

# Statement of Community Involvement (SCI) Isles of Scilly – St Mary's Wastewater

16/01/2025

**RECEIVED**

*By Liv Rickman at 5:09 pm, Jan 23, 2025*

Version 1 – for planning submission

# 1 Executive Summary

## 1.1 Background

1.1.1 This Statement of Community Involvement (SCI) has been produced for a proposed replacement pumping station and new screening plant to replace the existing Bishop and Wolf sewage pumping station (SPS) on St Mary’s, Isles of Scilly (Proposed Development).

1.1.2 This Proposed Development is part of a wider investment programme (Programme) from South West Water (the Undertaker) to improve water and wastewater services on in the Isles of Scilly. In April 2020, the Undertaker became responsible for the provision of water services on all inhabited islands on the Isles of Scilly, and for the public sewerage network and treatment on Tresco and St Mary’s. There is a Local Enforcement Position from the Environment Agency to improve wastewater services on St Mary’s, and the Drinking Water Inspectorate (DWI) has issued improvement notices for the five inhabited islands – St Mary’s, St Martin’s, St Agnes, Bryher and Tresco.

1.1.3 The Undertaker has appointed Copper Consultancy, a specialist infrastructure communications company, to lead on stakeholder and community engagement. Copper Consultancy worked closely with South West Water throughout the engagement process to plan and carry out engagement, process all feedback, and report on all comments made during the consultation period.

1.1.4 The SCI has been prepared by Copper Consultancy and the Undertaker to provide a comprehensive record of the pre-application public consultation undertaken on the Proposed Development. As well as detailing the stakeholders and community the Undertaker has consulted with during the pre-application period, this SCI also details the various consultation methods used.

1.1.5 The SCI will first describe the policy and legislation followed for engagement on the Proposed Development, before providing details on the introduction of the Programme launch and early engagement regarding the needs case for the Programme across the Isles of Scilly. The SCI will then describe the targeted pre-application consultation for the wastewater works located at the existing Bishop and Wolf SPS. This SCI will summarise how the consultation was publicised, methods for providing feedback, feedback from the community, and how this feedback has been considered in the design of the Proposed Development.

## 2 Introduction

### 2.1 Policy and legislation

2.1.1 The community engagement work and pre-application consultation has followed the Localism Act (Section 122). These principles for consulting the public recommend:

- To publish the proposed application widely, to an extent that can be reasonably said to bring the proposed application to the attention of the majority of persons who live at or otherwise occupy premises near the site.
- To make clear how interested persons may contact the Undertaker team should they wish to comment or collaborate in relation to the proposed development.
- To give such information about the timetable to ensure that persons wishing to comment on the proposed development may do so in good time.
- To give regard to the responses to consultation that have been made following the consultation process.

2.1.2 The Undertaker’s approach to engagement in conducting an early and transparent pre-application public consultation is also consistent with the guidance within the NPPF (2023). Paragraph 39 of the NPPF states that:

*“Early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private resources and improved outcomes for the community.”*

2.1.3 The Planning and Compulsory Purchase Act of 2004 ensures Local Authorities develop strategies to engage the local community in the planning process. These strategies must be set out in an SCI and must be aimed at all sections of society - including identified ‘hard to reach’ groups.

2.1.4 We have sought to align, where possible, our consultation activity with requirements set out in the Council of the Isles of Scilly SCI on consultation and notification for Local Plan documents. We have adopted the principles and guidance outlined in the June 2024 SCI on consultation or notification for Local Plan documents, to help shape our consultation. This includes the following list of recommended methods of engagement:

- Website –to ensure consultation documents are available to view.
- Document deposit locations – to make paper copies of consultation documents available for inspection at St Mary’s Library and at each of the other island Community Halls/Reading Rooms.
- Posters and site notices – to notify stakeholders of the opportunity to comment on consultation documents by displaying posters in public buildings such as St Mary’s Library and Carn Gwaval reception.

- Direct notification - to notify by email those bodies, organisations or individuals who would have interest in the proposals.
- Digital engagement – to share information, discuss proposals and encourage engagement.
- Media publicity – to notify stakeholders of the opportunity to comment on proposals

2.1.5 The Isles of Scilly Council, as the Local Planning Authority (LPA), encourages applicants to consult with the local community prior to submitting a planning application. As a result, this SCI (for the Proposed Development) meets this guidance by documenting how people have been provided with an opportunity to feed into the design process of a scheme.

2.1.6 The Undertaker recognises that local people can make a valuable contribution to the proposals by offering their local knowledge and raising issues that may not have been considered by the Undertaker or project team. In many cases this results in a stronger proposal. The unique demographics and close-knit nature of the Isles of Scilly means that community feedback holds significant importance on planning decisions and the residents' input directly shapes the character of small island communities.

## 3 Introducing Investment Programme

### 3.1 Programme introduction

3.1.1 The Undertaker introduced its aims for the Programme for the Isles of Scilly to the local community in Autumn 2023. The purpose of this activity was to set out the need for the Programme, the overarching aims and objectives, and a high-level overview of proposals. Engagement at and following the programme introduction covered raising awareness of the wastewater and clean water proposals across all inhabited islands, including an early introduction to the needs case and location for the Proposed Development.

3.1.2 The Undertaker deployed a range of methods to introduce the proposals, including four in-person information events, which are detailed in S.3.1.3. Other methods of introducing the program and publicising the information events included:

- A stakeholder meeting session was held with former MP Derek Thomas in Westminster on 7 March 2023. Susan Davy, CEO of Pennon Group PLC, introduced and discussed the project.
- An introductory letter sent to former MP Derek Thomas on 6 June 2023.
- A project briefing presentation and latest update on the project was shared with MP Derek Thomas on 17 August 2023.
- An introductory email and invitation to a briefing session with councillors across the Isles was sent on 3 October 2023, as shown in Appendix 1. An in-person briefing was held on 6 October and repeated on 2 November 2023 for those councillors who could not attend the first briefing. This was followed by email updates to councillors about upcoming drop-in events on 17 November 2023, as shown in Appendix 2.
- An in-person briefing was held on 6 October 2023 for MP Derek Thomas along with a site visit. Pictures of this can be located in Appendix 3. An email providing a project update was then sent to him on 9 November 2023, followed by an email offering the project business plan sent on 4 January 2024, as presented in Appendix 4.
- One stakeholder meeting session was held with Tresco Estates on 19 January 2024. As the Tresco Estates own and manage all the properties and businesses on Tresco, and employ all of the staff on Tresco, they are a key stakeholder across the project.
- The information events were promoted through a letter to all residents on respective islands prior to each event and posters placed on noticeboards around the islands. An example of the posters can be found in Appendix 6, and the letter inviting residents in Appendix 5. Tailored letters to each Island were distributed to 68 addresses in St Martin's, 68 in Bryher, 42 in St Agnes, and 1754 in St Mary's.
- The same information was available at each event – comprising of a series of exhibition banners,

handouts, and feedback forms for residents to share any early feedback on proposals. Examples of these materials can be found in Appendices 7, 8 and 9. The materials included an explanation of the current situation for wastewater and clean water on the Islands, and a short summary of the proposed solutions. The materials also advertised that there was an opportunity to provide feedback on the information provided by attending the information event or submitting a feedback form. Members of the project team attended each event to answer questions from attendees and gather both written and verbal feedback on the next stage of the proposals.

- The Undertaker set up an email address (IoSProject@southwestwater.co.uk) and a FREEPOST address (FREEPOST – SWW Isles of Scilly Improvement Works) to ensure residents had a point of contact for any queries about the programme.

3.1.3 Four public information events were held across the inhabited islands. Please see Table 1 for more details.

**Table 1**

<b>Event</b>	<b>Date</b>	<b>Attendees</b>
St Agnes - introduction to clean water proposals	17 January 2024	26
St Mary's introduction to wastewater and clean water proposals	18 January 2024	35
Bryher – introduction to clean water proposals	23 November 2023	15
St Martin's – introduction to clean water proposals	24 November 2023	50

## 3.2 Feedback from early information events

3.2.1 Feedback was gathered at the early information events to understand early sentiments towards the wider Programme and the community priorities, particularly as more detailed solutions were developed. Nine feedback forms were received in total, with three feedback forms received from St Mary's residents. Through feedback and discussions at the events, the overarching feedback at that stage was as follows:

- Residents in St Mary’s agree that there is a need for drinking water improvement.
- They also strongly agree that the wastewater proposals in the island need improving.
- Residents wanted to see more detail on proposals before providing specific feedback.

