

Carterton Drainage Strategy

Stage 1 - Initialise/Prepare



At the heart of daily life

Introduction

Why sewer flooding

Britain's first sewerage systems were constructed 150 years ago in the Victorian era, and have served us well for generations. The sewer network Thames Water operates today has been much improved and vastly extended over the years; yet it remains under increasing pressure.

Everyday our network manages the demands of one of the world's busiest and most densely populated capital cities, and its urbanised surrounding areas; together with the equally complex

challenges arising in our predominantly rural catchments in the Thames Valley, Surrey and Kent.

A number of factors including population growth, less frequent but heavier rainfall, the urbanisation of green spaces and changes in agricultural land practices, and utilised machinery, occasionally overwhelm our sewer network. The result can be unwanted sewer flooding for customers and our neighbouring natural environments.

This document contains:

- an Introduction to the work we are undertaking to alleviate sewer flooding in our region
- a Feedback: Q&A section addressing key questions from customers and stakeholders
- the Carterton Drainage Strategy technical document.

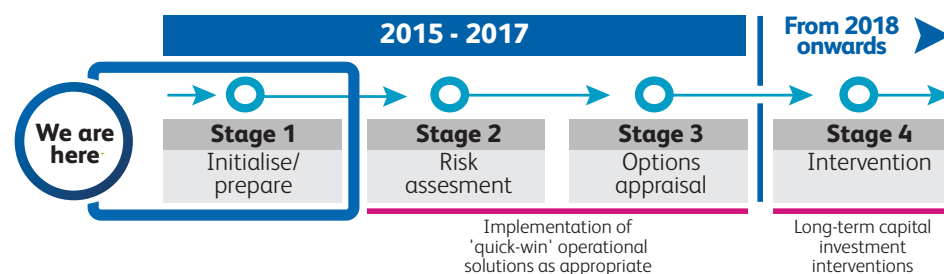
What can be done and when?

Sewer flooding is unacceptable. We have undertaken extensive customer research and initiated a programme of work to improve drainage and alleviate sewer flooding issues across our region.

We are adopting the good practice Drainage Strategy framework* developed by the Environment Agency and Ofwat, the water industry economic regulator,

to produce a drainage strategy for our affected catchments with a primary focus on our sewerage network. As outlined in Figure 1, the strategies will develop throughout the 4-stage framework to define how we intend to alleviate sewer flooding or to address growth related issues in each area sustainably, and economically, over the next few years.

Figure 1 High-level Drainage Strategy framework* and estimated delivery and intervention timeline**



* The detailed 4-stage Drainage Strategy framework can be found in the following Drainage Strategy document. ** The estimated delivery timeline is dependent on factors including weather conditions and is, therefore, open to change. The intervention timeline includes the implementation of 'quick-win' operational solutions throughout Stage 2 & 3, and long-term capital investment interventions in Stage 4.

Who will resolve the sewer flooding?

There are a number of stakeholders who, like us, have important drainage responsibilities and therefore, play an essential role in resolving sewer flooding in our region. These stakeholders include customers, private land owners and the Environment Agency; to name but a few. We are seeking to work in partnership with all stakeholders to ensure that together, we implement and maintain the most effective and sustainable drainage strategies.

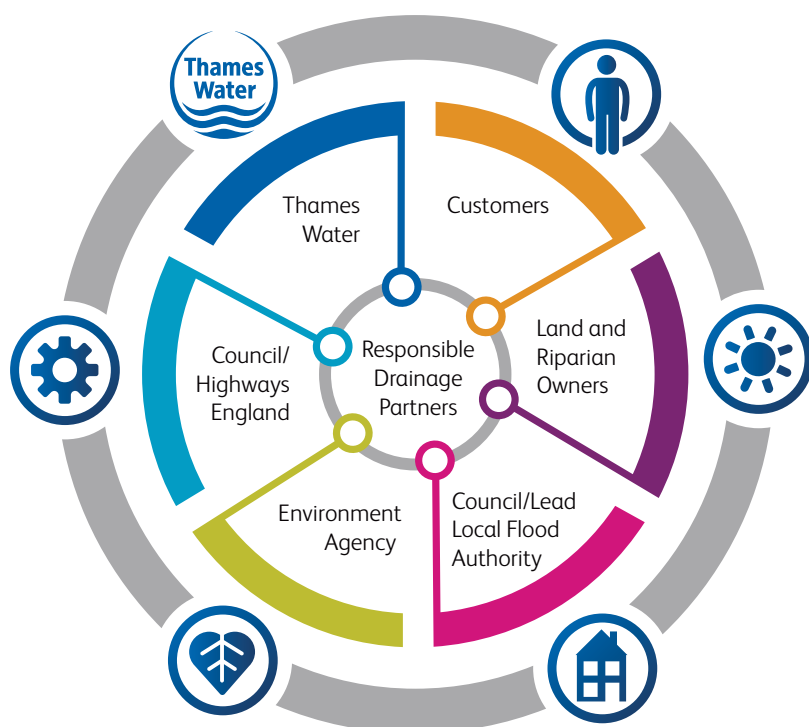
Just as our responsibilities to improve drainage and alleviate sewer flooding focus on removing and treating wastewater, other stakeholders' responsibilities include managing local flood risk on riverbanks, ground water,

land and highways, utilising appropriate agricultural practices and maintaining private drains.

We take full responsibility for resolving all drainage and sewer flooding issues that fall within our remit. If the causes of sewer flooding sit outside of this, we will support the responsible stakeholder to resolve the issue and to reduce the impact on customers.

Figure 2 provides a high-level view of the stakeholders responsible for drainage in each catchment area, more detail regarding responsibilities can be found in Section 1 of the following Drainage Strategy document.

Figure 2 Partners with Drainage Responsibilities



Next steps

Over the coming months we will undertake the following activities as this drainage strategy develops:

2015 - 2017



Customer Focus Actions

- Continue to consult with customers during this stage and every stage, through meetings, communications and surveys. We have gained important customer feedback during this first stage, which we are using to shape our activities
- Publish strategy documents for comment and contribution, throughout this framework process.



Partnership Actions

- Continue to establish partnership working with the regional drainage stakeholders, and agree ongoing consultation processes.



Other Key Actions

- Define catchment flooding uncertainties
- Prepare flooding risk data
- Undertake ongoing repair work to our sewer network, as the strategy develops and our investigations identify reparation work linked to drainage and flooding issues.

We will **regularly consult with customers and stakeholders, update and republish** this document throughout this 4-stage framework process.

Feedback: Q&A

Your questions answered

We are committed to listening to, consulting and collaborating with customers and stakeholders on our sewerage network activities and plans. We have addressed key feedback and questions raised by customers and stakeholders in the Carterton catchment, and customers affected by flooding throughout the region, in this Feedback Q&A section. As far as possible, and as is relevant to Stage 1 in the framework process, we have incorporated feedback from customers and stakeholders into our network strategy development. More detail can be found throughout the following Drainage Strategy document.

Q1 Will undertaking this Drainage Strategy framework process defer essential work in our area?

Answer

It is essential for us to complete this drainage strategy process, which has been developed and recommended by the water industry economic regulator Ofwat, and the Environment Agency. This will enable us to better understand the root cause of the sewer flooding issues affecting the catchment, before any major investment can be considered. However, we may carry out some repair works as this strategy develops, in the event that our investigations identify faults or problems with the sewerage network that are highly likely to have caused flooding, as outlined

in Section 7 of the Drainage Strategy document. Our previous investigations have identified some sources of inflow, such as the misconnection of surface water to foul sewers. However, as stated in the following strategy, we are not yet able to say how much this impacts on flooding and will update this as our plan develops through Stage 2 to Stage 3 –Option Appraisal. Therefore, this more detailed approach is required to ensure that the most effective and sustainable drainage strategies are implemented in the Carterton catchment.

We are committed to **listening to, consulting and collaborating** with customers and stakeholders on our sewerage network activities and plans.

Q2 What drainage actions are you undertaking in our area, and when will they be happening?

Answer

As stated above, we are developing our plan for this area and will provide further details as our plan develops through Stage 2 to Stage 3 - Option Appraisal. The following drainage actions have already been undertaken, or are underway, in the Carterton catchment:

Actions completed include: (For more information please see Table 2)

- 1 CCTV survey
- 2 Site reconnaissance
- 3 Hydraulic modelling
- 4 Depth monitor installation
- 5 Replacement pumps.

Actions underway or planned include:
(For more information please see Table 4)

- 1 Stakeholder engagement activities
- 2 Monitoring of pumping station flows
- 3 Sewer and Manhole surveys
- 4 Customer surveys
- 5 Innovative solution analysis.

Q3 Are you renovating the sewers in our area?

Answer

As our strategy work continues, we will target and repair localised sewer defects identified through our investigations as

contributing to, or causing, drainage and flooding issues in the catchment over the coming months.

Q4 What are the improvement plans for Carterton's sewage treatment works to manage capacity?

Answer

The Carterton sewage treatment works operates a fully-compliant permanent storm overflow which permits us to discharge into local watercourses during storm events. To meet changing performance requirements and regulatory measures the works has undergone upgrades over the years. The capacities of the works have been assessed to be adequate under normal design flow conditions for the current population

equivalent, however, there is a current concern with regards to the capacities of the works due to the increase in use of RAF Brize Norton as a main operational base taking operational capabilities and servicemen and women from RAF bases that have been closed. Investigations are taking place to examine what requirements if any will be needed to ensure a robust operation of the site.

Q5 How are you planning for future development in the catchment?

Answer

As per Section 5.3 in the following Drainage Strategy document, we will continue to closely monitor development applications in the catchment and assess the impact that they may have on the capacity of our operations in the future. We are aware that the West Oxfordshire District Council Local Plan for the period to 2031, is currently being submitted to the

planning inspectorate and we will continue to work with all involved stakeholders, through our stakeholder engagement activities, to monitor local plans and planning applications. We will incorporate current and projected developments into our business planning cycle to ensure that our service is maintained for customers throughout the catchment's development.

