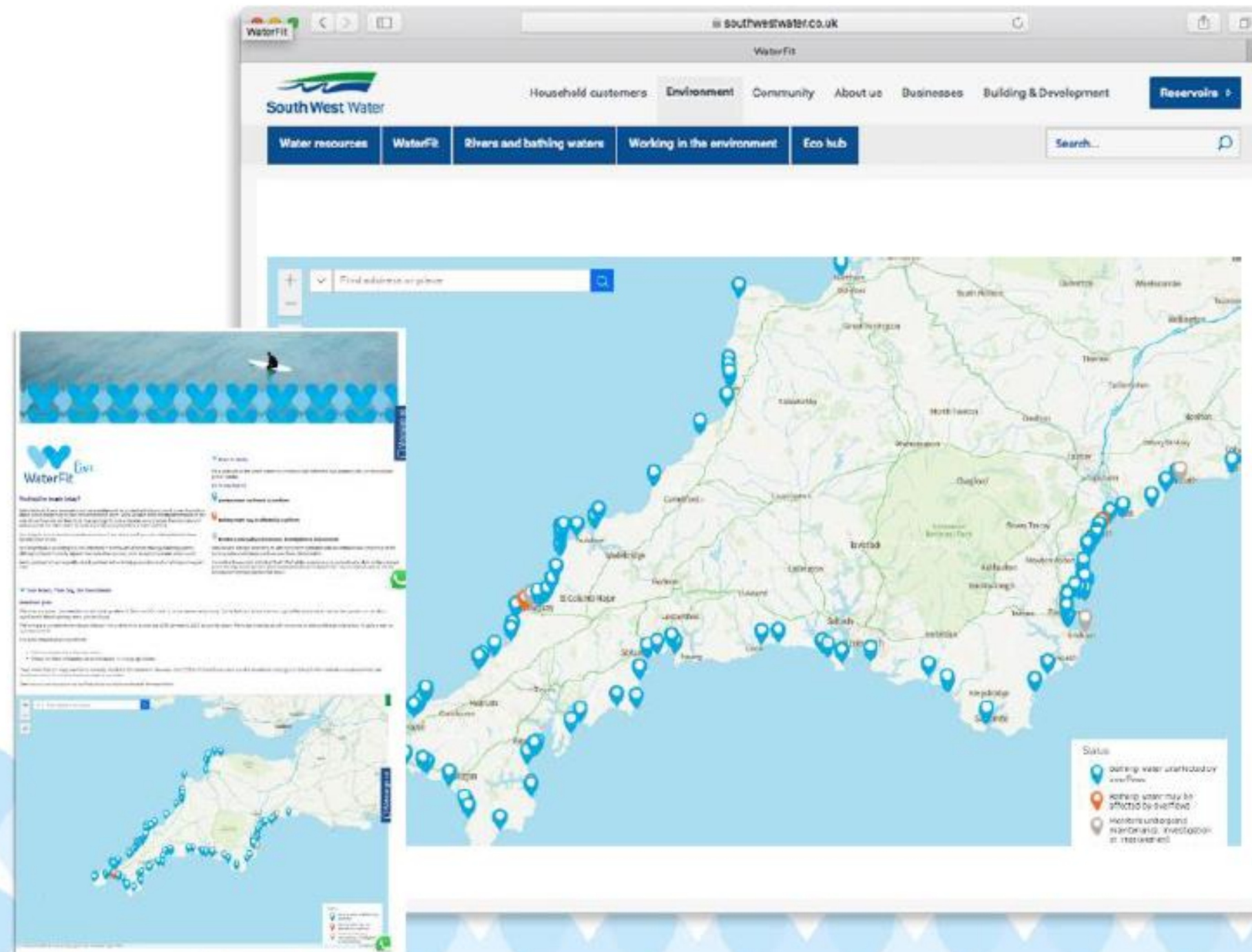
- Along with 5 other water companies, South West Water is under a criminal investigation regarding dry spills.
- At present, South West Water are not sharing requests for dry spill information as this could prejudice the criminal investigation.
- However, this position is under review by the Information Commissioner and may change.

How do the public know when spills happen – dry or otherwise?