3.2.2 A summary of feedback from all Islands can be found in Appendix 10.

### 3.3 Ongoing communications

3.3.1 In March 2024, an Isles of Scilly page was published on South West Water’s website to share information about the Programme. The website can be viewed at <https://www.southwestwater.co.uk/about-us/what-we-do/improving-your-service/projects-and-investment/isles-of-scilly>. This includes copies of the posters, infographics, feedback forms, and brochures; see Appendix 11 for an example screenshot of the website.

3.3.1 The first Programme Newsletter was published on 16 May 2024 to provide updates to the local community on the Programme, progress with construction works taking place under Permitted Development works, and other relevant news and updates. The Newsletter was shared with Councillors and administrators of island resident Facebook pages. An example of the Newsletter can be found in Appendix 12.

Information about project investment was sent to MP Derek Thomas on 23 May 2024.

## 4 Pre-application consultation on wastewater improvements, St Mary's – July 2024

4.1.1 The pre-application consultation for the Proposed Development was open from 16 July 2024 to 16 August 2024. This section outlines our promotion of the consultation to the local community, including the resources and events we hosted.

### 4.2 Consultation promotion and early engagement

4.2.1 **An email containing a project update and invitation to a briefing session with councillors across the Isles was sent on 3 July 2024, as shown in Appendix 13.** A councillor briefing for the Proposed Development took place on Microsoft Teams on 11 July 2024, 6pm- 7pm. The content of the presentation included a summary of the aims and proposed solutions of the investment program, a progress update, proposals for the upcoming consultations on St Martin's clean water and St Mary's wastewater, and information on how the Undertaker was consulting the public. Seven councillors attended and a follow up was sent on 18 July 2024 which includes the presentation, slides presented, and consultation poster. This can be seen in Appendix 14.

4.2.2 A consultation section of the website was developed as a subpage of the main Programme webpage and launched on Tuesday 16 July. The St Mary's consultation page included a brief summary of the proposals, uploads of consultation resources, and an embedded feedback form (including the July consultation boards, handout, poster, feedback form, site location plan, and elevation plans). This can be viewed at <https://www.southwestwater.co.uk/about-us/what-we-do/improving-your-service/projects-and-investment/isles-of-scilly/st-marys-consultation> , as seen in Appendix 15.

4.2.3 Invitation letters were sent via post to all households and businesses on St Mary's. These letters were sent on 5 July by 1<sup>st</sup> class mail to 1,374 addresses.

4.2.4 The Undertaker also issued the notice of the consultation through South West Water's customer communication email database which included residents and property owners identified as customers. An example of this email can be found in Appendix 16.

4.2.5 Targeted letters were sent to residents in the immediate vicinity of the existing Bishop and Wolf SPS, to invite them to a preview session which took place from 2pm to 3pm on Thursday 18 July, ahead of the public consultation event. This letter can be found in Appendix 17.

4.2.6 Targeted letters were also sent to residents of Trench Lane to invite them to a briefing session about improvement works taking place in the area under Permitted Development Rights. The briefing was held 6.30-7.30pm on Tuesday 16 July.

4.2.7 A poster advertising the in-person consultation event, webinar, and how to provide feedback was provided to community administrators on Facebook. It was also printed and displayed on local noticeboards, including the noticeboard outside the Steamship Company in Hugh Town. Please see an example in Appendix 18.

4.2.8 For social media, in the pre-application consultation, the Undertaker shared materials with the administrators of each Island Facebook page to issue. At a later stage, feedback was received from councillors



that a better method of ongoing engagement would be an Isles of Scilly water Facebook page about the Programme, so the source was identifiable and any updates could be posted directly. This feedback was taken on board for the consultation reminders. In addition to Facebook, an Instagram post was published on 1 August advertising the online engagement on the South West Water Instagram page. This post can be found in Appendix 19.

4.2.9 In line with the Council of the Isles of Scilly SCI, the Undertaker used local deposit points to help spread awareness that the consultation was open and provide hard copy feedback forms for accessibility. This included copies of the July newsletter being dropped off at the Steamship Company, Co-Op, and Café on the Quay. Copies of the St Mary’s consultation handout, and St Mary’s feedback form were then provided to the St Mary’s library on Thursday 18 July for accessibility for local residents.

4.2.10 To raise awareness amongst near neighbours of the consultation event on 18 July, a door knock was carried out for residents on Little Porth, Garrison Lane, and the western side of Church Street across 17 July and 18 July. Approximately 4 residents were spoken to, who reported an awareness of the consultation, Proposed Development, and Programme.

### 4.3 Consultation events

4.3.1 The Undertaker held one in-person consultation event during the consultation period. The in-person event was held on Thursday 18 July, the week of consultation launch, at Tregarthen’s Hotel, and was open to the public from 3pm- 7pm. A Councillor preview was open from 12pm – 1pm, and a preview for residents in close proximity to Bishop and Wolf SPS was conducted 2pm – 3 pm. The venue was chosen because it is nearby to the site and well-known to the community. Signage advertising the event was placed on notice boards around Tregarthen’s to advertise to passersby. As the events were held on a weekday, both ran until the evening to provide those in full-time employment an opportunity to attend. Photos of the consultation event can be found in Appendix 20.

4.3.2 The public exhibition was attended by 46 individuals. The event had A0 visualisations on display, alongside pull up banners containing information on the wider investment programme, environmental mitigations, and how to give feedback. There were opportunities for members of the public to ask questions and share their feedback with members of our project team.

4.3.3 A webinar was held on Tuesday 6 August where the project team presented the content and material shared at the in-person consultation event. This also included a Q&A session where attendees could ask questions and share their feedback again with members of our project team. 5 people registered and 2 people attended.

4.3.4 Respondents were invited to submit their feedback about the proposals and the consultation process in several ways:

- At the exhibition via a feedback form
- By email to the dedicated email address ([IoSProject@southwestwater.co.uk](mailto:IoSProject@southwestwater.co.uk)).
- By completing the feedback form online at <https://www.southwestwater.co.uk/about-us/what-we-do/improving-your-service/projects-and-investment/isles-of-scilly/st-marys-consultation>
- By post to the dedicated Freepost address, FREEPOST – SWW Isles of Scilly Improvement Works

4.3.5 The verbal feedback and questions asked at the in-person consultation event and webinar have also been taken into consideration and are included in Chapter 5, Key themes and Undertaker response.

## 4.4 Consultation feedback

4.4.1 In advance of consultation close and in response to feedback, a Facebook page (SWW Isles of Scilly Improvement Works) was set up to provide updates on the Programme. A reminder for consultation close was placed on the first page of the August newsletter and posted on Facebook on 7 August. This was also reshared via the Isles of Scilly Notice Board with 36,800 members. The Facebook posts can be seen in Appendix 21 and the August newsletter can be seen in Appendix 22.

4.4.2 Pre-application consultation on the Proposed Development formally closed on the 16 August at 23:59pm. In total, 5 hard copy forms were received and 2 online responses.

4.4.3 The consultation sought feedback on several key aspects of the Proposed Development, including the following 3 quantitative questions. The Undertakers response to qualitative responses can be seen in Table 2.

4.4.3.1 3. Do you agree that wastewater treatment on St Mary's needs improving?