Q6 Are you working with the Highway Authority to resolve blocked gulleys, sewers and ditches, and with landowners to reduce field run-off, as both affect drainage and our sewers?

Answer

In Section 1 of the following Drainage Strategy document, we outline the other stakeholders who, like us, have important drainage responsibilities and therefore, play an essential role in resolving sewer flooding issues in this catchment area. As Highways maintenance activities and agricultural land maintenance practices sit outside of our remit we will work with the responsible stakeholders, to highlight these issues where this is found to have a major influence and impact on our sewerage network.

We will continue to work closely with the Council and Highways England to understand the extent to which flood waters may be escaping from highway or land drainage systems; and impacting the foul sewer network. An update on this issue will be shared with customers and featured in the later stages of this Drainage Strategy document.

Q7 Is an Infiltration Reduction Plan (IRP), required for this catchment?

Answer

Ensuring that our drainage strategies fully meet the requirements of an Infiltration Reduction Plan, as set out in the Environment Agency's Regulatory Position Statement, is a fundamental consideration in their development. Therefore, to maintain our service to customers during future wet weather events, if we need to discharge to watercourses through temporary overflows, a dedicated section will be included in each affected strategy, providing details of their location and intended use. This section will be included and /or revised when each strategy is updated.

Following extreme weather conditions during the winter of 2013/14 tankering was utilised in the Carterton catchment, however temporary pumps were not used. In the event that temporary overflows are required, as stated above, we will describe their location and the circumstances under which we would use them. Together with plans to reduce infiltration, this drainage strategy would then fully meet the requirements of an Infiltration Reduction Plan.

Q8 Why are costs a consideration within your Wastewater outcomes?

Answer

The service we provide is the most fundamental of all – at the heart of daily life for the 15 million customers we serve. Getting it right is our focus every day, and we never forget it is paid for by customers.

As a regulated company we have to carefully balance service and cost in order to keep customer bills affordable, whilst delivering our outcomes and customer service commitments.

Q9 How are you ensuring that our local pumping stations are operating effectively?

Answer

The stations are supported by 24 hour diagnostic monitoring so that we can tightly control their operation through a flow of real-time information. Based on this performance data we can respond quickly through site visits by our engineers and rectify potential issues.

In the past flood water caused operational issues at Halton Road pumping station. These pumps were replaced in 2013,

which has significantly improved the station's operation and prevented further flooding during the wet winter of 2013/14.

As we move through this 4-stage framework process and further develop our drainage strategy for this catchment, we will review the operational control options of this station, particularly during wet weather, carefully avoiding increasing the risk of sewer flooding in doing so.

Q10 Are growth and urban creep minor factors in these rural catchments?

Answer

When compared against the rest of the Thames Water region, the urban creep rate for Carterton is slightly above average for the Thames Water Operational Area, but not as high as suburban areas around central London and major towns.

Relatively small population increases in these smaller rural catchments can be influential on sewer flows, hence the need for us to closely monitor planning

applications. Similarly urban creep, and in particular misconnection of surface water and change of land use, can have a significant impact on sewer flooding; particularly when permeable areas such as grass are replaced with hard-standings and driveways.

More growth and urban creep information can be found in Section 5.1 of the following Drainage Strategy document.

Q11 Are best practice techniques already used by other water companies being considered?

Answer

We are constantly reviewing and improving our business to meet and exceed industry standards, to implement best practice and to drive innovation. We lead and participate in a large number of industry forums both in the UK and worldwide, to share and expand our learning; with the ultimate aim of improving services for customers.

We are deploying industry best practice techniques throughout our drainage strategy work, and also trialling new technology that is innovative within our industry, to achieve the best possible drainage outcomes for customers and their local environment.

Q12 Why are you collecting climate change data rather than 'climate proofing' assets?

Answer

We are committed to responding to climate change and to reducing our contribution to it by reducing emissions in accordance with government policy. Our voluntary target is to achieve a challenging 20 per cent reduction in emissions (compared to 1990 levels), for our Scope 1 and 2 emissions*.

We continue to assess and collect climate change data and its impact on assets across our region, to ensure that we are fully informed and can prioritise our plans, targeted actions and investments. For more information please see our Climate Change section on the Homepage of our website.

*Scope 1 emissions refer to greenhouse gas emissions associated with the operation of our assets. Scope 2 emissions are emissions associated with the use of grid electricity.

Q13 What is the impact on local rivers of overflow points?

Answer

During extreme weather conditions foul sewers may become overwhelmed through a combination of surface water or ground water, resulting in a much diluted sewage. The impact on local rivers is dependent on the nature and size of the river, and on the overflow.

To reduce the environmental impact on local watercourses we will only use overflow points when groundwater and

river levels are high, and therefore sewage dilution rates are also high. Additionally, we are also investigating deploying mobile biological filters and screening to prevent litter and other matter from entering local rivers. If during the development of our drainage strategy we consider that temporary overflow points are necessary in the local network, we will update the Drainage Strategy document to reflect this position.

Carterton Drainage Strategy

Technical Document



At the heart of daily life

Stage 1: Initialise / Prepare

Table of Contents

About this document	11
Executive summary	13
1 Thames Water and drainage	15
1.1 Our statutory responsibilities	15
1.2 Working in partnership with other stakeholders	16
2 Catchment description	18
2.1 Geology and topography	18
2.2 Sewage treatment works	18
2.3 Foul sewers	19
2.4 Surface water sewers	21
3 Long-term outcomes	22
3.1 Asset health	23
3.2 Properties and public areas protected from flooding	24
3.3 River water quality meets customers' expectations and regulatory requirements	24
4 Current issues	25
4.1 Recent wet weather events	25
4.2 Our operational response	28
4.3 Investigations and activities completed to date	29
4.4 Activities carried out by drainage partners	30
5 Future challenges	32
5.1 Urban creep	32
5.2 Climate change	33
5.3 Population growth and new development	34
6 Strategy development	35
7 Preferred strategy and plan	37
8 Temporary overflows	38
Appendix A – Glossary of terms	39
Appendix B – Supporting figures and photographs	40

List of Tables

Table 1 Wastewater outcomes	22
Table 2 Investigations and activities completed	29
Table 3 Actions by other stakeholders to prevent flooding	30
Table 4 Activities planned and ongoing to enable strategy development	35

List of Figures

Figure 1 The Drainage Strategy Framework	11
Figure 2 Carterton priority sub-catchment	14
Figure 3 Stakeholder responsibilities for drainage	16
Figure 4 Carterton catchment schematic	20
Figure 5 Carterton sewage treatment works treated flows and groundwater levels	26
Figure 6 Halton Road depth monitor record	27
Figure 7 Urban creep rates in the Thames Water Region	32
Figure 8 Locations assessed for increased rainfall intensity by 2080	33

About this document

Based on customer research

Undertaking extensive customer research has been a fundamental step in our business plan preparation for 2015-20. Our research findings have informed our business planning activities, and contributed to the development of a set of long-term customer 'outcomes'.

The water industry economic regulator, Ofwat, defines 'outcomes' as "High-level objectives that company actions, activities and achievements are intended to help deliver..[they] represent what customers and society value". As a company, we are committed to achieving our customer outcomes, a number of which are focussed

on alleviating sewer flooding issues within our region, through effective, economic and sustainable drainage. This document describes the strategy that we will follow in delivering our long-term customer outcomes for drainage, specifically in the Carterton catchment, in a sustainable and economic manner.

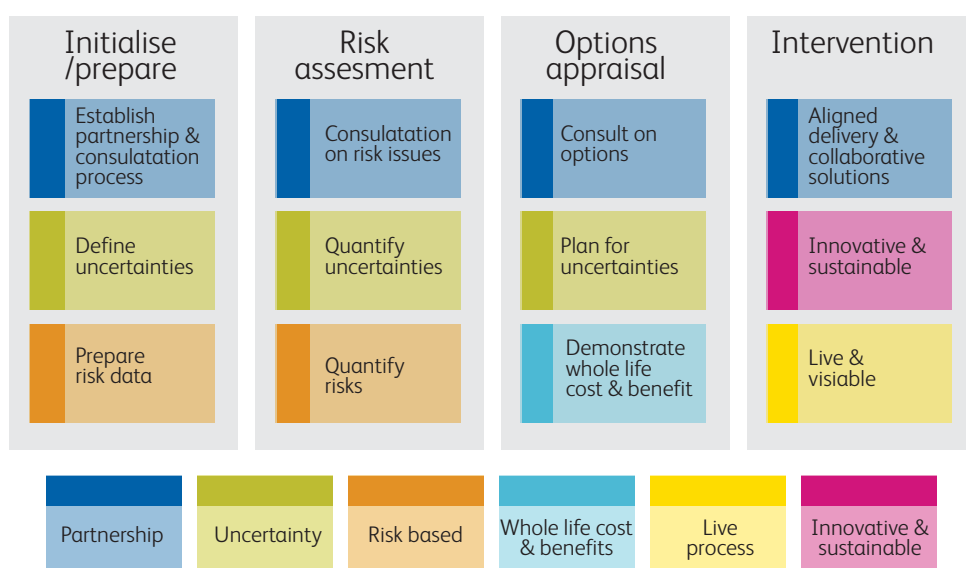
Approved approach

We have adopted the Drainage Strategy framework outlined in Figure 1 below, developed by the Environment Agency and Ofwat. It identifies 4 key stages to producing a good-practice drainage strategy. Drainage strategies typically

focus on the sewerage network, and not the performance of sewage treatment works. The Carterton drainage strategy is currently at the first stage of this framework - the Initialise/Prepare stage. In this document, we describe the

activities that we plan to undertake to address current issues and future challenges facing the catchment, and the data that we need to gather to complete the risk assessment and options appraisal stages.