Our beach map

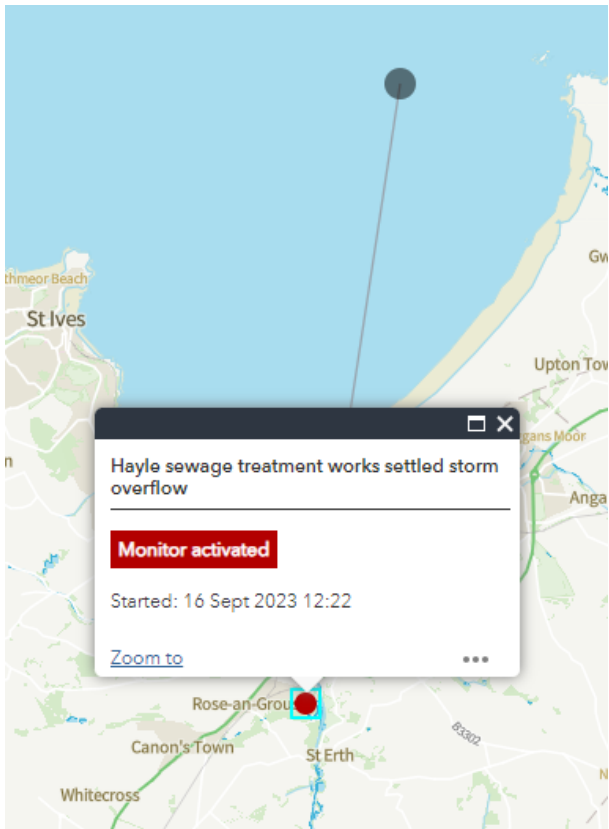
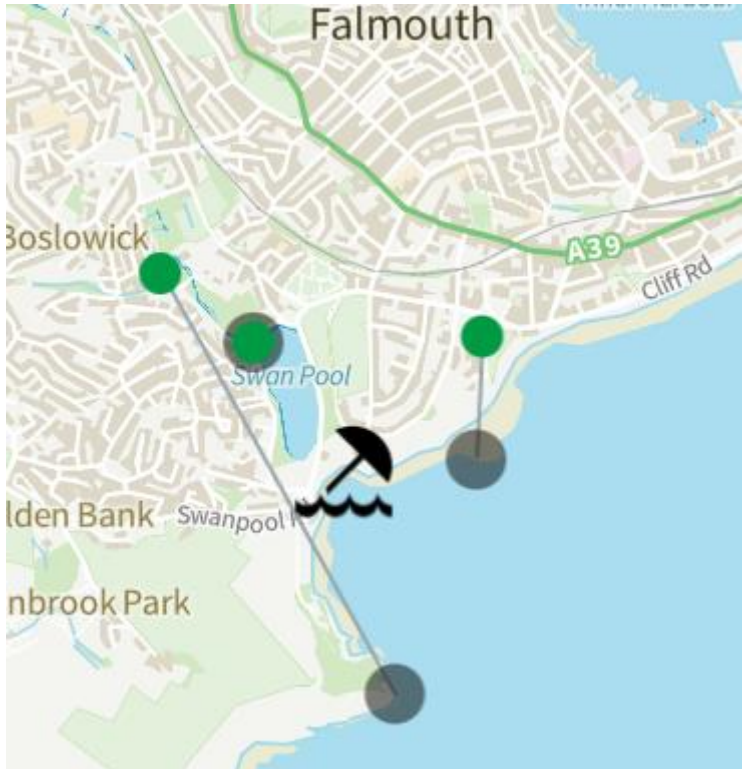
- Beach status
- Zoom function
- Search by beach name
- Investment information



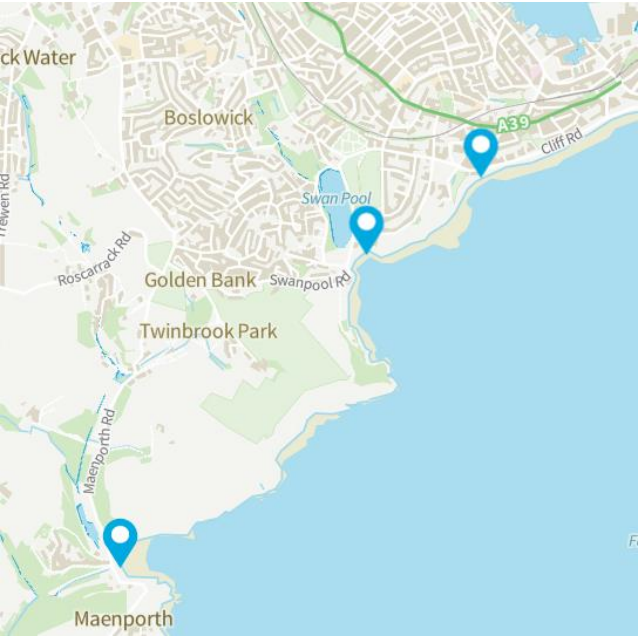
How do the public know when spills happen – dry or otherwise?