Graph 1



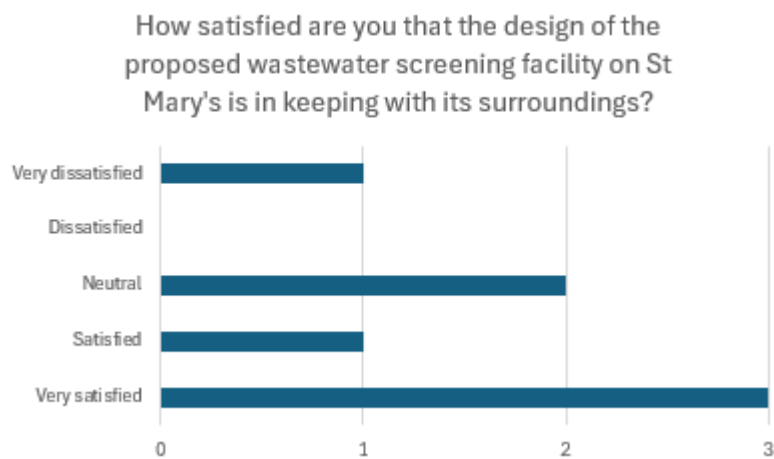
4.4.3.2 4 - How supportive are you of our proposals for a replacement SPS and new screening plant at Bishop and Wolf, St Mary's?

Graph 2



4.4.3.3 5 - How satisfied are you that the design of the proposed wastewater screening facility on St Mary's is in keeping with its surroundings?

Graph 3



## 5 Key themes and the Undertaker response

5.1.1 In addition to the quantitative data gathered through closed questions 3-5 on the feedback form, respondents were also invited to provide qualitative feedback in open boxes. This open-ended section allowed respondents to express their thoughts, concerns, and suggestions regarding the Proposed Development. The qualitative feedback received was recorded following the events and by analysing common themes in responses to the open box questions. Common themes included environmental impact, aesthetic considerations, operational concerns, and impacts of construction.

5.1.2 These responses have been categorised and summarised in the table below to provide a comprehensive overview of the key points raised during the consultation.

**Table 2**

Feedback received	Response to comment
Request for access for all residents to be maintained during construction.	The Undertaker acknowledges the importance of maintaining access for all residents during construction. A traffic management plan will be implemented to ensure minimal disruption to access. These includes measures agreed with the Council of the Isles of Scilly.
Points raised around known flooding of selected site	The Undertaker intends to submit a flood risk assessment as part of the application which will address this and confirm the design flood level. All essential electrical equipment will be installed above the design flood level.
Queries raised regarding the impact sewage has on marine life at Morning point outfall	Currently sewage is discharged unscreened, this proposal will introduce screening of the effluent which will remove plastic, rag and other material from the discharge at morning point therefore reducing pollution of the marine environment.
Queries raised around the ability to control and minimise odour and why vents/louvres are required.	Odour control will be utilised to minimize odour emissions. Vents and acoustic louvres are provided for ventilation (to draw in air into the building, allow air circulation and maintain atmospheric air pressure), any potential source of odour is abstracted and treated via the odour control system.
Feedback on the exterior design including design including size, position of roller shutters, use of mixed horizontal and vertical cladding, and external dimensions	<p>The dimensions of the building are governed by the equipment required, during the design process this has been minimised as far as reasonably possible whilst maintaining required standards for safe working access.</p> <p>Access is required for maintenance to the pumps and screens inside the building, single door access is insufficient for this purpose therefore a roller</p>

	shutter door is included. It is intended that this will be used for periodic maintenance activities and not as the main access to the building.
Queries on mitigation of noise, including how speaking of mechanical equipment is reduced	Noise reduction strategies, including soundproofing and equipment enclosures, will be implemented to minimize noise levels.  The Undertaker is committed to meeting all relevant noise regulations.
Suggestion raised for use of renewables, such as solar panels on roof	The Undertaker explored the feasibility of incorporating renewable energy solutions, including solar panels, into the project design to enhance sustainability. The view was taken that incorporating solar panels to the Proposed Development would have an impact on the heritage setting and due to the location and orientation the benefit would be minimal.

## 5.2 Summary and conclusions

5.2.1 The issues and suggestions raised during consultation have been considered and where appropriate addressed through review of the design with the engineers and architects.

5.2.2 This included the following changes to design as a result of feedback:

- Additional access doorway added to West of building
- Review of cladding

## 5.3 Conclusion

5.3.1 The Undertaker has undertaken pre-application consultation with the local community as encouraged by Government policy, contained within the NPPF and the NPPG, and the Council’s Statement of Community Involvement.

5.3.2 This Statement of Community Involvement (SCI) has provided an overview of the engagement and consultation activities that have been, and continue to be, undertaken by the Undertaker on the Proposed Development.

5.3.3 The Undertaker has undertaken a comprehensive pre-application engagement programme in order to proactively inform and engage with the local community and key stakeholders. This process has allowed the Undertaker to identify and respond to local issues and potential concerns.

## Appendices

### 1. Invitation email for councillor briefing

Invitation to roundtable: South West Water Capital Enhancement Programme

[Redacted] Reply Reply All Forward Share More

Tue 03/10/2023 17:55

Dear Councillors,

I am writing to you to invite you to an upcoming roundtable discussion to be held on Friday 6 October 2023, 10:00am, Porthmellon Enterprise Centre, St Mary's, Isles of Scilly, TR21 0JY.

As you may be aware, On April 1st 2020, South West Water became responsible for the provision of water and wastewater services on the Isles of Scilly. These services were previously the responsibility of the Council of the Isles of Scilly, Tresco Estates and the Duchy of Cornwall.

We have committed to improving water and wastewater services on the Isles of Scilly and are undertaking a substantial investment programme to improve the drinking water quality and resilience. We are required by our Regulator, the Drinking Water Inspectorate (DWI) to make these improvements to significantly improve the water quality and to also provide a plentiful and resilient supply of water.



We would be delighted if you were able to attend the session on Friday. We apologise for the late notice of this meeting, but given the recent interest in our proposals we wanted the opportunity to provide you, as councillors, with some more detail on the process we are undertaking as well as to hear any questions and feedback that you may have at this early stage. Derek Thomas MP has also been invited.


If you would like to attend, please just respond to this email to RSVP. If you are unable to attend or if you would like more details, please do feel free to contact me.

In the meantime, should you have any questions please do not hesitate to get in touch.

Kind regards,

[Redacted]

   
Peninsula House, Rydon Lane, Exeter EX2 7HR  
[pennon-group.co.uk](http://pennon-group.co.uk)



## 2. Invitation email to councillors for upcoming information events

[Redacted]

**Subject:** Invitation to information events: South West Water Capital Enhancement Programme

Dear Councillors,

I am writing to you to let you know that South West Water will be holding drop-in information events next week to provide updates on our plans to improve water and wastewater services on the Isles of Scilly. The events provide an opportunity for residents to see our plans and provide their thoughts.

The drop-in information events will be taking place at:



- Bryher Community Centre – Thursday 23 November, 12:00 – 14:30
- St. Martin's Island Hall - Friday 24 November, 10:00 – 13:00

We will be holding further events on the other islands in January.

I have attached to this email is an invitation letter and poster containing additional details on the drop-in information events. Please do feel free to share this more widely with residents.

We do hope to see you at the events, but if you are unable to attend or would like further information please do not hesitate to get in touch via [IoSProject@southwestwater.co.uk](mailto:IoSProject@southwestwater.co.uk)

Yours sincerely,

   
Peninsula House, Rydon Lane, Exeter EX2 7HR  
[southwestwater.co.uk](http://southwestwater.co.uk)

3. Pictures of Derek Thomas MP's briefing and site visit





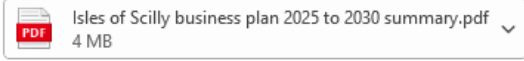
#### 4. Business plan email to Derek Thomas MP

Isles of Scilly business plan



Reply Reply All Forward

Thu 04/01/2024 18:20



Hi Derek,

Hope you had a good Christmas and New Year in Cornwall with the family.

Before Christmas, we submitted our next five year business plan (2025-2030) to Ofwat. We have pulled the attached together for the Isles of Scilly. I wanted to share this with you. You will see we are starting to brand our services on the islands 'Isles of Scilly Water'.

If you want to discuss the attached then please let me know, but I hope you find it helpful. If I do say so myself, I do think it is a good document!

Thanks Derek. Catch up soon.