Figure 1 The Drainage Strategy Framework



¹ http://www.ofwat.gov.uk/future/sustainable/drainage/rpt_com201305drainagestrategy.pdf

Consultation and publication

We will update and republish this document to provide the results of our risk assessment, options appraisal and our selected strategy for intervention, once data from instrumentation and other

fieldwork has been collected and analysed. Throughout this process we will attend local flood forums for ongoing communication and consultation with customers and stakeholders.

We will also make the Drainage Strategy documents available on the Drainage Strategies webpage of our website.

Meeting the Infiltration Reduction Plan (IRP)

To ensure that this Drainage Strategy meets the requirements of an Infiltration Reduction Plan, as set out in the Environment Agency's Regulatory Position Statement on discharges made from

groundwater surcharged sewers, we have included a section in this document which defines if, how and when we propose to operate temporary overflows. This is in addition to our plans to reduce infiltration

over time, where it has been identified as a root cause of sewer flooding. Please see Section 8 in the Drainage Strategy document below.

Executive summary

In recent years the foul sewerage system in the Carterton catchment has become overwhelmed in some locations, following prolonged and heavy rainfall and raised groundwater levels. This has resulted in certain properties suffering from sewer flooding and restricted toilet use. This has particularly impacted the part of the catchment served by the Halton Road sewage pumping station.

We believe that the system surcharged and flooded because of a combination of groundwater infiltration, surface water run-off from saturated fields, surface water inundation from highways and public spaces, surface water misconnections, and river water inundation from the Shill Brook. Flood water also caused operational problems at Halton Road pumping station – the pumps were replaced in 2013, which has significantly improved the situation and prevented further flooding during the wet winter of 2013/14.

The root causes of sewer surcharges are therefore numerous and the resolution of the issues complex, requiring all stakeholders responsible for drainage in

the catchment to work together to resolve them. The Floods and Water Management Act 2010 places a responsibility on lead local flood authorities (LLFAs), to manage flood risk from surface and groundwater, plus a duty on all risk management authorities (RMAs), to cooperate regarding flood risk. In our role as a RMA, Thames Water will work with West Oxfordshire County Council, West Oxfordshire District Council and the Environment Agency to ensure that a collaborative approach can be developed to address the problems.

In response, this drainage strategy follows the Environment Agency and Ofwat's 4-stage framework. The Carterton strategy is currently at Stage 1 (Initialise/Prepare). We describe in this document the actions that we plan to carry out to complete the risk assessment and options appraisal stages. We will update and republish this document once this work has been completed.

In preparing our company business plan for the 5 year period 2015 to 2020 we have listened very carefully to the views of customers. Beyond being able

to maintain the current service that we provide, customers have told us that they would like to see a reduction in instances of sewer flooding and odour nuisance and an improvement in river water quality. Our research indicates that customers are willing to pay for these improvements to service ²; a summary of our related customer research can be found on our website via the hyperlink below.

We have therefore developed a set of company outcomes that we are committed to working towards over the next 5 years and beyond. The outcomes relevant to the Carterton drainage strategy are:

- Asset health - a composite range of measures against which we will manage the health of our sewerage network
- Properties and public areas protected from sewer flooding
- River water quality meets customer's expectations and regulatory requirements.

² <http://www.thameswater.co.uk/cr/Howwedobusiness/Engagingwithourstakeholders/Publicconsultationresearch/index.html>

This drainage strategy must also address future challenges to the Carterton catchment. We assess these to be:

- Climate change – analysis of the latest data suggests that rainfall could become 15% more intensive by 2080 increasing the likelihood of flooding. Longer wetter winters may also mean groundwater levels are high more often; this could also exacerbate fluvial flooding from local watercourses
- Urban creep – paving over of front gardens and loss of green space results in more strain on the sewerage network when it rains heavily. Modelling we have undertaken suggests urban creep rates in Carterton are about average for the Thames Operational Area
- Population growth – the population in

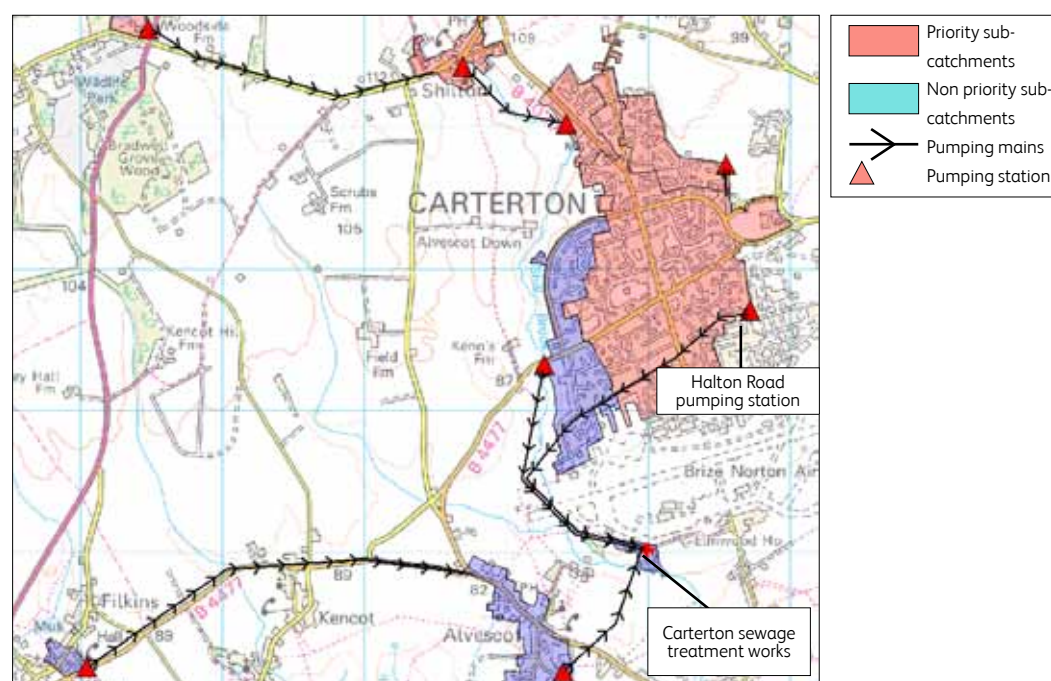
the South East is set to grow rapidly. A number of possible developments are identified around Carterton, and we will continue to track these and any other emerging applications for this catchment arising in the future.

Our strategy is to understand the relative impact on this catchment of overland flow from saturated fields, groundwater infiltration and surface water misconnections; and then to identify cost beneficial solutions to reduce the risk of sewer flooding using customer willingness to pay research. We may carry out sewer rehabilitation works as the strategy develops, in the event that our investigations identify faults or problems with the sewerage network that are highly likely to have contributed to flooding.

In parallel, we are developing solutions to accommodate the proposed development to the east of Carterton. We have not identified any other interim maintenance activities or rehabilitation works at this stage.

Our next steps are to continue to collect real-time flow information from the permanent depth monitors we installed in 2013, and to collect sewer flooding information from customers. The depth monitors will remain in place as we move through this 4-stage framework and develop our plans. Figure 2 below, highlights the priority sub-catchments we are monitoring and focussing on in the Carterton catchment.

Figure 2 Carterton priority sub-catchments



The extent of the catchment is outlined in red.

At the heart of daily life

1 Thames Water and drainage

1.1 Our statutory responsibilities

Thames Water is a regulated Water and Sewerage Company. We supply water to 9 million customers in London and the Thames Valley and provide wastewater services to 15 million customers across an area that stretches from Gloucestershire to Essex. We operate 108,000km of sewer through which an average of more than 4.4bn litres of wastewater is collected and treated every day at our 350 sewage treatment works.

The primary legislation that sets out our role and responsibilities is the Water Industry Act (1991), which describes the duties and services that we are responsible for and the powers that we have to connect, operate, maintain and extend the sewerage network. We are regulated by the Water Services Regulation Authority

(Ofwat). The original 1991 Act has been amended by further legislation in recent years, transferring some drains and sewers that were hitherto in private ownership to Thames Water's responsibility³.

Other recent pieces of legislation relevant to this Drainage Strategy are the Flood & Water Management Act (2010) and the Water Act (2014). These set out new responsibilities for Thames Water to manage flood risk in partnership with local councils and the Environment Agency, with more emphasis on Sustainable Drainage Systems (SuDS), such as swales and permeable paving to mimic natural drainage.

Thames Water also has a statutory obligation to comply with environmental

legislation, including European Directives. The Water Framework Directive establishes a strategic approach to managing the water environment, which the Environment Agency achieves through River Basin Management Plans and setting environmental objectives for groundwater and surface water. The environment is also protected from adverse effects of discharges of urban wastewater through the Urban Wastewater Treatment Directive, which requires us to improve and extend the sewerage system according to section 94 of the Water Industry Act (1991).

A comprehensive and detailed list of all legislation relevant to Thames Water can be found in the 'statement of obligations' published by Defra⁴.