Monitor activation status

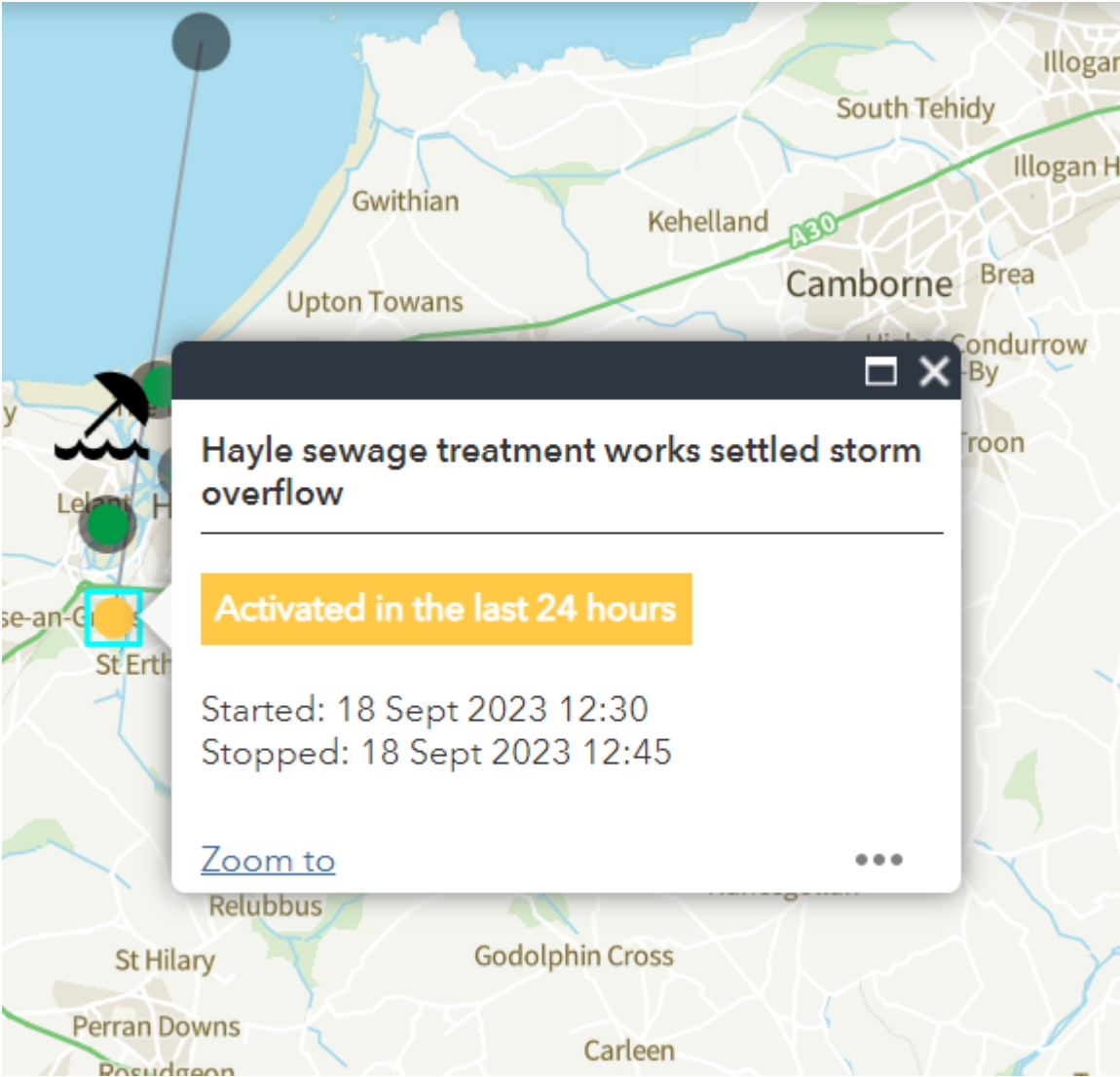
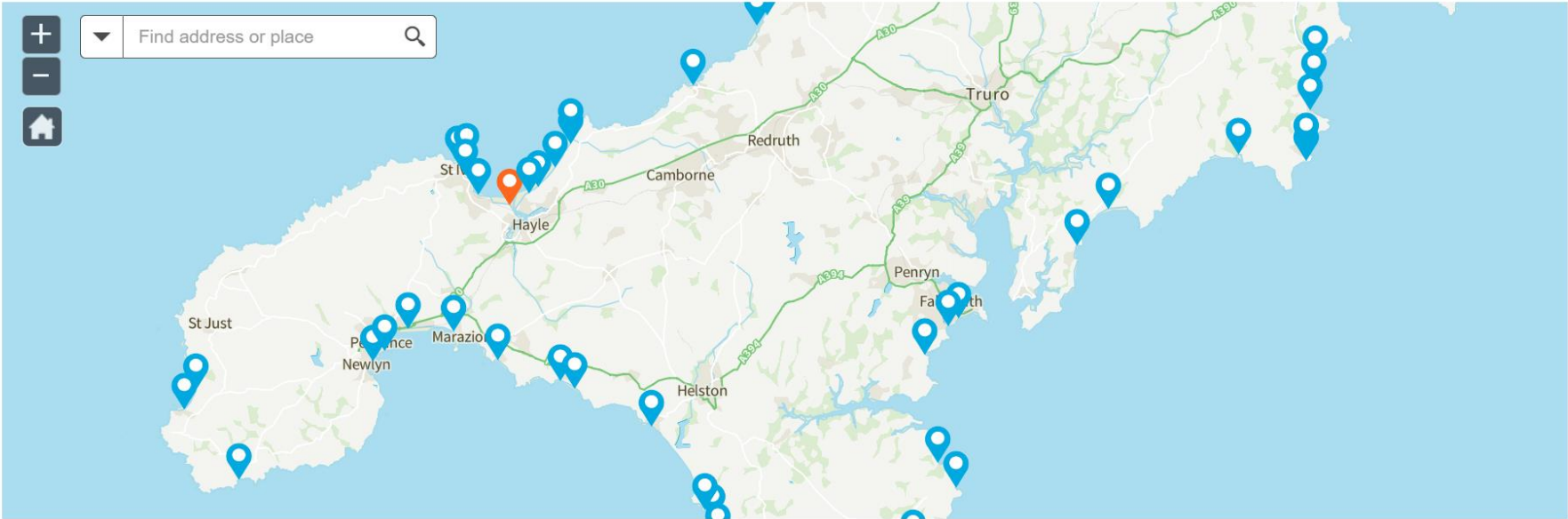
- Monitor not activated
- Monitor activated in the last 24 hours
- Monitor activated
- Monitors undergoing maintenance, investigation or improvement
- Outlet location
- 🌊 Beach name



