In November 2014 we began raising awareness and seeking feedback on our proposals for the Counters Creek storm relief sewer, including the potential construction sites we could use in the London Borough of Hammersmith and Fulham and the Royal Borough of Kensington and Chelsea.

Our phase 1 consultation
Our initial consultation focussed on the need for the proposed storm relief sewer, our proposed tunnel route and drive strategy and our five preferred construction sites, along with four reserve or alternative sites. The consultation ran from 20 November 2014 until 8 February 2015.

We received very helpful comments from 175 local residents and stakeholders on our proposals. This helped us to identify nine new and alternative sites that also needed to be considered by the local community and stakeholders ahead of our more detailed phase 2 consultation in January 2016.

Phase 1 interim engagement
Between 11 May and 22 June 2015 we sought feedback on an additional nine new and alternative construction sites to add to comments we received during our phase 1 consultation.

Further engagement in November and December 2015
To raise awareness of our five preferred construction sites ahead of our phase 2 consultation, we carried out a further period of customer and stakeholder engagement in November and December 2015.

Purpose of this document
This document provides a summary our phase 1 consultation and engagement process. The full report is available on our website www.thameswater.co.uk/counterscreek or by contacting us using the details at the back of this document. This leaflet provides:

- A summary of the consultation and engagement we have carried out so far
- A summary of the feedback we have received
- An explanation of how feedback has influenced our proposals
- The next steps for the project

At the heart of daily life
Why we are doing this work

Heavy rainfall in July 2007 caused widespread basement sewer flooding in parts of the London Borough of Hammersmith and Fulham and the Royal Borough of Kensington and Chelsea. Some residents have reported sewer flooding up to six times in the past 10 years.

We have found that the loss of green space and a high density of basements close to the sewer line, means that properties in this area are at a higher risk of sewer flooding. To date, the owners of more than 1,700 basement properties in this area have reported being flooded in this way. We believe a much higher figure of properties have also been affected but the owners have not informed us.

Our proposals

We are proposing to build a new storm relief sewer so our sewer system in this area of London can cope with storms without causing basement sewer flooding. We need to connect the existing sewers running through the Counters Creek catchment area into this proposed new storm relief sewer.

The locations of where we need to connect into the existing sewer system determine where we need our construction sites. These sites need to be located close to particular sewers to collect the maximum amount of flow and protect the largest number of properties.

The proposed storm relief sewer will be approximately five kilometres long, four metres in diameter and at its deepest point the sewer would be approximately 40 metres underground. We expect construction of the sewer to take three and half years between 2017 and 2020.
Feedback from our phase 1 consultation and engagement process

Figure 1 – Our phase 1 consultation preferred construction sites

Existing sewers
- Counters Creek sewer
- Walham Green storm relief sewer
- Hammersmith storm relief – Duplication
- North End sewer

Proposed storm relief sewer
- North Kensington storm relief sewer
- Hammersmith storm relief – Brook Green
- Low Level No 1 sewer

Proposed construction sites

The proposed Counters Creek storm relief sewer

Counters Creek storm relief sewer 3
Our phase 1 consultation

Between 20 November 2014 and 8 February 2015, we held a phase 1 consultation on our proposals for the Counters Creek storm relief sewer, including the sites we were initially proposing to use for construction.

These sites are shown in Figure 1 and were:
1. Kensington Olympia car park
2. Five Star Car Wash, Shepherd’s Bush
3. Mund Street
4. Upper Addison Gardens
5. Cremorne Wharf Depot on Lots Road

We also explained that four further sites remained under consideration as potential reserve or alternative sites, including:

- Tesco Superstore car park, Shepherd’s Bush Road
- St Pauls Garden, Hammersmith Road
- Shepherds Bush Green
- Brook Green

What we asked for feedback on
- The need for the proposed Counters Creek storm relief sewer
- How we chose our proposed construction sites and route
- The proposed route for the new storm relief sewer
- Our proposed construction sites and the alternatives we looked at
- If there were any other sites that we should have been considered

What we did
- Sent letters and postcards to over 48,000 local properties within 250m of each of our preferred construction sites and along the proposed route for the proposed storm relief sewer
- Created a dedicated Counters Creek website www.thameswater.co.uk/counterscreek
- Spoke to over 250 local people about our proposals at 17 drop-in sessions and public meetings
- Held briefing sessions for local authority councillors, planning officers and other technical stakeholders
- Produced information leaflets on the proposals, which were available online, at drop-in sessions and by request
- Published Site Suitability Reports and other detailed documents on our website
- Advertised the consultation through local press, local news websites and social media

Who took part
Community respondents 168
Technical / statutory consultees and land owners 7

How they took part
115 Online feedback form
19 Paper feedback form
11 Letter
28 Email
2 Website London Borough of Hammersmith and Fulham

Total 175
What you said

We received feedback from 175 customers and stakeholder on all aspects of our proposals.