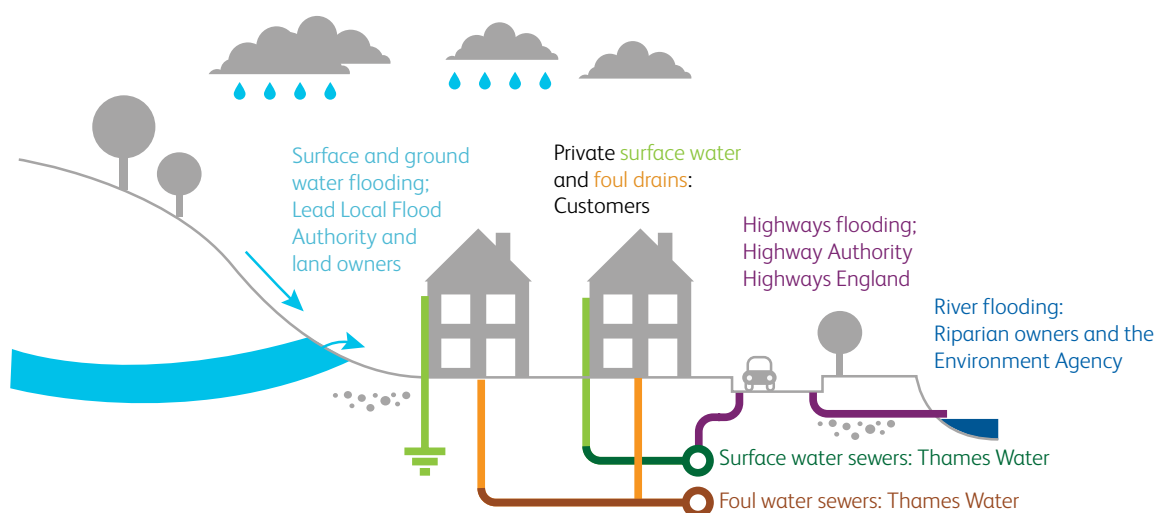
³ See <http://www.thameswater.co.uk/help-and-advice/8654.htm> for more information.

⁴ See <https://www.gov.uk/government/publications/statement-of-obligations>.

1.2 Working in partnership with other stakeholders

Other stakeholders responsible for managing various forms of drainage need to work together with us to reduce the risk of flooding. Each has specific responsibilities as summarised in Figure 3 below.

Figure 3 Stakeholder responsibilities for drainage



Thames Water

We are responsible for removing and treating wastewater which includes the foul sewers and surface water sewers in some areas ⁵, and the combined sewers that are in some of the older large urbanised areas such as London. In some cases, the cause of sewer flooding may not fall under our responsibility. In these circumstances, we will explain what we can do to help and continue supporting the relevant authorities or third parties to reduce the impact for customers.

Environment Agency

The Environment Agency is responsible for main rivers and part of its remit includes monitoring and informing the levels of ground and river water. The Environment Agency also investigates pollution incidents and monitors the quality of the water in rivers.

Lead Local Flood Authority and District Council

Lead local flood authorities have the responsibility under the Flood & Water

Management Act for managing the local flood risk from groundwater and surface water runoff e.g. local watercourses and culverts ⁶. They work with landowners to maintain privately owned ditches, drainage and watercourses, keeping them clear of blockages. They are also responsible for managing the risk of groundwater flooding, both inside and outside of properties. Water from these local authority gullies and drains and privately owned ditches can also impact Thames Water's sewers, therefore, we work with all responsible stakeholders to resolve the excess flow. The District Council tends to be the local Planning Authority responsible for approving new development, but equally may have responsibility for ensuring maintenance of watercourses; particularly on council-owned land.

Highway Authority

The Highway Authority is generally the County Council (or Unitary Authority), and is responsible for highway maintenance and highway drainage and for clearing roadside gullies. Highways England is

responsible for the drainage of motorways and certain trunk roads.

Customers

Customers own, and are responsible for, the maintenance of private drains within the curtilage of their property, which did not transfer to Thames Water ownership in October 2011 ⁷.

Riparian Owners

Riparian Owners are landowners who own land with watercourses or land adjacent to watercourse (ie road side ditches). The responsibility for the operation and maintenance of ditches, local watercourses and general land drainage lies mostly with riparian owners.

Land Owners

Land owners include farmers and both residential and commercial customers, but includes trusts etc. They are responsible for ensuring the adequate drainage of their land, such that it is not a nuisance to others.

⁵ Thames Water is responsible for the collection and treatment of commercial and domestic sewage. Typically this will be the foul sewerage. Domestic or commercial roof and paved drainage will often go to a soakaway or directly to a water course/river, which if so is not the responsibility of Thames Water.

⁶ Some local watercourses and/or culverts are termed as 'Riparian' meaning that a land owner, possibly adjoining or owning the land containing the watercourse/culvert is responsible for the maintenance and free-flowing of the watercourse/culvert.

⁷ See <http://www.thameswater.co.uk/help-and-advice/8654.htm> for more information.

2 Catchment description

2.1 Geology and topography

The Carterton catchment is located in West Oxfordshire, less than 20 miles to the west of Oxford and approximately 20 miles north east of Swindon. It includes the villages of Alvescot, Filkins, Shilton, Bradwell Village and part of RAF Brize Norton, as well as Carterton itself.

The geology is generally made up of limestone bedrock and the geotechnical make-up of the catchment is predominantly very permeable soils. This means that the catchment is prone to significant seasonal fluctuations in groundwater levels, with the added likelihood of rainfall-induced infiltration⁸ owing to its permeable soils.

Appendix B includes maps showing the geology and fluvial, pluvial and groundwater flood risk areas in the catchment.

According to the Environment Agency, the current ecological status of the Shill Brook as 'Good'⁹.

2.2 Sewage treatment works

The Carterton sewage treatment works serves the whole of Carterton, Alvescot, Filkins, Shilton, Bradwell Village and part of RAF Brize Norton, as outlined in Figure 4 below, and serves a population equivalent of 16,700 including considerable trade effluent emanates from RAF Brize Norton airfield. It treats a typical daily dry weather flow of 3,949m³/day which can increase up to a full treatment flow capacity of 11,652m³/day. Flows arrive at the inlet works via the pumping mains and a gravity sewer from RAF Brize Norton. These flows are screened then pass through a grit chamber and on to primary settlement tanks. The settled sewage then gravitates to biological filters and humus tanks, with the treated effluent

discharging to the Shill Brook.

The works includes storm tanks to handle excess flows above the flow to full treatment, these store the flows and pump them back to the inlet for treatment when the storm flows subside but can discharge to the Shill Brook via a screen if they become full. During extended wet periods, treated flows at the sewage treatment works can be in excess of 15,000 m³/day, which is around 5 times greater than the expected maximum daily dry weather flow of 3,950m³/day.

The sewage treatment works is believed to date from the 1950/60's and is likely to have been implemented by Witney

Rural District Council, together with the sewerage system, as a first-time sewerage scheme.

The capacities of the works have been assessed to be adequate under normal design flow conditions for the current population equivalent. However, there is a current concern regarding the capacities of the works being impacted by RAF Brize Norton being increasingly used as a main operational base, for servicemen and women from recently closed RAF bases. Investigations are being undertaken to assess the requirements, if any, that are needed to ensure that the operation of this site remains robust.

⁸ Rainfall Induced Infiltration is the term given to sewer infiltration that occurs as a result of rainfall percolating into the ground impacting the sewer on route to recharging the groundwater table.

⁹ Environment Agency website, interactive map, Basin Management Plans.

2.3 Foul sewers

The Halton Road sewage pumping station drains foul water from Shilton, the northern section of RAF Brize Norton and the majority of Carterton. This covers an area of some 260 hectares with a population of approximately 10,000 (although this varies with activities at the airbase).

The system drains predominately under gravity to a series of sewage pumping stations lifting flows from low lying areas towards the larger Halton Road sewage pumping station. Halton Road pumps flows to an inverted siphon in Milestone Road, which in turn discharges into Carterton sewage treatment works. When flows are high, the siphon can overflow to the sewerage network in west Carterton, which drains to Carterton sewage pumping station.

Sewer design criteria ensures the appropriate sizing and laying of pipes at an appropriate gradient to maintain a satisfactory self-cleansing characteristic. The capacity of sewers is typically set to cater for six times Dry Weather Flow with a 10% allowance for infiltration¹⁰.

In terms of design capacity, a 225mm diameter sewer laid at a gradient of 1 in 150 will have sufficient capacity to collect foul sewage from around 1,500 houses, which based on average occupancy rates equates to 4,500 people. Problems in sewers with diameters of less than 300mm tend to be as a result of blockages in the pipes. However, occasionally surface water can be misconnected into the foul sewerage network, problems then arise when it rains heavily.

The public sewers draining to the Halton Road sewage pumping station range from 150mm diameter in the upper reaches of the catchment to 450mm diameter near the pumping station. The capacities of the sewers have been assessed to be more than adequate under normal dry weather conditions.