	Number of spills		
	2022	2021	2020
Queen Mary Gardens pumping station overflow, Falmouth	39	40	44
Swanpool pumping station overflow, Falmouth	0	1	2
Swanvale pumping station overflow, Falmouth	20	12	12



This evening 18:06



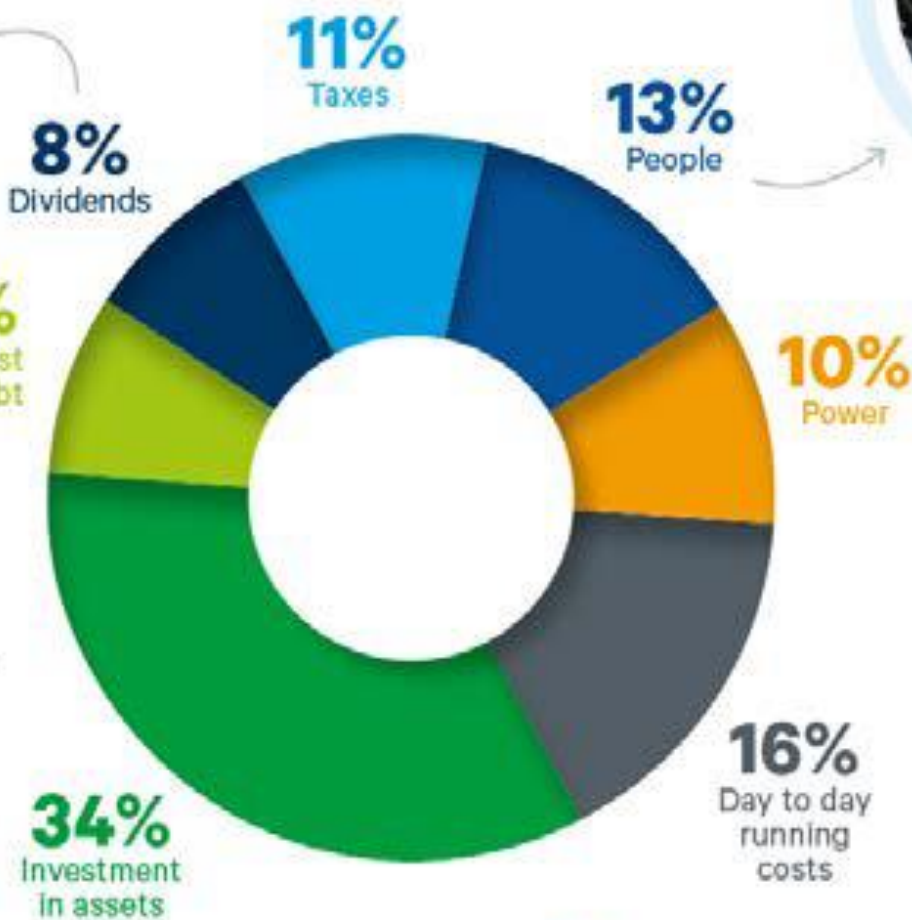
If more investment is needed, why does SWW continue to pay dividends to shareholders?

YOUR
WATER
YOUR
SAY

How much does this all cost?

Our annual spend is around
£900m

We finance large programmes of investment using a mix of loans and equity from shareholders. This allows us to spread the costs over time to keep customer bills low and stable. In return we pay interest on our loans and dividends to our shareholders.



Around
£300m



Day to day running costs include maintenance costs related to our network and treatment works, chemical costs for water treatment, and other operational costs.

Of the £900m spent each year, around £700m comes from the money we collect from customers. The rest comes from other sources of finance – this helps to spread the cost over a longer period of time to keep bills stable and lower.

South West
Water

Bournemouth
Water

b
BRISTOL
WATER

If more investment is needed, why does SWW continue to pay dividends to shareholders?

- Since the water industry was privatised in 1989, Pennon, has overseen investment of around £13bn in making improvements to the water/wastewater network - nearly double the amount paid in dividends.
- The way shareholders fund investment and generate the returns in dividends is reviewed by our economic regulator, Ofwat.
- Pennon's dividend policy is CPIH (Consumer Prices Index including owner occupiers' housing costs) +2% - and is underpinned by our sustainable earnings and growth strategy, with expectations for continued RORE (return on retained earnings) outperformance during the regulatory period.
- Return on retained earnings (RORE) is a calculation that shows how well a company's profits, after dividend payments, are reinvested and is an indicator of its growth potential.
- South West Water aims to pay a base dividend in line with Ofwat's assessment of fair returns and then adds or subtracts from this any amount relating to outperformance. One item that has been subtracted in recent years relates to the company's overall outcome delivery incentive performance (ODIs). The impact of our performance in areas such as pollutions has not been on target and therefore has reduced the dividend amount that we have paid.
- Since 2020 when we completed our first Watershare+ share issuance, our customers have invested in us by opting to become shareholders rather than having a discount on their bill. Pennon now has more than four times as many customer shareholders (90,000 - in number not value) as Institutional shareholders. Uniquely to us, through WaterShare+, customers are also our shareholders – with around 1 in 14 households in the South West Water region now shareholders, and as a result of our second WaterShare issuance, Bristol customers were also able to opt to become Pennon shareholders.

Your questions

QUESTION: At the Menehay planning enquiry of OCTOBER 2018 (if my memory is correct) the SWW Regional manager attended and gave evidence against the planning application, stating that ‘ a second primary settling tank will be essential in meeting the housing capacity within 5 years and the existing primary settling tank would require a lid to meet safety standards.’ August 2017 a Planning Application for a luxury apartment development at Middle Point, was refused at appeal with concerns that SWW required land adjacent for an additional treatment works to double the water treatment capacity for future developments?

- Work to identify where additional storm storage sites can be located is ongoing as part of the work mentioned earlier.