Best wishes,



Peninsula House, Rydon Lane, Exeter EX2 7HR  
[pennon-group.co.uk](http://pennon-group.co.uk)



## 5. Early engagement – example invite letter



South West Water  
Peninsula House  
Rydon Lane  
Exeter  
EX2 7HR

Dear Resident

**Improving water and wastewater services on the Isles of Scilly:  
Invitation to Public Information Event**

We would like to invite you to attend our information event on our plans to improve water and wastewater services on the Isles of Scilly.

This is a drop-in information event where you can talk to our team and understand more about our proposals, and we can get your thoughts on next steps. Join us at:

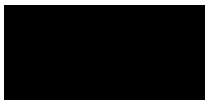
**The Methodist Chapel Hall, St Mary's Methodist Church, Church Street, St Mary's  
Thursday 18 January 2024, 1pm to 5pm**

This programme of works will improve water services on the Isles of Scilly, now and for the longer term. It will allow us to provide wholesome and safe drinking water for everyone on the islands and ensure a plentiful supply of water for the future. This presents a unique opportunity to invest in the local community, the environment, and to protect public health.


We're still exploring ways to improve water infrastructure across the islands, and this is the beginning of the conversation with residents. We're holding these information events across all the inhabited islands this winter, with events in ~~Ryther~~ and St Martin's having taken place in November 2023, and we expect to be on St Agnes in January 2024.

We very much look forward to seeing you at the event. Should you have any questions in the meantime, please feel free to contact us at [IoSProject@southwestwater.co.uk](mailto:IoSProject@southwestwater.co.uk).

Yours sincerely



## 6. Early engagement – poster



### Public event:

Improving water and wastewater services on the Isles of Scilly

Dear Residents,

We would like to invite you to join us at our information event about our plans to improve water and wastewater services on the Isles of Scilly.

This will be a drop-in information event where you can talk to our team and understand more about our proposals and we can get your thoughts on the next steps.

Join us at:

**The Methodist Chapel Hall, St Mary's Methodist Church, Church Street, St Mary's**

**Thursday 18 January 2024, 1pm to 5pm**

We're investing in a programme of works to improve water and wastewater services on the Isles of Scilly, now and for the longer term. This will allow us to provide wholesome and safe drinking water for everyone on the islands and ensure a plentiful supply of water for the future.


We're still exploring ways to improve water infrastructure across the islands and this is the beginning of the conversation with residents. We're holding information events across all the inhabited islands this winter.

We hope you can join us. Should you have any questions in the meantime, please feel free to contact us at [IoSProject@southwestwater.co.uk](mailto:IoSProject@southwestwater.co.uk)

## 7. Early engagement – information handout

January 2024

### Improving water and wastewater services on the Isles of Scilly



### We want to hear from you


We're at an early stage of developing these proposals for improving the water network across the islands.

We're holding drop-in information events across the islands this winter (2023/2024), where you can meet our team and find out more about our proposals and next steps.

You can let us know your thoughts on our proposals by completing a feedback form at one of our events and send it to us via post or email using the contact details below.

Your feedback will help inform our proposals as we progress our designs. We'll be able to share more details at public consultations later in 2024, ahead of submitting planning applications.

In the meantime, if you have any queries, please do not hesitate to contact us on:  
 Email: [ISProject@southwestwater.co.uk](mailto:ISProject@southwestwater.co.uk)  
 Post:  
**FREEPOST – SWW Isles of Scilly Improvement Works**



In April 2020, South West Water became responsible for the provision of water services on all inhabited islands on the Isles of Scilly. These services were previously the responsibility of the Council of the Isles of Scilly, Tresco Estates and the Duchy of Cornwall. Other systems such as private boreholes remain privately owned.

On that date we also became responsible for the public sewerage network and treatment on Tresco and St Mary's. Other systems such as private septic tanks remain privately owned.

Since then, we've been assessing the water and supply and have been in discussions with regulatory bodies, including the Drinking Water Inspectorate (DWI) and the Environment Agency.

We're investing in a programme of works to improve water and wastewater services across the islands now and for the longer term. This will allow us to provide wholesome and safe drinking water for everyone on the islands and ensure a plentiful supply of water for the future.

This investment presents a unique opportunity to invest in the local community, environment and to protect public health through the development, delivery and operation of resilient and sustainable water and wastewater services.



### Our aims

#### Clean water

- Provide wholesome and safe drinking water to all island communities - St Mary's, St Martin's, Bryher, St Agnes and Tresco
- Offer a resilient supply - ensure supply is continuous, reliable and resistant to drought
- Standardise across the islands using modern treatment technology to ensure islanders get high quality safe drinking water

#### Wastewater

- Improve wastewater treatment on St Mary's
- Reduce spills to the marine environment
- Improve screening system on Tresco
- Improve the marine environment and water quality

These improvement works will also enable us to:

- Reduce pollution
- Protect coastal waters
- Protect the environment
- Enhance nature
- Provide sustainable solutions
- Keep bills fair

Our aim across all of these improvements works is to be sympathetic to the unique nature of the islands and to minimise impact on all habitats, wildlife and communities during construction and operation.

**What we're doing**

1. We're carrying out some works, starting this winter, to make improvements to existing water and wastewater services.
2. We're assessing options for longer term solutions. We aim to have these operational for clean water across all islands by late 2025, and late 2027 for the wastewater treatment plant on St Mary's.
3. We'll need planning permission for some of these under the Town and Country Planning Act. We'll be holding consultations with islanders to get your feedback on our proposals before we submit each planning application.
4. We're carrying out surveys to inform our proposals in the immediate and longer term. We'll be writing to tenants to request access.

### Clean water

**Current situation**

- All of the islands use groundwater boreholes
- St Mary's uses both groundwater and a desalination plant

The DfEL has issued improvement notices for the five islands to improve the quality of the water to meet regulatory requirements. Additionally, the existing water supply is insufficient to consistently meet summer demand. This is particularly the case with the off islands.

We'll be carrying out work starting this winter to improve the quality of the existing water supply. However, this is only a short-term fix.

**Our proposal**

We're proposing to build a new water treatment facility on each inhabited island. We're assessing options to treat both borehole water and seawater, which would provide a continuous, reliable supply of clean water for the longer term.

Due to the nature of the water quality issues, such as higher than acceptable levels of salt and heavy metals, membrane treatment is the only option for treating the raw water. For the islands, this would need to be reverse osmosis. This is required to ensure the drinking water meets regulatory requirements. The water treatment process is explained in the diagram on the next page.

We're developing early design concepts and are in discussions with the Duchy of Cornwall to identify suitable locations for each treatment facility.

We're aware that several properties have their own private water supplies which aren't connected to our network. We're proposing to provide capacity to supply all properties that wish to connect.

### Wastewater

**Current situation**

- There is one wastewater treatment works on St Mary's, which treats waste from around 25% of the island. The existing infrastructure is in poor condition
- On Trecco, all wastewater is collected via the public sewerage system and pumped to a screening plant, which is in poor condition and not compliant with regulations
- The other three islands do not have a public sewerage system and instead use private septic tanks or treatment plants

There is an Environment Agency Local Enforcement Plan to improve wastewater services on St Mary's.

We'll be replacing the screening plant on Trecco and also on St Mary's and in addition will repair the existing outfall and pumping station on St Mary's.

**Our proposal**

For the longer term, we're proposing a new wastewater treatment plant and an additional pumping station on St Mary's.

We'll do an early concept design stage for this and are carrying out network and coastal modelling to inform the design.

### Water treatment process

**An overview**

There are many stages of treatment that water goes through before it's safe to send it to your tap, as shown in the diagram below.

As part of the treatment process, we'll be using a water purification process known as reverse osmosis. This process pushes water through a fine filter (membrane) to remove salt and other contaminants. The water is then remineralised and pH corrected to provide the highest quality drinking water.

- The process is clean and provides high quality water
- This is practiced globally and is a preferred method in many countries
- This is an exemplar water treatment that's using modern technology
- It's a proven technology already used on St Mary's and Bryher – although these aren't currently compliant with the latest standards

### Protecting the islands

We understand the Isles of Scilly is a wholly unique archipelago and the UK's largest Area of Outstanding Natural Beauty. We're committed to ensuring that our programme complements and protects this status. We will carefully design our programme to ensure that we respect the landscape, avoiding any Sites of Special Scientific Interest or protected areas.