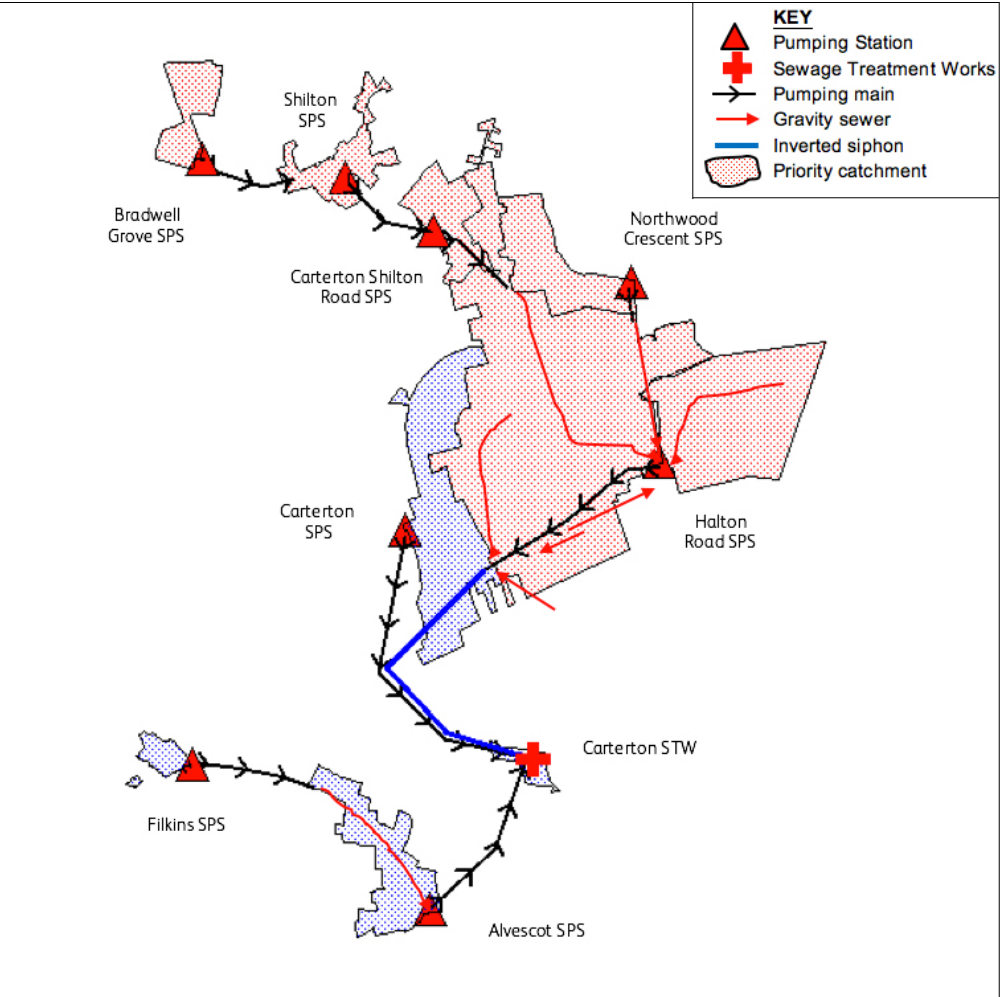
The current drainage system is believed to have been constructed by the Witney Rural District Council in the late 1960s. Materials used in the construction of the sewerage system are:

- vitrified clay pipework for smaller diameter pipes with concrete used for the large diameters
- brick and concrete manholes.

The pipework can have a very long service life, but sometimes the joint seals deteriorate over time. The 1960s pipes were typically laid on bedding material such as pea shingle, with the trenches likely to have been backfilled with 'as dug' excavated material. More recent drains and sewers, i.e. since the 1980s, are typically surrounded with pea shingle. This protects the pipe but can also act as a good conduit for groundwater. The layout of the catchment suggests that most properties are likely to have their own foul drains (as opposed to shared drains), that connect directly into the public sewer. The private foul water drains within the property boundaries in Carterton are the responsibility of the property owners, where they are not shared.

¹⁰ Dry Weather Flow is the term given to the average flow rate observed over a 24 hour period and based on Sewers for Adoption, the industry standard, includes an allowance for infiltration of 10% of the calculated flow rate.

Figure 4 Carterton catchment schematic



2.4 Surface water sewers

Whilst there are some public surface water sewers in Carterton these tend to be more prevalent in the newer housing estates, many draining to a 1200mm diameter pipe in Monaham Way which discharges to a large balancing pond off Norton Way. This in turn drains to the east of the catchment to a watercourse crossing Brize Norton airfield. Balancing ponds are used to store surface water until such time that it can be discharged into local watercourses.

The surface water from the majority of properties is likely to drain to nearby soakaways or to Shill Brook. Soakaways can only function satisfactorily when ground conditions allow soakage, but may be completely ineffective when groundwater levels are high. In some areas, we have seen examples of customers draining surface water through

their foul drains when their soakaways do not work. This exacerbates capacity problems for other customers connected further downstream in the sewerage network.

The catchment is mostly rural and incorporates a network of roadside ditches and minor watercourses that are intended to drain surface water from roads and public spaces. As per Section 1.2 the responsibility for the operation and maintenance of these ditches, local watercourses and general land drainage lies mostly with riparian owners. Oxfordshire County Council as lead local flood authority has overall responsibility for managing groundwater.

The Environment Agency has the duty and the authority to ensure that the Shill Brook is maintained appropriately.

The responsibility for the maintenance lies with riparian owners.

Highway drainage typically discharges to the roadside ditches. Owing to the high local beauty of the area the ditches tend to be well maintained with clearance of vegetation and debris occurring. However, the area does have an active groundwater table and as a result groundwater springs do occur from time to time, which can lead to localised land drainage issues.

The extent of highway drainage is not certain, but it is likely that highway run-off discharges direct to the roadside ditches, some of which will act as soakaways. Oxfordshire County Council is responsible for the highway drainage and culverts crossing the highway.

3 Long-term outcomes

We have listened very carefully to the views of customers before developing our plan for the Asset Management Period 6 (AMP6) regulatory period. Between 2009 and 2013 we carried out over 50 separate customer research and engagement activities.

Beyond being able to maintain the current service that we provide, customers have told us that they would like to see a reduction in instances of sewer flooding and odour nuisance and an improvement in river water quality. These are areas where customers would like to see and are prepared to pay for an improvement to the current level of service.

In response to this, we have developed 4 company outcomes and 11 service outcomes for our wastewater service that we are committed to working towards over the next 5 years and beyond, further details can be found in Table 1 below and on our website ¹¹.

Table 1 Wastewater outcomes

Company outcome	Wastewater service outcome	Why is this service outcome chosen
We will provide a safe and reliable wastewater service that complies with all necessary standards and is available when our customers require it.	Asset health: maintaining our assets to ensure we can provide a safe and reliable service in the long-term.	We must ensure an appropriate balance between reducing costs today and not compromising our future service.
	Properties and public areas protected from flooding.	Flooding is one of the worst service failures for customers.
	Resilient sewage treatment service that minimises the impact of extreme events on river water quality.	We need to be able to provide service against a variety of pressures such as climate change and population growth.
Our customers and stakeholders can trust us, we are easy to do business with and we care.	Do the basics excellently by getting things right first time.	This service outcome ensures our wholesale activity is completely aligned to our objective to improve our Service Incentive Mechanism (SIM) scoring.
We will provide the level of customer service our customers require, in the most economic and efficient manner, to ensure that bills are no more than necessary.	Reduced dependence on energy from the grid.	Reducing dependence on energy from the grid is one of a range of measures across our entire plan to keep costs down to an affordable level for our customers.

¹¹ See http://www.thameswater.co.uk/tw/common/downloads/about%20us%20-%20corporate%20responsibility/AMP6_-_Outcomes_Reporting_Policy.pdf for more information.

Company outcome	Wastewater service outcome	Why is this service outcome chosen
We will limit our impact on the environment and achieve a socially responsible, sustainable business for future generations, including reducing levels of leakage.	Minimising our carbon footprint.	There is an expectation from society that we will play our part in reducing carbon emissions.
	River water quality meets customers' expectations and regulatory requirements.	We must meet environmental regulations, and river quality is a visible indicator to citizens of our environmental stewardship.
	Satisfactory sludge disposal.	Sludge is a resource that we should manage effectively to keep bills down.
	Corporate responsibility.	We will act as a responsible company, meeting expectations from wider society.
	Reduced odour from wastewater operations.	Odour is a problem for some of our customers.
	Compliance with new environmental regulations.	We must meet environmental regulations, and river quality is a visible indicator to citizens of our environmental stewardship.

Below we provide more information about our asset health, properties and public areas protected from flooding and river water quality service outcomes, as these are relevant to the Carterton drainage strategy.

3.1 Asset health

Our Asset health performance commitment encompasses a composite range of measures against which we will manage the health of our sewerage network. This commitment underpins our outcome of a safe and reliable wastewater

service. It includes sewer collapses, blockages, unconsented category 1 to 3 pollution incidents and properties internally flooded due to operational problems (such as blockages, collapses or equipment failures).

3.2 Properties and public areas protected from flooding

There are two performance commitments that underpin the delivery of this service outcome:

1. We commit to protecting properties from flooding due to rainfall. We estimate that our plan for 2015-20 will result in over 2,100 properties being alleviated from internal flooding, external flooding and also from restricted toilet use (for example when groundwater levels are high following

prolonged periods of wet weather). Our customer research indicates that our sewer flooding programme will deliver £20m of benefit to customers every year by 2020.

2. We commit to reducing the risk of sewer flooding and pollution from combined sewers (i.e. those that convey both foul and surface water), by slowing down surface water run-off and re-routing the flow through sustainable

drainage measures such as water butts, permeable paving, rain gardens and green roofs. We aim to retrofit over 20 hectares of sustainable drainage measures by 2020. We may also apply this commitment to areas where the network was designed to take foul flow only, but investigation shows that a substantial amount of surface water is in the foul sewer.

3.3 River water quality meets customers' expectations and regulatory requirements

We have a performance commitment to reduce the number of pollution incidents as a result of discharges from our sewerage network and treatment works. Pollution can occur as a result of blockages, collapses or failure of our

equipment and also following heavy rainfall when our sewers have insufficient capacity to cope with the flow. All pollution incidents are reported to the Environment Agency's National Incident Recording System (NIRS).

4 Current issues

4.1 Recent wet weather events

In the winter of 2012/13 the foul sewerage system in Carterton became overwhelmed for a number of weeks following prolonged heavy rainfall. We believe that the system was surcharged and flooded because of a combination of surface water misconnections, river water inundation from the Shill Brook in the Shilton area and subsequent high flows overwhelming the sewage pumping station at Halton Road. The Halton Road pumps were replaced in 2013 and during the following wet winter (2013/14) there were no significant problems associated with the foul sewers in the Halton Road catchment (although the capacity of the pumping station was briefly exceeded during a major storm event on 24th December 2013).

Future development in the catchment is likely to put increasing pressure on these pumping stations, highlighting the importance of working collaboratively with catchment stakeholders to find a future-proof solution to these issues. We are confident that we have identified

a comprehensive list of factors that have caused flooding.