QUESTION: *In addition, with further developments on the Falmouth/Budock/Constantine Parish boundaries at the west side of Hill Head opposite Kergilliack Road junction into Persimmons development at Eve Park:*

QUESTION: *Is their sewerage waste directed towards the Falmouth Treatment works ?*

Constantine has its own sewage treatment works, Budock goes into the Falmouth sewage treatment works

QUESTION *Is their surface water collected and stored according to Water Harvesting guidance for new developments?*

This is a question to raise with Cornwall Council. The final section of the Climate Change DPD sets out policies on managing flood risk and Sustainable Urban Drainage

Your questions

QUESTION: *There are MAJOR concerns with the continual pollution of Swanpool brackish lake which is a sssi site, how do you intend to address this issue?*

From Swanpool LNR website: Swanpool's delicate balance is under threat from:

- Increasing nutrient levels from agricultural run-off and domestic detergents.
- Pollution from urban run-off caused by the density of nearby housing development.
- Deliberate introduction of non-native animal species, such as terrapins, to the pool.
- Spread of non-native plant species such as Japanese knotweed, through dumping of garden waste in the area.

We have been working with the Friends of Tregoniggie Wood and the Falmouth Green Corridor Forum to get signs printed for local distribution with info on where to report a pollution if spotted.

QUESTION: *Lorries are transporting solid waste to the St Dennis incinerator, this is hardly efficient or environmentally friendly! This surely contravenes our Falmouth Town Council and Cornwall Council's green and environmental policies.*

SWW is not transporting solid waste to the St Dennis incinerator Falmouth, that is a municipal facility run by Cornwall Council for generating energy from household waste. In Falmouth, sludge (which is what is left at the end of the sewage treatment process), if compliant with the Farming rules for water, is distributed via our contractors to use by local farmers. If it is not compliant at the end of the sewage treatment process, then it is taken to Tiverton for further treatment, before being distributed to land.

Your questions

QUESTION "What plans do SW water have to renew the sewage treatment plants and extend the sewage pipes further into Falmouth Bay? Currently visitors to Gyllyngvase and Castle beaches with children who play in and on the sand are confronted with dirty sewage contaminated smelly fly infested seaweed. Swimmers like myself, often bathe in murky sea with grey bubbles of contamination apparent on certain tides with an onshore wind. Its a public health hazard."

Waterfit investment and Accelerated Delivery investments which have completed investigation and solutions are being designed.

Extending pipe is not part of the solution

QUESTION "How often does SW water measure and publish levels of sea contamination for the public to view at the beaches?"

Waterfit live operates 24 hours a day, 7 days a week, 365 days a year.

With regard to spills or overflows of sewage in the sea, South West Water has installed monitors to record when overflows operate at all storm overflow locations which, if located near to bathing waters, information about spills is shown in what is called "near real time".

Signing of bathing waters is the responsibility of beach managers, mostly Cornwall Council. They work through beach champions, ie Friends of Par Forum, the RNLI and café owners and South West Water engages all these people through the Beachwise Forum which meets at the start and end of the bathing water season each year.

In the bathing water season, May to October, the Environment Agency also issue pollution forecast local decision about whether to put signs up, based on beach managers understanding of the site.

That considers both Waterfitlive and Environment Agency pollution risk forecast.

Thank you!



Falmouth Town council briefing Sept 2023

Apologies

Unfortunately, I am unable to attend the meeting tonight and hope that this brief overview of Falmouth Community Fire stations work within the community over the past few months will raise both awareness and assist with subjects for questions to myself during the visit to the station by yourselves Thursday 21st.

As I am sure you are aware we the service is not just about the emergency calls and your firefighters spend a lot of times following different functions to keep Falmouth safe.

With this in mind I have included are a number of headings to include Response /Protection and Prevention.

Response

Response is about Fire, Road Traffic collisions, industrial accidents, Automatic Fire Calls etc. Most have one feature that stands out....the incursion of us, human beings. Even environmental situations can be linked to our own actions i.e. driving through flood water and becoming trapped. Although we are available to respond 24/7 we are committed to reducing our incidents through education and collaboration with partners and services.

Over June/July/August Falmouth station has attended 139 calls with support from the On-Call as a second pump or as cover at Falmouth station to maintain resilience in our town.

Some incidents of note which would have caught your attention.