The main findings from the consultation were:

- A large number of participants agreed with the need for the project
- However, a similar number disagreed with or objected to the need and questioned the causes of basement sewer flooding
- Many respondents also disagreed with our proposed solution of constructing the Counters Creek storm relief sewer and suggested alternatives such as sustainable drainage measures and anti-flooding devices on individual properties
- Some participants questioned the benefits of the project, how much it will cost and who would pay for it
- We received a number of comments agreeing with the process we used to identify and assess our preferred sites. However, the majority of participants disagreed with this process.
- A large majority of participants also strongly disagreed with our choice of preferred construction sites and suggested a number of alternatives
- Participants voiced a number of concerns about the impacts of construction at our preferred sites, including: noise; dust; air quality; odour; light pollution; visual impact; vibration; subsidence; traffic; road closures; parking suspensions; access to properties; length of construction; working hours; impacts on the environment; house prices and rental values
- We also received a large number of comments criticising the consultation process, the timing of the consultation, how customers were notified and the information provided

For more detailed information on the feedback we received during our phase 1 consultation and our response to this feedback, please see sections 2 to 9 of our Phase 1 Consultation and Engagement Process Feedback Report, which is available on our website www.thameswater.co.uk/counterscreek

What we learned and how we changed our plans

Through the feedback received during the phase 1 consultation and other changes in circumstances, we learned the following:

- The Kensington Olympia car park site would not be a workable option for a main tunnel drive site because of the planned increase in usage of the venue by the land owners, due to the closure of the Earls Court Exhibition Centre and the relocation of events to Kensington Olympia.
- Responses challenged the suitability of the sites at Upper Addison Gardens, Mund Street and the Five Star Car Wash and suggested alternative sites that we should consider, including further consideration of our reserve or alternative sites.
- In February 2015, Crossrail 2 revised its safeguarded route in Chelsea, allowing us to reduce the depth of the proposed storm relief sewer at this location. This also allowed us to propose a tunnel route without a change in level and therefore construct the tunnel using a single tunnel drive, rather than the two tunnel drives we previously proposed.
- Further engineering development identified that the most efficient way of reducing the risk of sewer flooding in the Hammersmith Grove area would be to also collect flows from the Brook Green sewer – Grove Road branch. This meant we identified a number of potential changes to our proposals:
  - Changes to the safeguarded Crossrail 2 route means we are now planning to start the tunnelling for the proposed storm relief sewer by the River Thames at Cremorne Wharf Depot (a ‘reserve’ drive site during our phase 1 consultation process), instead of at the Kensington Olympia car park site.
  - We were able to consider alternative potential interception sites in the Holland Park and Notting Hill areas.
  - We completed work to find an additional construction site in order to extend the proposed storm relief sewer towards Hammersmith Grove.
  - In line with our published site selection methodology, we identified additional new and alternative sites and assessed their suitability for use as sites to connect local sewers into the proposed storm relief sewer.
Interim engagement

Between 11 May and 22 June 2015 we sought feedback on the nine new and alternative sites identified following our phase 1 consultation.

These sites are shown in Figure 2 and were:

6. Land to the south of Gwendwr Road
7. Junction at Baron’s Court Road
8. Rifle Place and Edward Woods Town Park
9. Land at Swanscombe Road and Norland House
10. Holland Gardens
11. Addison Crescent
12. Sulgrave Road
13. Hammersmith Grove
14. Astrop Terrace

What we asked for feedback on
- The need for the proposed storm relief sewer
- The process we used to identify the new and alternative construction sites
- The new and alternative construction sites for the proposed storm relief sewer
- If there were any other sites that should have been considered
- Any other comments

What we did
- Sent letters and postcards to over 30,000 local properties within 250m of nine new and alternative sites
- Spoke to over 400 local people about our proposals at 19 drop-ins
- Held briefing sessions for local MPs, local authority councillors and planning officers
- Updated the Counters Creek website www.thameswater.co.uk/counterscreek with the latest information
- Published Site Suitability Reports and other detailed documents on our website
- Produced information leaflets on the proposals, which were available online, at drop-in sessions and by request
- Published Site Suitability Reports and other detailed documents on our website
- Handed out more than 2000 leaflets to members of the public, on the streets outside our drop-ins
- Our Facebook advertisements were seen by over 20,000 local residents