Fluvial flooding has also proved to be an important source of flood water and poses a key threat to properties in the Carterton catchment. Where flood water resides on the surface, it can ingress into submerged manholes and cause surcharging of sewers and flooding further downstream with the potential for contamination of local watercourses. As far as possible we will seek to address this problem by sealing manholes and liaising with stakeholders to find a mutually beneficial solution.

During recent events, the following incidents have been observed with respect to the sewerage network:

- Restricted toilet use in Shilton
- External foul flooding from sewage pumping stations when overwhelmed during heavy rainfall.

During these events, other sources of flooding have also been observed:

- Highway drainage overwhelmed causing highway flooding
- Shill Brook overwhelmed causing fluvial flooding of properties
- Land drainage issues with water running off fields and onto the highway.

To reduce the risk of flooding, residents in certain areas have had to pump floodwaters onto the highway or protect their properties with sandbags and floodgates.

During extended wet periods, treated flows at the sewage treatment works can be in excess of 15,000 m³/day, which is around 5 times greater than the expected maximum daily flow of 3,950m³/day. Figure 6 compares the treated flows at Carterton sewage treatment works with groundwater levels recorded at nearby Environment Agency boreholes. This shows some correlation between ground water level and increased flows.

Figure 5 Carterton sewage treatment works treated flows and groundwater levels

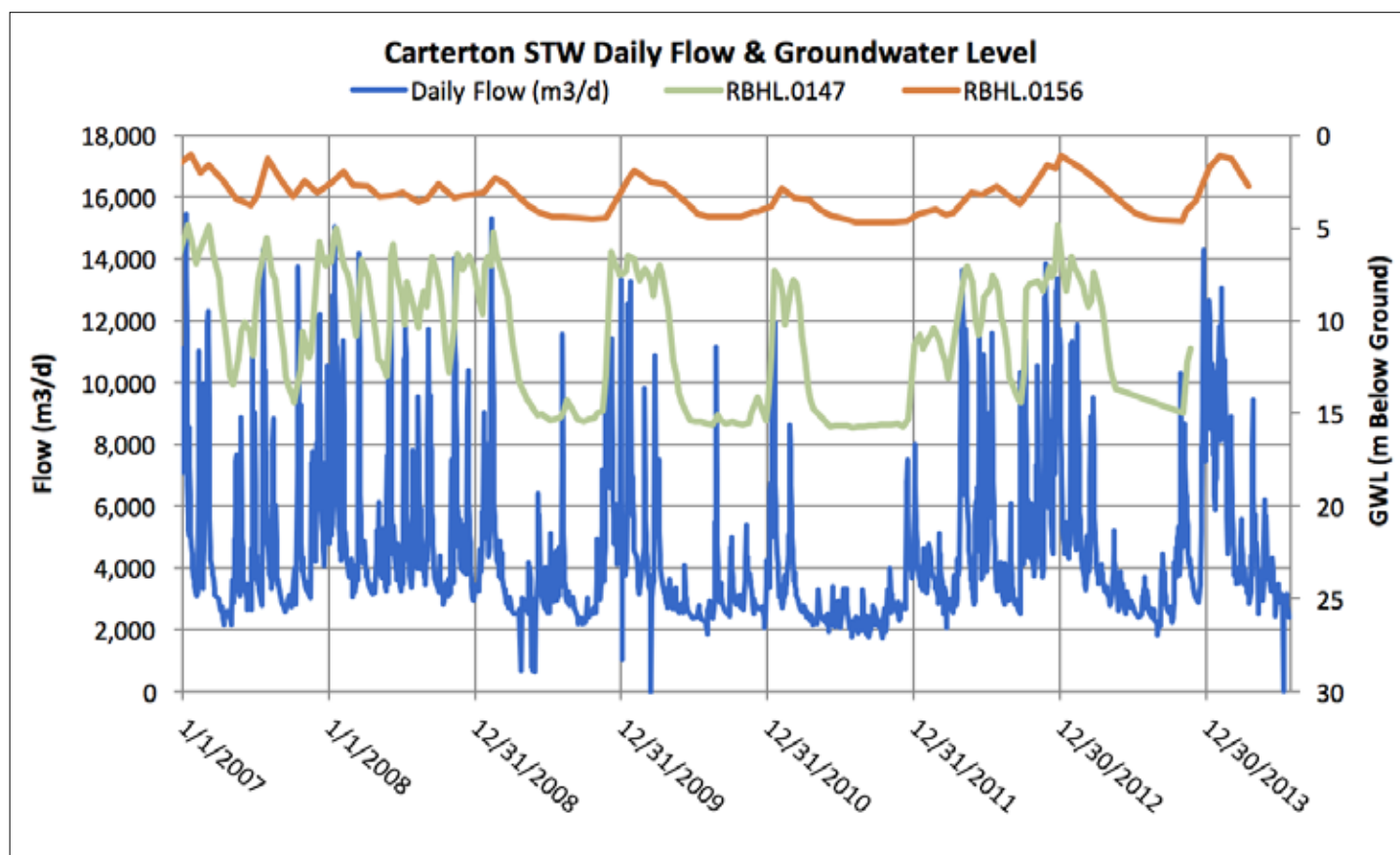
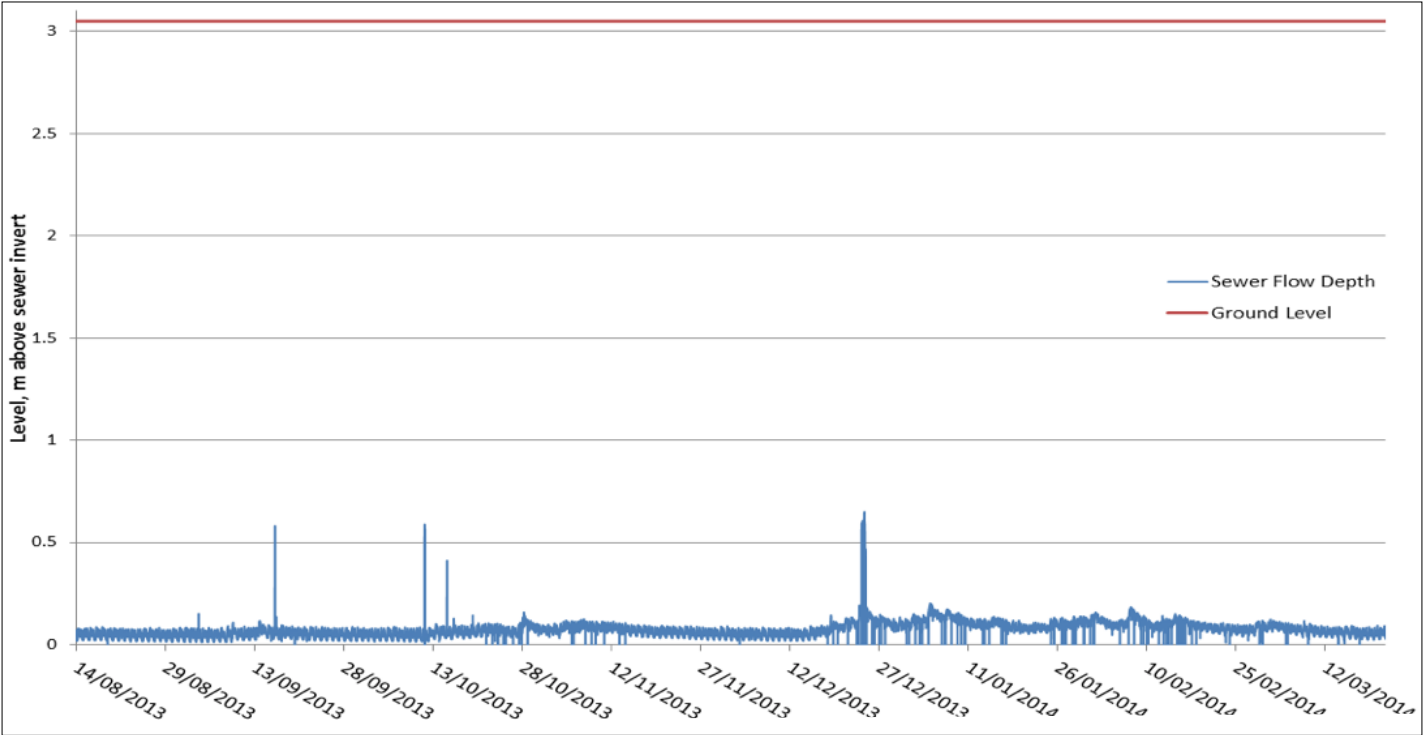


Figure 6 shows the records depths in the main sewer draining to the Halton Road pumping station during the winter of 2013/14.

The graph indicates that the flow depths did not approach ground level in the area

during that period. Records indicate that the rainfall during the 2013/14 winter was significantly greater than the 2012/13 winter, but the Halton Road pumping station was able to accommodate the flows following the replacement of the pumps in 2013.

Figure 6 Halton Road depth monitor record



4.2 Our operational response

To maintain service, tankers were used in the winter of 2012/13. This included cleaning and removal of debris such as silt and roots from pumping stations for Halton Road, Northwood Crescent, Alvescot Road and Burford Road.

Due to the significant impacts of fluvial and groundwater flooding across our region during the winter event of 2013/14, we decided to mobilise our tanker fleet of nearly 100 vehicles to protect customers who were at the greatest risk of sewer

flooding inside their homes. In Carterton, tankers were used in some cases to clean up pumping stations and outside properties which suffered from flooding during these periods of extreme wet weather.

To date, we have not installed temporary pipework and pumps during wet weather events in Carterton to maintain service, but we would consider doing so to prevent the backup of sewerage into customers' properties and uncontrolled spilling from

the sewer system into the environment. As part of the survey works due to commence in winter 2014, we are investigating the circumstances under which emergency discharges would be required in future. Even if flows can be contained within the sewer network, excessive flows arriving at the treatment works may not always be given full treatment prior to discharge to Shill Brook. The use of such storm sewage overflows is accepted by our regulators, subject to conditions.