- Penryn Quay Fishermans Café fire ***swift turnout resulted in reducing fire spread to nearby Harbour office and Rowing club***
- Boscawen fields Bonfire ***attendance and discussions with young adults on scene***
- Swanpool beach Café ***Discarded BBQ in bin stopped potential spread to café itself***
- Cardiac arrest Killigrew street ***Crews nearby and provided first aid***
- Mud rescue Devoran and Penpol ***Crews worked along Coastguards at both incidents***

- Falmouth Line track fire ***quickly extinguished and line reopened***
- Boat Fire Falmouth Haven ***early attention to fire in Yacht prior to Tall ships***
- House Cavity Fire Pendra Loweth ***Ignition of plastic airbrick at floor level caused fire in cavity aggressive fire fighting stopped spread to roof***

Utopia is a town/county without incidents and this is where we maintain our focus which leads on to our next titles of Prevention and Protection

Prevention

To Prevent is to reduce and educate. All watches in Falmouth are actively looking to develop initiatives within the area to support this.

- June/July Targeting all Licenced properties and food outlets with a business engagement letter to include a visit by a watch. Ultimately no fires in the town during the summer the communication proved to be a great success. With watches recognising and acting on potential risks

Behind this Cornwall Council Media team focused on Wildfire/Beach Safety/BBQ safety/Boat Safety.

- Utilised our own Prevention team to set up a stall within town for face to face Prevention messages
- **68** Home fire safety visits around Falmouth
- Falmouth Town walk through with Partners
- Beach safe initiative support
- Café safe initiative ***development following incident at Penryn Quay one watch now visiting all coffee trailers/small popups in area (40) to provide fire safety advice***
- Living aboard Safety initiative ***working with partners to support those living aboard vessels to reduce potential incidents***
- Assist with Cormac teams at Queen Mary gardens alongside local pupils involved in damage during parties
- Tremough Campus LGBGQ week support
- Bibby Stockholm fire safety Site Specific risk information ***one watch tasked with completing full report of risk information shared with Dorset Fire and rescue service***
- Bus safety watch initiative to support school bus road safety education to school passengers

- Fire boat support for Port Health and response development to other ports on the south coast
- Specific risk visits to potential long stay refit ships within Falmouth docks Mounts Bay etc

Protection

Although a dedicated Fire safety department is routinely auditing premises watches at Falmouth undertake a vital role in ensuring businesses comply with regulations and keep their customers and staff safe.

- **27** low risk visits to specific businesses with some enforcement action taken on poor fire safety.
- List of over **70** sleeping accommodation premises was gathered by crews using local knowledge then shared with Firesafety teams to undertake identified Audits.
- Operational Fire Safety Visits (OFSV) at commercial premises.
- Restriction notices served on a number of premises.
- A detailed survey of all hydrants in the town of Falmouth.

Training

Throughout this period the crews maintain their own competencies and fitness with training and simulation. The station has welcomed 4 new faces this summer who are in positions as probationary fire fighters (both on-call and whole time) and new Junior officers in a temporary role to support their development.

Also the Assets team (procurement etc) has joined the station as its working base and crews are involved in testing new equipment for the whole service.

- Tall ships table top exercise
- AFD table top exercise
- HMS Scott exercise planning
- Coxswain training
- Standard drills Ladders, Pumps, Line rescue
- Core Code of Ethics
- Trago Mills exercise planning
- Falmouth A+P exercise planning

Safeguarding

Over the past three months Falmouth crews have identified 3 Safeguarding issues which have all resulted in support. One of the referrals has been a testament to tenacity and foresight into neglect which would have gone unnoticed without our intervention.

Next few months

Leading up to Christmas I aim to continue on increasing both my own and the stations relationship with yourselves and our partners in the town. Starting with your visit next week its important to showcase our work and also look to support your concerns and look for opportunities to work together.

- In October (Sat 14th) we shall be running a station open day inviting representatives from our wider community and other stations to provide an interactive visit to the town's community fire station.
- Falmouth Fireworks continues to be a fantastic event and will be taking place on Nov 5th again this year. Huge amounts of work by the station in the background which provides a colossal amount of funds for local charities and groups but ultimately provides a safe event where families can attend without the need to buy fireworks or set their own home made display which unfortunately results in injuries every year.
- To support this the crews will be once again linking with student contacts and repeat successful initiative from 2022 reducing fires on Gylly beach etc during bonfire night.
- Links now formed with Tessa and Eamon our Environmental Education & Enforcement Officers has also supported further initiative which we shall be focusing on....