### Providing environmental benefits

We're committed to safeguarding the environment whilst providing a high quality and plentiful supply of water.

Taking water out of the environment is strictly controlled. We have to take enough to meet demand, whilst keeping enough in the environment to maintain wildlife and habitats.

We will carry out comprehensive surveys to prevent and mitigate impacts on wildlife and local heritage.

Our key environmental considerations as we progress are to:

- Avoid designated and protected sites
- Implement sustainable borehole abstraction practices
- Explore rainwater harvesting and other nature based solutions
- Foster habitat creation whenever feasible
- Safeguard local wildlife, aiming for a 10% biodiversity net gain
- Enhance the marine environment by treating sewage effluent and reducing spills

### Sustainability

We're committed to sustainable solutions. As part of our programme of works, we're actively exploring how we can provide further environmental enhancements across the Isles of Scilly. This includes:

- Use of renewable energy such as solar panels and heat exchange
- Water turbines
- Recycled materials for construction
- Minimising import of materials to the islands

### Community benefits

As well as improving the standard of drinking water, we'll work closely with stakeholders and residents to identify areas where we can invest into the community to maximise the benefits of the programme. This could include events with local schools and internships, as well as creating new high skilled jobs through the construction phase and the ongoing operations of the new treatment plants.

### Economic benefits

As well as creating jobs, improving water quality will support tourism and facilitate new housing. With the enhancements to our water supply, we're committed to fair water bills across all the islands.

### Timeline

The majority of construction will take place during the winter months. We are committed to minimising impact on all communities and the natural environment during construction phases.

**Operational by:**

- Welfare compound: Late Spring 2024
- Interim screening: Spring 2025
- St Martin's: Spring 2026
- St Agnes: Summer 2026
- Trecco: Autumn 2026
- Bryher: Autumn 2026
- St Mary's: Autumn 2026
- Wastewater plant: Summer 2027

**Clean water sites:** St Martin's, St Agnes, Trecco, Bryher, St Mary's

**St Mary's Wastewater sites:** Wastewater plant

## 8. Early engagement – example information banners

### Improving water and wastewater services on the Isles of Scilly

South West Water is investing in a programme of works to improve water and wastewater services on the Isles of Scilly, now and for the longer term.

This will allow us to provide wholesome and safe drinking water for everyone on the islands and ensure a plentiful supply of water for the future.

**Why now?**

In April 2020, South West Water became responsible for the provision of water services on all inhabited islands on the Isles of Scilly. These services were previously the responsibility of the Council of the Isles of Scilly, Trecco Estates and the Duchy of Cornwall. Other systems such as private boreholes remain privately owned.

On that date we also became responsible for the public sewerage network and treatment on Trecco and St Mary's. Other systems such as private septic tanks remain privately owned.

Since 2020, we've been assessing the water and supply and have been in discussions with regulatory bodies, including the Drinking Water Inspectorate (DWI) and the Environment Agency.

The DWI has issued improvement notices for the five islands to improve the quality of the water to meet legal requirements. Additionally, the existing water supply is insufficient to consistently meet summer demand. This is particularly the case with the cliff islands.

There is an Environment Agency Local Enforcement Plan to improve wastewater services on St Mary's.

**This investment presents a unique opportunity to invest in the local community, environment and to protect public health.**

### Our aims

#### Clean water

- Provide wholesome and safe drinking water to all island communities - St Mary's, St Martin's, Bryher, St Agnes and Trecco
- Offer a resilient supply - ensure supply is continuous, reliable and resistant to drought
- Standardise across the islands using modern treatment technology to ensure islanders get high quality safe drinking water

#### Wastewater

- Improve wastewater treatment on St Mary's
- Reduce spills to the marine environment
- Improve screening system on Trecco
- Improve the marine environment and water quality

**These improvement works will also enable us to:**

- Reduce pollution
- Protect coastal waters
- Protect the environment
- Enhance nature
- Provide sustainable solutions
- Keep bills fair

**Our aim across all of these improvements works is to be sympathetic to the unique nature of the islands and to minimise impact on all habitats, wildlife and communities during construction and operation.**

**What we're doing**

1. We're carrying out some works, starting this winter, to make improvements to existing water and wastewater services.
2. We're assessing options for longer term solutions. We aim to have those operational for clean water across all islands by late 2025 and late 2027 for wastewater treatment on St Mary's.
3. We'll need planning permission for some of these longer term solutions under the Town and Country Planning Act. We'll be holding consultations to get your feedback on our proposals before we submit each planning application.
4. We're carrying out surveys to inform our proposals in the immediate and longer term. We'll be writing to tenants to request access.

## 9. Early engagement – information feedback form

**Isles of Scilly Water**

### Improving water and wastewater services on the Isles of Scilly

**Feedback Form**

South West Water is investing in a programme of works to improve water and wastewater services on the Isles of Scilly now and for the longer term.

We're holding information events across the islands this winter, where you can meet our team and find out more about our proposals and next steps.

You can let us know your thoughts by completing this feedback form and hand it in at an event, send it to us by email to [ISProject@southwestwater.co.uk](mailto:ISProject@southwestwater.co.uk) or send it by post to **FREEPOST – SWW Isles of Scilly Improvement Works**.

**Thank you for taking the time to feedback on our proposals.**

9. Do you have any other comments on our proposals?

### Your contact details

Name\*

Address

Postcode\*  Telephone

Email

\*Mandatory fields

Please tick this box to consent for your information to be stored so that we can contact you and your responses can be used for us to analyse. Our privacy policy can be found on our website [www.southwestwater.co.uk/about-us/legal/privacy-policy](http://www.southwestwater.co.uk/about-us/legal/privacy-policy) Please note we will not share any of your personal details.

Thank you for your time. Your feedback will help inform our proposals as we progress our designs. We'll be able to share more details at public consultation next year, ahead of submitting planning applications.

**Isles of Scilly Water**

**1. How would you describe yourself?**

A local resident / homeowner

Second homeowner

Local business owner

Tourist/ visitor

A community representative (Councillor, MP, Other)

Other (Please specify in the box below)

**2. Which island do you live on, or visit most if you are a tourist or second homeowner?**

St. Martin's

St. Mary's

Treseco

St. Agnes

Bryher

**3. If you live on St Martin's are you currently connected to South West Water's (SWW) supply?**

Yes

No

Don't know

Not applicable, don't live on St Martin's

**3a. If you live on St Martin's and have your own private water supply, would you be interested in connecting to SWW's supply?**