4.3 Investigations and activities completed to date

Table 2 below, details the investigations and actions that we have completed in recent years within the Carterton catchment. These form the extent of our current understanding of issues within the catchment.

Table 2 Investigations and activities completed

Activity	Purpose	Date complete	Outcome
Flooding clean-up	Tankers have been used in a few isolated incidents to remove surcharged flow from our sewers and to clean up.	Mar 2012 & Dec 2013	Tankers used to remove excess water from surcharged sewers in order to protect properties.
Sewer cleaning	Sewer and sewage pumping station cleaned (removal of debris, silt and roots) for Halton Road, Northwood Crescent, Alvescot Road and Burford Road.	Apr 2012 to Aug 2012	Maintain 'asset health'.
CCTV Survey	Ascertain sewer condition and gain evidence of infiltration and to check all blockages have been removed.	Ongoing	Short term discharges to reduce impact of surcharged sewers.
Replacement pumps	Replacement of pumps at Halton Road pumping station .	April 2013	Pumps replaced to provide improved performance of sewage pumping station.
Permanent monitoring of sewer levels	Installation of permanent depth monitor into the foul sewers. We intend the monitor to remain in situ for at least 5 year, and to capture the next wet weather event as a minimum. We will analyse the recorded depths and compare with other catchment variables, such as rainfall events and changes in groundwater levels.	April 2013	Depth monitor installed on the incoming sewer to the Halton Road pumping station. Data will be used to identify additional actions for inclusion in the drainage strategy for Carterton, and information shared with other agencies.
Hydraulic Modelling	Investigate the network capacity and impact of new development flows.	Jan 2014	Options for reinforcement of the network to accommodate the development explored.
Site Reconnaissance	Photographic evidence was collected during the floods of 2014.	Feb 2014	Sources of floodwater were documented and impacts on Thames Water assets were noted.

In summary, following previous concerns that the sewerage network suffered excessive infiltration, considerable effort has been made to better understand the sources of this infiltration and to address the impact on our assets. On occasions

where customers have brought flooding issues to our attention, we have reacted swiftly to remove flood water through tankering and to clean up any residual pollution.

4.4 Activities carried out by drainage partners

Table 3 below details the activities carried out by other stakeholders with drainage responsibilities within the Carterton catchment, to reduce the risk of flooding in the area. For more detail on the other organisations responsible for managing various forms of drainage within the catchment, please see Section 1 of this Drainage Strategy document.

Table 3 Actions by other stakeholders to prevent flooding

Activity	Purpose	Impact on sewerage
Routine maintenance of Shill Brook, watercourses and local ditches	Ensure free flow of river and ditches.	Less risk of surface water inundation into the foul sewers and hence less risk of sewer flooding, pollution incidents and storm tank overflows at the sewage treatment works.
Routine maintenance of private surface water drainage and soakaways	Ensure adequate surface water drainage from properties.	Less risk of surface water inundation into the foul sewers and hence less risk of sewer flooding, pollution incidents and storm tank overflows at the sewage treatment works.
Routine maintenance of highway drainage	Ensure adequate highway drainage.	Less risk of surface water inundation into the foul sewers and hence less risk of sewer flooding, pollution incidents and storm tank overflows at the sewage treatment works.
Routine maintenance of land drainage	Ensure effective land drainage.	Less risk of surface water inundation into the foul sewers and hence less risk of sewer flooding, pollution incidents and storm tank overflows at the sewage treatment works.
Strategy for infiltration through private drains*	Consider a strategy for reducing infiltration into the sewer network via private drains if investigations and permanent monitoring identifies this as a significant cause for concern.	Less risk of groundwater infiltration into private drains and hence less risk of sewer flooding, pollution incidents and storm tank overflows at the sewage treatment works.

Activity	Purpose	Impact on sewerage
Monitoring and control of construction standards for private drains	Local Authority Building Control to ensure private drainage is fit for purpose.	Less risk of groundwater infiltration into private drains and hence less risk of sewer flooding, pollution incidents and storm tank overflows at the sewage treatment works.
Sharing of information	Agencies to share information to ensure collaborative approach to groundwater infiltration, surface water inundation, pluvial and fluvial flooding. Use forums as appropriate, e.g. Shill Brook flood forum.	Identification of most cost beneficial solutions and quicker resolution of issues.

*Thames Water does not have powers to compel customers to repair defective private drains at their cost. At this stage, we do not know how significant infiltration from private drains is within the Carterton catchment, but we will develop an appropriate strategy as part of our of stage 2 risk assessment, when information becomes available and this document is updated. We note that local authorities are only able to instigate action under Section 59 of the Building Act where evidence is provided of a defective private drain.

5 Future challenges

In 2011, Ofwat commissioned Mott MacDonald to look at factors likely to affect sewerage networks in the future. The report 'Future impacts on sewer systems in England and Wales' (June 2011)¹² looked at the likely relative impact of climate change, population growth and impermeable areas up to around 2040. In preparing our plan for 2015-2020, we have also carried out research into these factors across the Thames Water region. We summarise our findings for the Carterton catchment in this section.

5.1 Urban creep

Urban creep is defined as the transformation of a catchment by the paving over of previously permeable areas and includes extensions to existing properties and other land use changes. Rather than surface water soaking into the ground when it rains heavily, more water runs off into the sewerage network and can cause the sewers to surcharge and flood. It is therefore important to understand the rate at which urban creep is occurring.

We have studied aerial photography and satellite imagery across 11 catchments across the Thames Water region using data from two periods in the late 1990s and mid-2000s to determine the rate at which urban creep is occurring. We then carried out a statistical analysis and built

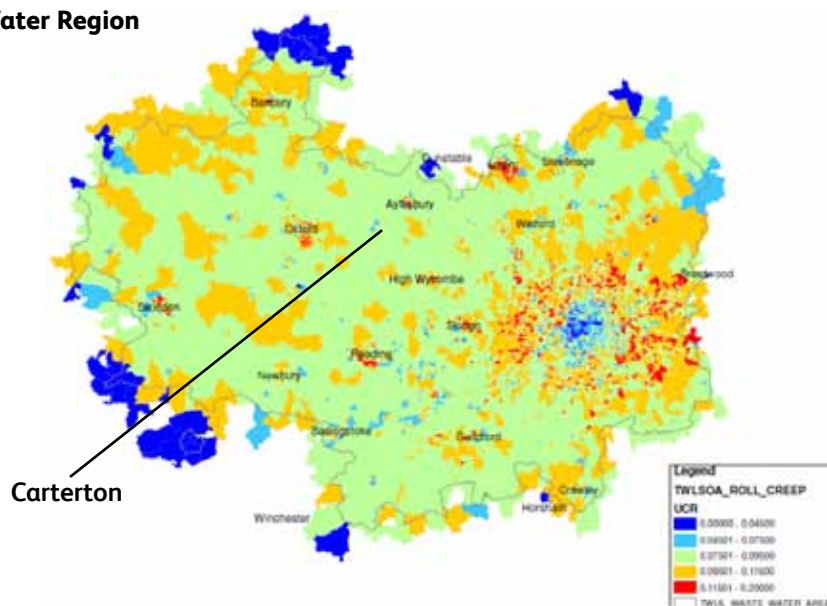
a model to predict the rate of urban creep for the entire Thames Water region, taking account of factors such as property age, land use, demographics such as family sizes and financial income, need and available space. We found that affluent suburban areas with detached and semi-detached properties, where families have young children, are most likely to have high urban creep rates.

The results for the Thames Water region are presented in Figure 7 below. The urban creep rate for Carterton is 0.0903%. In other words, this is the increase in impermeable area per year as a percentage of the total area connected to the sewerage network. When compared against the rest of the Thames Water region, Carterton is slightly above average

on the scale, but not as high as suburban areas around central London and major towns.

Whilst the immediate issues in Carterton appear to be strongly related to groundwater, we will continue to monitor change in impermeable areas as the strategy continues to develop. If we observe an increase in urban creep, we will raise the issue with Oxfordshire County Council who is responsible for managing surface water. We may then also look to work with other partners to retrofit sustainable drainage measures (such as permeable paving and water butts) in the area to counter the increased run-off following rainfall, to reduce the risk of flooding.

Figure 7 Urban creep rates in the Thames Water Region



¹² Mott MacDonald, Future impacts on sewer systems in England and Wales, June 2011 [T0306].

5.2 Climate change

We have analysed the 2009 UK Climate Projections (UKCP09) to determine the likely increase in rainfall intensity due to climate change in 15 catchments across our region¹³. More intensive rainfall in the future will increase the peak flow in sewerage networks and with it the likelihood of sewer flooding.

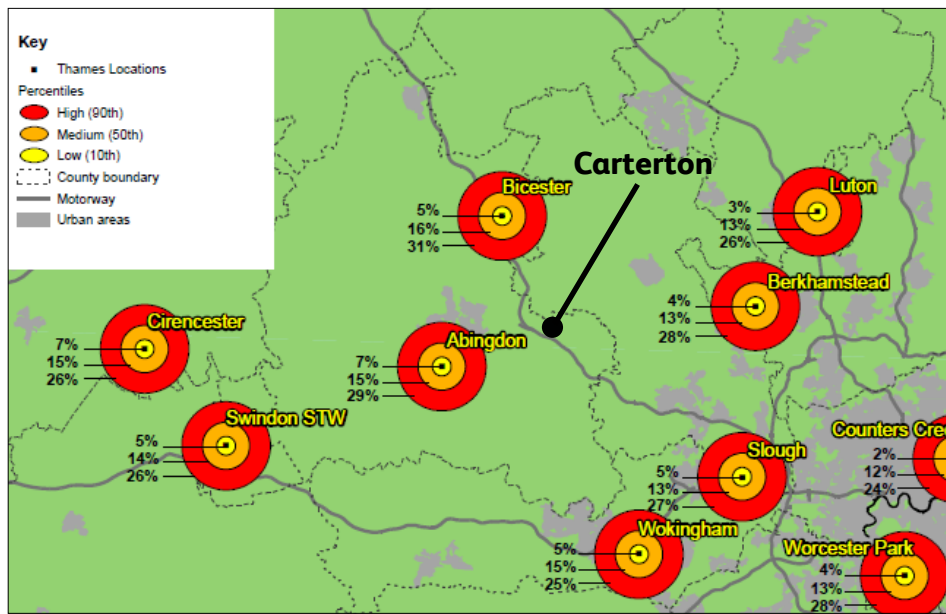
Fifteen catchments across our region were

selected to give a representative sample of inner London, outer London and more rural areas in the Thames Valley. A number of these catchments are also areas which experience sewerage related issues like pollution, flooding and urban creep.