Who took part

Community respondents

654

Technical / statutory consultees and land owners

4

How they took part

162 Online feedback form
38 Paper feedback form
48 Postcards
44 Letter
279 Email
3 Petitions*
53 Baron’s Court Road Petition*
31 Website of London Borough of Hammersmith and Fulham

Total 658

*Three petitions were also submitted objecting to the proposals:
739 signatures – Baron’s Court Road
179 supporters – Hammersmith Grove online petition
33 signatures – Verulam House
Feedback from our phase 1 consultation and engagement process

Counters Creek storm relief sewer

Proposed storm relief sewer

- Phase 1 consultation route of the proposed Counters Creek storm relief sewer

Existing sewers

- Counters Creek sewer
- Walham Green storm relief sewer
- Hammersmith storm relief – Duplication
- North End sewer
- North Kensington storm relief sewer
- Hammersmith storm relief – Brook Green
- Low Level No 1 sewer
- Brook Green sewer
- Brook Green sewer – Grove Road branch

New and alternative construction sites

- The new and alternative sites

Our phase 1 proposed construction sites

1. Kensington Olympia car park
2. 5* Car Wash Shepherds Bush
3. Mund Street
4. Upper Addison Gardens
5. Cremorne Wharf on Lots Road

Figure 2 - Our interim engagement new and alternative construction sites
What you said
We received feedback from **658** customers and stakeholder on all aspects of our proposals.

The main findings from our period of interim engagement were:

- A large number of participants disagreed with or objected to the need to reduce basement sewer flooding in the Counters Creek catchment area.
- However, a very similar number agreed with the need for the project.
- Some respondents disagreed with our proposed solution of constructing the Counters Creek storm relief sewer and suggested alternatives such as sustainable drainage measures, separate sewers for sewage and rainwater and anti-flooding devices on individual properties.
- We received a large number of comments disagreeing with the process we used to identify and assess our preferred sites.
- A large majority of participants also strongly disagreed with the new and alternative construction sites and suggested a number of alternatives, including some of the preferred sites during our phase 1 consultation.
- Participants raised a large number of concerns about the impacts of construction at our preferred sites, including: noise; vibration; dust; air quality; odour; visual impact; subsidence and damage to properties; traffic; road closures; parking suspensions; access to properties; length of construction; working hours; impact on ecology and heritage; loss of green/open space and trees; impact on property prices; impact on local businesses.
- We also received a number comments criticising the consultation process, the length of the consultation period, how customers were notified, the timings of the drop-in sessions and the level of detail provided in the consultation materials and information on which sites were alternatives to each other.

For more detailed information on the feedback we received during our interim engagement period and our response to this feedback, please see sections 10 to 17 of our Phase 1 Consultation and Engagement Process Feedback Report, which is available on our website www.thameswater.co.uk/counterscreek

What we learned and how we changed our plans

From the feedback we received from local residents, businesses, political representatives and other stakeholders, we learned that:

- Local residents and stakeholders had concerns about a number of the proposed new and alternative sites.
- Local residents and stakeholders therefore recommended that we should consider alternative sites.

As a result of this feedback we have:

- Considered the additional sites identified through the interim engagement process
- Undertaken a review of alternative sites to connect into the existing Counters Creek Sewer in the Holland Park area
- Repeated part of our original site selection process and, from a longlist of 16 potential new sites, we have identified two sites that would be suitable for construction: ‘Land adjacent to Talgarth Road and Trevanion Road, Hammersmith’ and ‘Holland Villas Road at its junction with Lower Addison Gardens’
- Reassessed our previous preferred site at ‘Kensington Olympia car park’ for a reduced amount of construction work. This reassessed site is now known as ‘Maclise Road car park and woodland, adjacent to Kensington Olympia Station’
- Reassessed our previous reserve/alternative site at ‘Tesco Superstore car park, Shepherd’s Bush Road’ for use as a sewer interception construction site, at which we could also receive the tunnel boring machine that would construct the main tunnel.
November and December 2015 engagement

We reviewed our proposals following the feedback we received during the phase 1 consultation and interim engagement, together with our further design development, and this led us to identify five preferred construction sites.