Yes

No

Would like more information

Don't know

**4. Do you agree that the drinking water on the islands need improving?**

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Don't know

**5. Do you agree that the wastewater services on the islands need improving?**

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

Don't know

**6. Do you think our proposals for clean/ drinking water services are about right?**

Yes

No

Somewhat

Don't know

**6a. Please give the reasons for your answer.**

**7. Do you think our proposals for wastewater services are about right?**

Yes

No

Somewhat

Don't know

**7a. Please give the reasons for your answer.**

**8. Please tick which of these you feel are most important for us to consider:**

Environment

Sustainability

Community

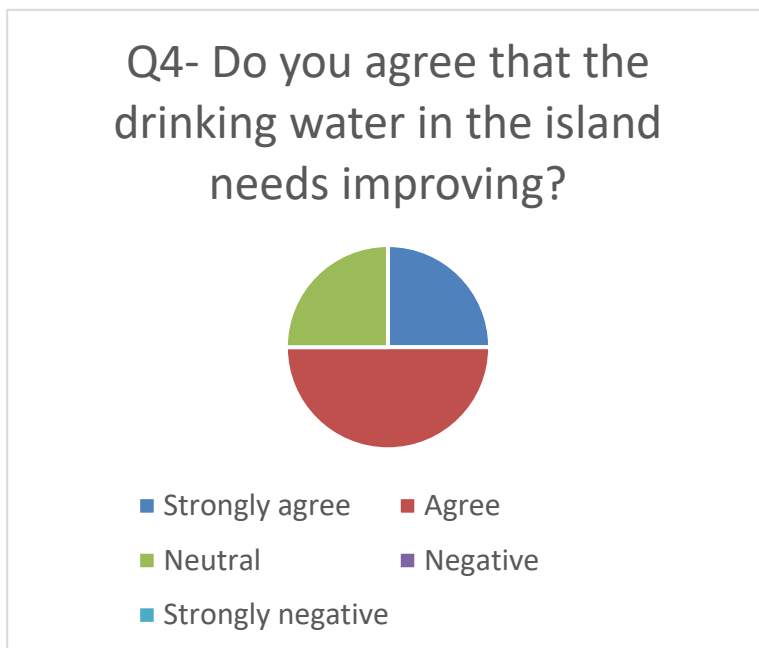
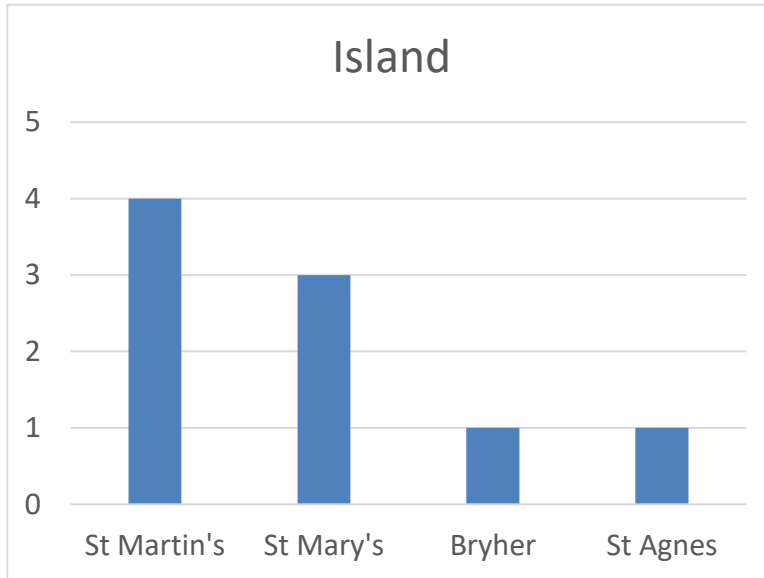
Economy/ costs

Construction programme

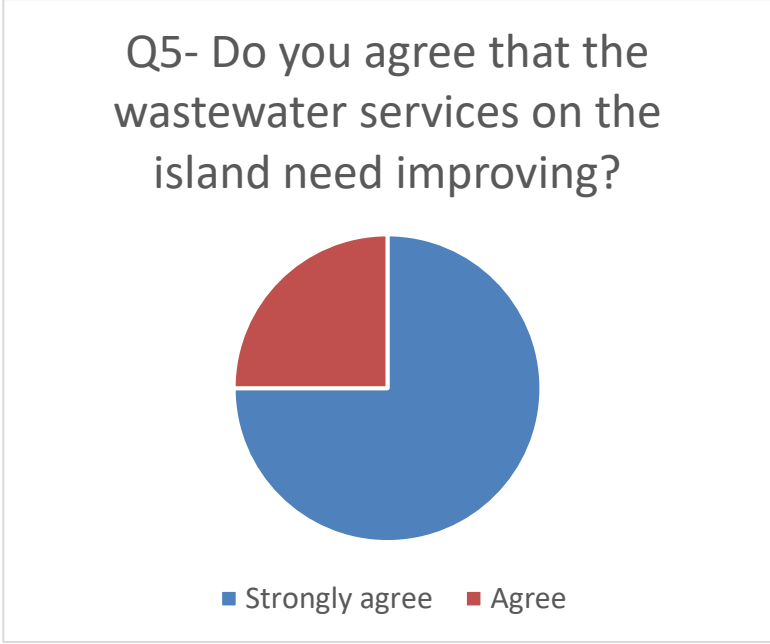
**8a. Please give reasons for your answer, and any other things that we should consider to minimise impacts and maximise benefits?**

**Isles of Scilly Water**

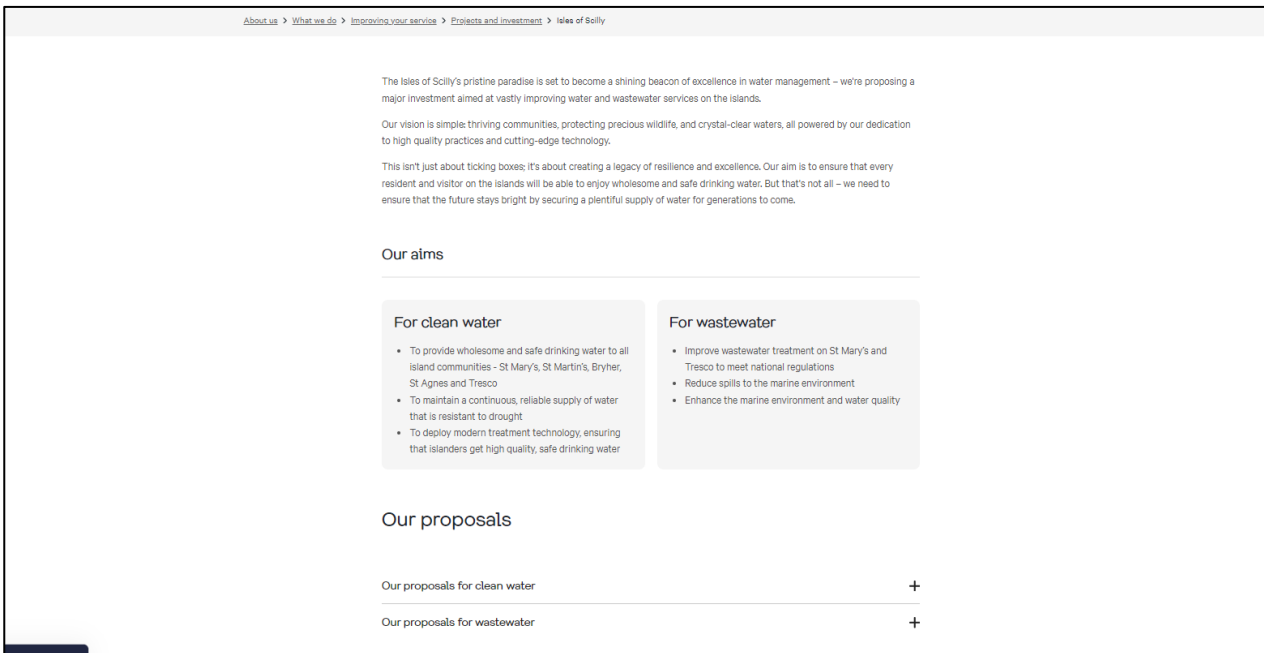
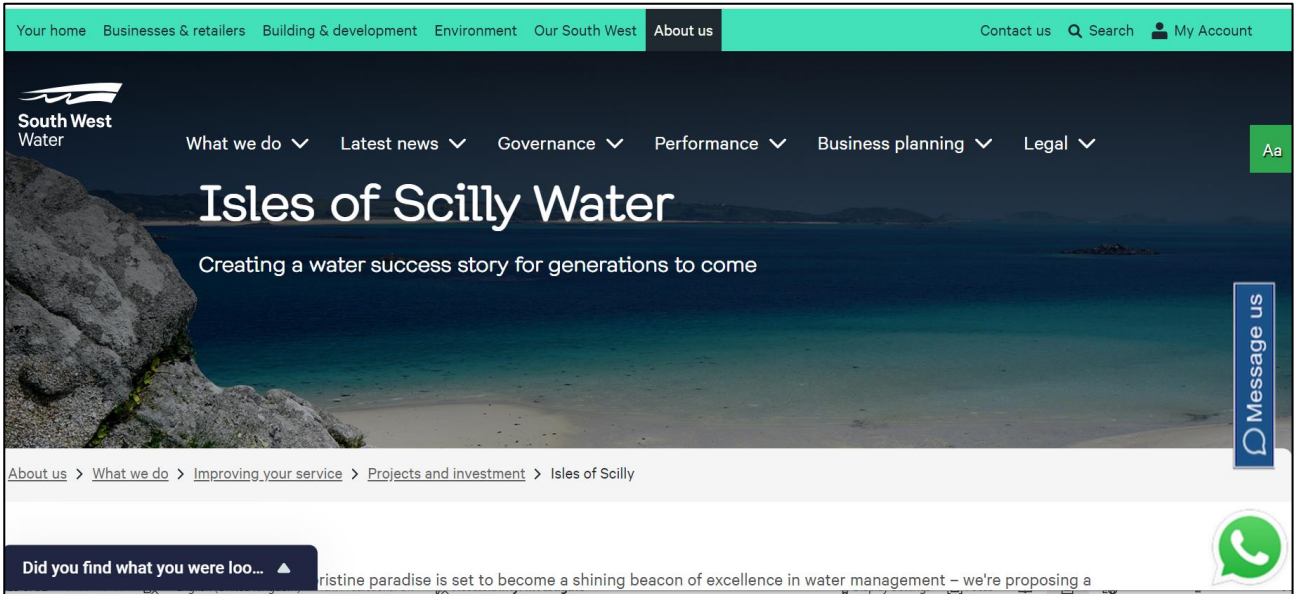
### 10. Feedback from information events – Island wide