Van life Communication with watches to locate those living in vans in Falmouth and provide support and fire prevention advice.

Waste advice Supporting the team to reduce risk with Plastic wheelie bins in risk areas of Falmouth High street etc

Salvation army visits Crews will join breakfast and luncheon clubs to give fire safety support to visiting homeless and older generations

Vapes undertake investigation to assess how other services are dealing with increasing disposable vape risks

Homeless individuals onboard Eamon to share locations of any individuals requiring support and visit

- **Collaboration with Partners** watches undertaking Collaboration with RNLI/Ambulance and Police to deliver the best response to our community.
- **Christmas Grotto date TBC** now in its third year the watches promise something bigger to give our young and not so young residents a little bit of a magic drive through and a chance to meet the big man!

Summary

I hope this provides an overview of our work over the summer and look forwards to the councillor visits next week.

In the meantime if there are any questions about the role and duties of Falmouth Community Fire station please do not hesitate to contact me.

Email: Martyn.addinall@fire.cornwall.gov.uk

Phone: 07891728999



Town Management Report to Falmouth Town Council 18/09/23

Events

Refer to the recent Cultural Services report but safe to say there was a huge amount of work undertaken for a very busy summer season of events including the one-off large-scale activities. This summer, we have supported or delivered Sea Shanty Festival, National Armed Forces Day, Falmouth Week and of course Tall Ships. This has been an enormous amount of work for the Town Team, BID, and other partners, and I'd like to put on record, my thanks to all those who have supported us in getting these major projects over the line.

Anti-social behaviour/Graffiti/Disc/CCTV

This continues with our team and the police, plus other agencies working on the various challenges, to reduce where possible. Over the last few months, the Moor/Gylly Beach and Queen Mary Gardens have been key focus areas for ASB, there are other places and as we move into the winter months then this will of course adjust. If you witness anything, please ensure you raise this via the usual channels such as 999/101 D&C police website.

You will unlikely be aware of Disc however this is a system that is across the UK as a GDPR compliant method for businesses/organisations to share various info with others as well as the police. There are some logistical points to overcome with D&C police and we are waiting on this at the moment, but subject to Falmouth BID renewal, this will be something the Town Team will be looking to roll out next year as part of an enhanced ASB support project.

The above points sit hand in glove with our CCTV provision and we continue to develop this. More detail on this will be on future reports as we move into next year but essentially it is working with other nearby towns within our police sector to enhance the surveillance provision.

Roadworks

When returning from leave recently, there were some issues with overdue National Grid works in the town centre. This was meant to be overnight but spilled over into daytime. This is one example amongst many where, working proactively with Streetworks at Cornwall Council, we managed to get this rectified ASAP.

Wilko

As you know and at the time of compiling this report, the Falmouth branch was about to close. Clearly in the middle of town in addition a few other vacancies in the Market Street vicinity, it is not great but

sadly reflective of the national retailer situation. Along with the BID, we will keep working to see what can be done. People often ask us 'so what will be going in this site?'; I am sure as many of you will know it is certainly not as easy as that and large sites often with complex landlord situations, take time. The ex-M&S site is an example of this.



FALMOUTH TOWN COUNCIL

18TH SEPTEMBER 2023

TOWN CLERK'S REPORT PART I

1. Pendennis Headland

The transfer of Pendennis Headland to the Town Council from Cornwall Council occurred on 11th August 2023. Simultaneously the Town Council leased the former Ships and Castles to the Pendennis Leisure Charity on a 125-year peppercorn arrangement. (The Council had previously agreed to decouple the two matters, if necessary, but this was not required).

This also saw the freehold transfer of Castle Beach Toilets and a small verge adjoining the highway at Cliff Road (brought forward from the proposed Devo 4 transfers).

Pendennis Leisure will look to operate its meanwhile plan of a community leisure centre whilst it looks to secure fund raising for its long-term plan to redevelop the building as a public swimming pool.

The Council will look to implement the recommendations of the recently commissioned Conservation Management Plan for Pendennis Headland now.

The Pendennis Point Car Park will be operated under the recently made Falmouth Off-Street Parking Places Order 2023 and will see no charge for parking and no vehicles permitted to stay overnight.

The Council's application for Section 106 funding for access improvements to Crab Quay was successful and the Council will look now at commissioning a scheme and the consent process for those works.

Mark Williams
Town Clerk
September 2023