To raise awareness of these sites ahead of our phase 2 consultation, we carried out a further period of customer and stakeholder engagement in November and December 2015.

Our five preferred construction sites are shown in Figure 3 and are:
1. Cremorne Wharf Depot, Lots Road, Chelsea
2. Land adjacent to Talgarth Road and Trevanion Road, Hammersmith
3. Maclise Road car park and woodland, adjacent to Kensington Olympia Station
4. Tesco Superstore car park, Shepherd’s Bush Road
5. Holland Villas Road at its junction with Lower Addison Gardens

Key
- Proposed storm relief sewer
- The main sewers in this area of London
1. Cremorne Wharf Depot, Lots Road, Chelsea
2. Land adjacent to Talgarth Road and Trevanion Road, Hammersmith
3. Maclise Road car park and woodland, adjacent to Kensington Olympia Station
4. A section of the car park at Tesco Superstore, Shepherd’s Bush Road
5. Holland Villas Road at its junction with Lower Addison Gardens

Figure 3 - Our five preferred construction sites.
What we did

- Sent letters and postcards to over 8,000 local properties within 250m of our five preferred construction sites
- Updated the Counters Creek website with the latest information: www.thameswater.co.uk/counterscreek
- Spoke to over 200 local people about our proposals at 13 drop-in sessions
- Held briefing sessions for local MPs, local authority councillors and planning officers
- Produced information leaflets on the proposals, which were available online, at drop-in sessions and by request
- Raised awareness of our drop-in sessions on Twitter from @counterscreek
- Published Site Suitability Reports and other detailed documents on our website

What you said

The purpose of the period of further engagement in November and December 2015 raise awareness of our five preferred construction sites ahead of the phase 2 consultation, starting in January 2016.

We expect to receive the vast majority of feedback on our proposals for the Counters Creek storm relief sewer, including comments from the relevant local authorities and other stakeholders, during our phase 2 consultation. However, we did receive 19 comments from community respondents, all via email.

The main findings from our period of further engagement in November and December 2015 were:

- We received one response questioning the local benefits of the project compared to the impacts on local residents
- Another comment questioned the relationship between the project and the Thames Tideway Tunnel
- We also received a comment questioning the proposed route of the new storm relief sewer
- Respondents raised a number of concerns about the impacts of construction at our preferred sites, including: odour; pollution; visual impact after construction; traffic; length of construction; impact on cyclists and pedestrians; impact on residential amenity and community assets, such as schools
- We also received a small number of comments criticising the engagement and how customers were notified

We will add these comments to those we receive during our phase 2 consultation in January 2016 and take them into account when we prepare our planning applications for the proposed Counters Creek storm relief sewer.

For more detailed information on the feedback we received during our period of further engagement in November and December 2015, please see sections 18 to 21 of our Phase 1 Consultation and Engagement Process Feedback Report, which is available on our website www.thameswater.co.uk/counterscreek.
Next steps

Our phase 2 consultation will run from 12 January to 5 April 2016 and will focus our proposals for how we plan to use our five preferred sites to build the Counters Creek storm relief sewer.

During our phase 2 consultation we will provide more details on:

- The need for the proposed storm relief sewer
- Our proposed tunnel route and drive strategy
- The process we have used to identify our preferred construction sites
- Our choice of preferred construction sites
- How we propose to build the proposed storm relief sewer at our preferred construction sites
- How we propose to be a good neighbour during construction
- How our preferred sites might look after we have finished construction

Getting planning permission

Once the phase 2 consultation process is complete we will produce a report summarising the comments we have received and explaining how we have taken this feedback into account. This report will form part of our planning application and we will publish it on our website.

We plan to submit our planning application to both the Royal Borough of Kensington and Chelsea and the London Borough of Hammersmith and Fulham later in 2016.

The Planning Committees in these boroughs will be responsible for deciding upon our application, and will take into account the views of local people, stakeholders and the boroughs’ development plans.

The Greater London Authority and other key stakeholders will also provide formal comments on our planning application during this process.

Subject to receiving planning permission, we expect construction of the proposed storm relief sewer to take three and half years between 2017 and 2020.
Project contact details:

Web: www.thameswater.co.uk/counterscreek
Email: consultations@thameswater.co.uk
Phone: 0800 316 9800, option 2 Ref: BB968577
Postal address: Counters Creek sewer flooding alleviation scheme consultation,
Freepost RTHE-CJYYCJC, 7 St Peter Street, Winchester SO23 8BW