## 11. Isles of Scilly – investment programme website



## 12. Example of monthly Newsletter



# Investing in the future of the islands for generations to come

May 2024 Newsletter

**Protecting the islands' precious wildlife and natural environment**

One of our key aims for the project is to minimise any damage to the island's pristine waters, wildlife and natural environment. Since January 2024, we have been undertaking numerous desk studies (such as arboriculture, invertebrate, lichen and marine ecology) to inform us of where further field surveys are required. You may have spotted our marine ecologists on St Martin's earlier this month. We've also been compiling our Environmental Impact Assessment Screening documentation for our proposed work on St Martin's.

We have been working with our contractor and design teams to set our sustainability and biodiversity net gain strategies. We're aiming to achieve at least 10% biodiversity net gain across our programme of works.

**Progressing our proposals and plans for construction**

Survey works have continued, with ground investigation undertaken on our first section of pipeline on St Martin's and percolation tests carried out at Telegraph Hill sewage treatment works. These surveys and investigations are required to inform our designs.

Our designs are progressing for significant clean and wastewater improvements on the Isles of Scilly and we will be able to share these with you in the near future for your input.

Welcome to the first of our monthly islands newsletters, which will keep you up to date our proposed investment to transform your water and wastewater services. Last winter South West Water held its very first events with residents of the islands to discuss these works – thank you to everyone who joined us. A lot has been happening in the background since then.



Engagement event on St Agnes



Team on St Martin's



Engagement event on St Mary's

### 13. Example email of project update provided to councillors

Update on SWW works on the Isles of Scilly

[Redacted]

Reply Reply All Forward [Share] [More]

Wed 03/07/2024 17:10

**Improving water and wastewater services on the Isles of Scilly: Invitation to meet with project team and consultation update**

I am writing to invite you to a briefing to update you on our proposals to improve water and wastewater services on the Isles of Scilly, and share details of our upcoming consultation events.

Councillor briefing:

Since we last met, we have made significant progress in developing our proposals and we have been taking on board local views as we have progressed.

As a local representative, we would like to invite you to attend a briefing session with members of our project team to share more information about our proposals and next steps – including how local residents can get involved in our public consultations and wider timescales for development.

To that end, we would like to invite you to meet with us on **Thursday 11<sup>th</sup> July, 6pm to 7pm**. This will be an online meeting open to all Councillors. We'll send registration links separately.

We would also like to invite you to a briefing before each public event, details of which are below. This will be a bespoke briefing for each island, offering you the chance to view the plans and talk to our team about our proposals, including updates about the improvement works to existing services that are starting this year.

Public consultation

We're holding public consultation events in July on our wastewater proposals for St Mary's, and for a new water treatment facility on St Martin's.

You and your constituents know the area best, so we want to hear your views and feedback to help shape our proposals before we submit our planning applications later this year. We'll be consulting on proposals for the other inhabited islands later this year.

Face-to-face events

**St Martin's - new water treatment facility:**

- St Martin's Island Hall & Reading Room, St Martin's
- Wednesday 17th July
- 2pm to 3pm – Councillor preview
- 3pm – 7pm – General public

**St Mary's - wastewater improvements:**

- Tregarthen's Hotel, Garrison Hill, Hugh Town, St Mary's
- Thursday 18th of July
- 2pm to 3pm – Councillor preview
- 3pm – 7pm – General public

Webinars

Alternatively, you can join us at our public consultation webinar events taking place on:

- 6<sup>th</sup> August for St Martin's - new water treatment facility - 6pm – 7pm
- 7<sup>th</sup> August for St Mary's - waste improvements - 6pm – 7pm

We'll be raising awareness of consultation to residents over the coming weeks and would be grateful if you can help share via your channels. Consultation material and an online feedback form will be available on our website from 15<sup>th</sup> July at [South West Water/Isles of Scilly](#)

We very much look forward to seeing you at the briefing and consultation events. If you have any questions please feel free to contact us at [loSProject@southwestwater.co.uk](mailto:loSProject@southwestwater.co.uk).

Kind regards,

[Redacted]

### 14.Councillor update email

Update on SWW works on the Isles of Scilly

[Redacted]

☺ Reply Reply All Forward 📧 ⋮

Thu 18/07/2024 10:15

PDF IoS Councillor briefing 11th July 2024 - Confidential .pdf 2 MB

PDF SWW Isles of Scilly newsletter\_July 2024.pdf 134 KB

PDF SWW\_IoS\_St Marys consultation poster.pdf 3 MB

**CAUTION: This email originated from outside the Organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Dear Councillors,

Thank you for joining us last week and for the very helpful discussion and feedback.

Regarding the clash with the preview session and the Scrutiny Committee briefing on today, we have contacted the venue and confirmed that we can open the event earlier.

You are welcome to join us from 12pm **today** at Tregarthen's Hotel, Hugh Town.

Please find attached a copy of the slide pack as requested. Please note this is CONFIDENTIAL at this stage.


Also attached is a poster for today, and our newsletter which includes information about these consultations and updates on the programme more widely, which you may want to share via your channels to help raise awareness of the consultation. These have been shared with administrators for each island Facebook page. An update also went out in the What's On section of the local island newsletter last Friday.


We will follow up with minutes of the meeting within 10 days.

We look forward to seeing you at the events.

Kind regards,

[Redacted]

 Peninsula House, Rydon Lane, Exeter EX2 7HR  
[pennon-group.co.uk](http://pennon-group.co.uk)



## 15. Example materials from pre-application consultation

[About us](#) > [What we do](#) > [Improving your service](#) > [Projects and investment](#) > [Isles of Scilly](#) > [St Mary's - consultation](#)

### Improving water and wastewater services on Isles of Scilly

#### Our proposal for wastewater improvements on St Mary's

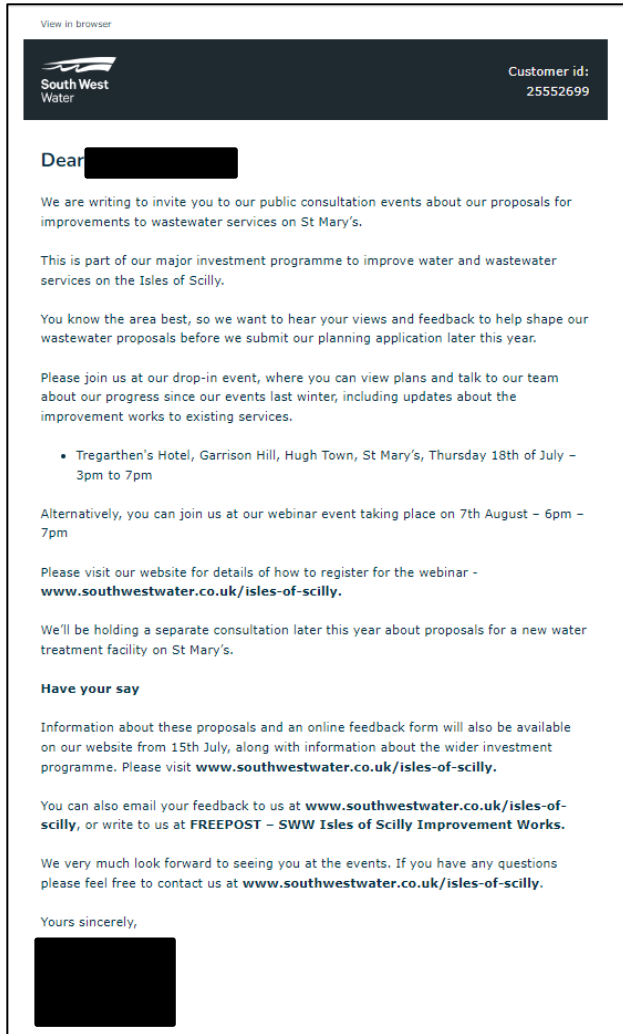
We're consulting on proposals to replace the existing Bishop and Wolf sewage pumping station (SPS) with a new, larger pumping station and a screening plant. These will be located within a building on the site of the existing pumping station, to the south of the Bishop and Wolf pub in Hugh Town.

You can read more about the proposals by reviewing our consultation resources, and let us know your thoughts by completing the form below.


Consultation resources:

- [St Mary's - July Consultation Boards](#)
- [St Mary's - July Handout](#)
- [St Mary's - July Poster](#)
- [St Mary's - Feedback Form](#)
- [St Mary's - Site Location Plan](#)
- [St Mary's - Elevations](#)

## 16. Email advertising consultation to customer database



## 17. Invitation letter for Bishop and Wolf residents



Dear Resident

**Your invitation to our public consultation events**

We are writing to invite you to our public consultation events about our proposals for improvements to wastewater services on St Mary's.

This is part of our major investment programme aimed at vastly improving water and wastewater services on the Isles of Scilly.

You know the area best, so we want to hear your views and feedback to help shape our wastewater proposals before we submit our planning application later this year. We'll be holding a separate consultation later this year about proposals for a new water treatment facility on St Mary's.

**Improvement works – Bishop and Wolf Pump Station**  
We'll be carrying out improvement works at the Bishop and Wolf Pump Station, St Mary's, over the winter of 2024/2025. These wastewater improvement works are essential in helping us deliver the overall investment programme for St Mary's.


As you are a resident living close to the pump station, we would like to invite you to meet with us to discuss these works and to offer you the opportunity to ask questions, before the public consultation event. We will be holding a briefing session for Bishop and Wolf residents before we open the event to other islanders.

**Public consultation events**

Please join us at our drop-in event, where you can view plans and talk to our team about our progress since our events last winter, including updates about the improvement works to existing services:

- Tregarthen's Hotel, Garrison Hill, Hugh Town, St Mary's  
Thursday 18th of July – 2pm to 3pm – Bishop and Wolf residents briefing  
3pm to 7pm – General public

Alternatively, you can join us at our webinar event on the 7<sup>th</sup> of August – 6pm – 7pm.





Please visit our website for details on how to register for the webinar at [South West Water/Isles of Scilly](#)

**Have your say**

Information about these proposals and an **online feedback form** will also be available on our website from 15<sup>th</sup> July, along with information about the wider investment programme. Please visit [South West Water/Isles of Scilly](#)


You can also email your feedback to us at [IoSProject@southwestwater.co.uk](mailto:IoSProject@southwestwater.co.uk), or write to us at FREEPOST – SWW Isles of Scilly Improvement Works.

We very much look forward to seeing you at the events. If you have any questions please feel free to contact us at [IoSProject@southwestwater.co.uk](mailto:IoSProject@southwestwater.co.uk).

Yours sincerely



## 18. Poster advertising pre-application consultation



# You're invited to our consultation event

## Improving water and wastewater services on the Isles of Scilly

Our vision is simple: thriving communities, protecting precious wildlife and crystal-clear waters, all powered by our dedication to high quality practices and cutting-edge technology. Our aim is to ensure all islanders can enjoy wholesome and safe drinking water, provide a plentiful, drought resilient supply of water for the long term and improve the resilience and sustainability of the wastewater network.


We would like to invite you to join us at our public consultation event to update you about our proposals to improve wastewater services on St Mary's.

**Tregarthen's Hotel, Garrison Hill,  
Hugh Town, St Mary's,  
Thursday 18th of July – 3pm to 7pm**

OR

**Join us at our webinar event on  
7th August - 6pm – 7pm**

Please visit our website for details of how to register - [Isles of Scilly | Projects and Investment | South West Water](#)



At the event, you will be able to view the plans and talk to our team about our progress since our events last winter, including improvement works to existing services that are starting this autumn.

You know the area best, so we want to hear your views and feedback to help shape our proposals before we submit our planning applications later this year.

You can find out more about our investment programme and provide feedback on our proposals via our website from 15th July - [Isles of Scilly | Projects and Investment | South West Water](#)

We hope you can join us. Should you have any questions in the meantime about our investment programme, please feel free to contact us at [IoSProject@southwestwater.co.uk](mailto:IoSProject@southwestwater.co.uk)

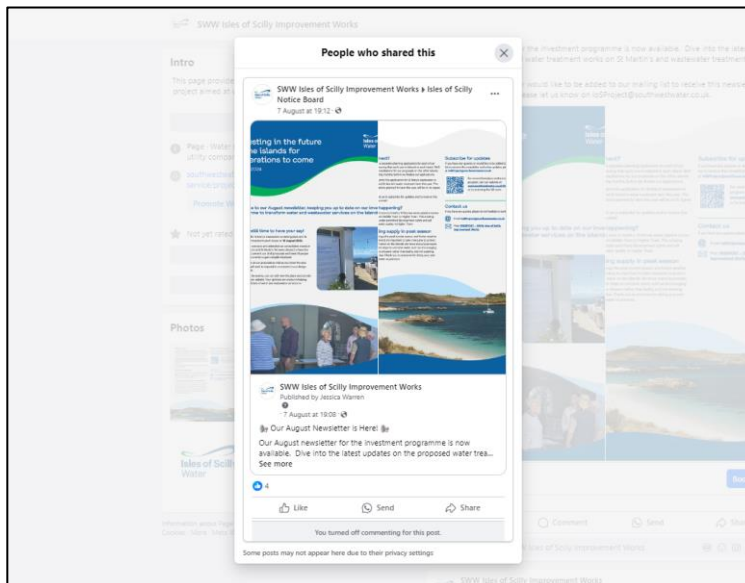
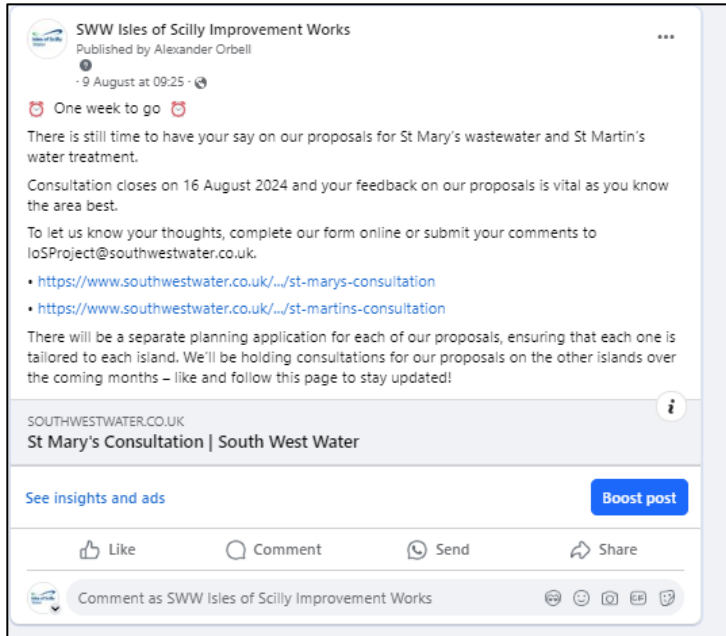
### 19. Instagram post advertising online consultation



20. Image from St Mary's wastewater event



## 21. Appendix – Consultation closing reminder



## 22. Appendix – August newsletter