We assessed different combinations of emission scenarios and climate change percentiles for each of the 15 catchments.

The nearest catchment to Carterton that was analysed for climate change was Abingdon. The results show a central estimate of an increase of 15 % in rainfall by 2080, but in some scenarios this could be as high as 29 % or as low as 7 % as shown in Figure 8 below. We will ensure that our strategy takes account of these potential increased peak flows as it develops.

Figure 8 Locations assessed for increased rainfall intensity by 2080



Increased rainfall intensity may not be the only consequence of climate change. UKCP09 data also suggests that the UK is likely experience longer wetter winters in future. Further research is needed to understand whether high groundwater levels, such as those observed in the winters of 2012/13 and 2013/14 are

likely to become more frequent in future. As the recent experience of prolonged rainfall and high groundwater levels have been shown to be the principal factors, this research will be very significant in informing any risk assessment and appraisal of costs and benefits of solutions.

¹³ Atkins, Thames UKCP09 Rainfall Intensity Assessment Revised Report, October 2012.

5.3 Population growth and new development

We use a combination of top-down and bottom-up information to ensure that our forecast of population and new development is as robust as possible to keep costs down, in order to minimise the bill impact of any investment that may be necessary.

Our forecast of the number of new households is taken directly from Experian data. We have used the 'Plan-Based' projection which uses information provided by local authorities about planned numbers of new dwellings in their respective areas. During the period 2015 to 2020 we expect to see an increase in new development across the Thames Water region and are forecasting a total of 263,000 new connections to the sewerage network during this time.

Our Development Tracker System (DTS), is used to track developer enquiries through the planning process to construction. When we are contacted by a developer, we typically carry out preliminary modelling to determine whether our network or treatment works has the capacity to accommodate the increase in flow. Where it does not, we propose planning conditions for consideration by the Planning Authority, although we encourage developers to contact us as early as possible in the planning process to avoid this.

The independent review into the causes of the 2007 floods (The Pitt Review) concluded sustainable drainage systems

(commonly known as SuDS), are an effective way to reduce the risk of 'flash-flooding' which occurs when rainwater rapidly flows into the public sewerage and drainage system, causing overloading and back-up of water to the surface. Typically, SuDS slow the rate of surface water run-off and improve infiltration, thus mimicking natural drainage in both rural and urban areas. It now seems likely that the Government will make changes to the current planning regime in order to approve, adopt and maintain SuDS for all new development. This will be a change to the original proposals envisaged in the 2010 Flood and Water Management Act.

In the case of Carterton, whilst SuDS might help to reduce the risk of flooding following heavy rainfall when groundwater levels are low (i.e. typically during summer months), they will not be effective in reducing flood risk when groundwater levels are high. We will take account of this when we come to assess options as part of this drainage strategy.

West Oxfordshire District Council is in the process of introducing a new Local Plan that will cover the period up to 2031, and replace the existing West Oxfordshire Local Plan which was adopted in 2006. The West Oxfordshire Draft Local Plan 2012 identifies that proposals for development in the Carterton area should be consistent with the strategy that includes:

- delivery of c.1,850 new homes to be focused on Carterton and to include affordable housing and homes for older people and newly forming households.
- a Strategic Development Area of c.700 dwellings to the east of the town
- redevelopment of existing sub-standard MOD housing including a Strategic Development Area of c. 400.

A key element of our assessments will be to establish the extent to which these developments may be significant in the context of challenges currently experienced. This assessment work will be undertaken and findings shared in an update to this Strategy document.

To date, we have assessed the impact of a proposed development of land in east Carterton and found that it may put pressure on the existing sewerage network. The sewage treatment works has already been improved to handle these flows, but our initial modelling indicates that the foul water sewerage network does not have the capacity downstream of the proposed connection manhole to accept the proposed development flows and we have investigated various effective solutions that would allow the proposed connection to the sewer network to be implemented without causing any detriment to customers and the environment. We will continue to monitor future plans for the other developments in the Carterton catchment through our stakeholder engagement work.

6 Strategy development

The drainage strategy for the Carterton catchment is currently at the Stage 1 (Initialise/prepare), of the 4-stage framework process. The following activities in Table 4, are planned and ongoing in order to carry out the risk assessment and development of our strategy options.

Table 4 Activities planned and ongoing to enable strategy development

Activity	Purpose	Date planned	Outcome
Stakeholder engagement	This document will be circulated to the Environment Agency, Oxfordshire County Council as Lead Local Flood Authority and West Oxfordshire District Council before being published on our website. Flood forums will continue to be used as the primary route for stakeholder engagement. All third party data will contribute to drainage strategy development.	Ongoing	Stakeholders informed about progress and timing of works to reduce the risk of flooding. Work carried out by Thames Water is coordinated with activities of other partners involved with drainage.
Permanent monitoring of sewer levels	Continue to monitor depth in the foul sewers in Carterton. The plan is for monitors to remain in situ for at least 5 years and to capture the next wet weather event as a minimum. Analyse the recorded depths and compare with other catchment variables, such as rainfall events and changes in groundwater levels	Ongoing	Use information to identify additional actions for inclusion in the drainage strategy for Carterton. Share information with other agencies.
Pilot trials of mobile treatment plant	As part of our wider approach to managing high groundwater levels, we have trialled the use of biological filters within other catchments. Our findings will inform and may influence our strategy plans for Carterton. If successful, these could be used to abstract dilute sewage from surcharged sewers and discharge it safely to a watercourse.	Ongoing	Service may be restored for customers without the need for tankering.
Consider innovative solutions	Identify quicker / cheaper / collaborative options that improve the benefit to cost ratio in order to keep customers' bills down to prioritise investment to ensure greatest benefit to customers.	Ongoing	Enhanced toolkit available to reduce the risk of sewer flooding and then apply this once data becomes available.

Activity	Purpose	Date planned	Outcome
Permanent monitoring of pumped flows	Monitor performance of pumped flows from Halton Road pumping station. Analyse the recorded flows and compare with other catchment variables, such as rainfall events and changes in groundwater levels.	From winter 2015	Use information to identify additional actions for inclusion in the drainage strategy for Carterton. Share information with other agencies.
Sewer and manhole surveys	Ascertain sewer and manhole condition and evidence of infiltration via CCTV survey and manhole “lift and look” surveys when appropriate.	From winter 2015	Use information to identify additional actions for inclusion in the drainage strategy for Carterton. Share information with other agencies.
Customer surveys	Validate the historical records of flooding and restricted toilet use in the catchment to enable a detailed benefits assessment of potential further intervention options that could be implemented by Thames Water.	From winter 2015	Use information to help test the cost benefit of options to improve drainage and reduce the risk of sewer flooding in Carterton.
Update drainage strategy	Improve the drainage strategy based on the initial results from the permanent monitoring, customer surveys and feedback from stakeholders.	2017	Risk assessment, options appraisal and preferred strategy to be completed, subject to capturing weather events through monitoring and surveys.

7 Preferred strategy and plan

We believe that the foul sewerage system in Carterton has surcharged and flooded predominantly due to a combination of groundwater infiltration, surface water run-off from saturated fields, surface water inundation from highways, public spaces and properties and surface water misconnections and river water inundation from the Shill Brook. High flows in the sewers have resulted in the sewage pumping station at Halton Road becoming overwhelmed. Pumps were

replaced during 2013, which significantly improved the situation throughout the wet winter of 2013/14.

Our network strategy is to understand the relative impact that each of these factors has on the risk of sewer flooding, and then to develop a plan comprising cost beneficial solutions using customer willingness to pay research. In parallel, we will assess the extent to which new developments may be significant in

the context of challenges currently experienced and where necessary, will develop solutions to accommodate the proposed development in the catchment.

We may carry out some repairs works on the network as this strategy develops, in the event that our investigations identify faults or problems with the sewerage network that are highly likely to have caused flooding.

Table 5 Activities identified in preferred plan to date

Activity	Purpose	Date planned	Outcome
Manhole cover replacement	Replace manhole covers with leak tight covers where identified through survey work.	When identified	Stop ingress of surface water through manholes located in flood plain.
Localised sewer rehabilitation	Undertake localised sewer rehabilitation to include repairs to defective lateral drainage and manhole identified through survey work and where considered cost effective in reducing ingress of ground water.	When identified	Reduce infiltration into the public sewers.
Permanent monitoring of sewer levels	Continued monitoring of depth monitors for at least 5 years and to capture the next wet weather event as a minimum. Analyse the recorded depths and compare with other catchment variables, such as rainfall events and changes in groundwater levels.	Ongoing	To identify additional actions for inclusion in the drainage strategy for Carterton.

Our plan will be updated once the Risk Assessment and Options Appraisal sections have been completed in accordance with the Drainage Strategy framework.

8 Temporary overflows

We have not installed temporary pipework and pumps in the sewerage network during wet weather events in Carterton to maintain service, but we would consider doing so to prevent the backup of sewerage into customers' properties and uncontrolled spilling from the sewer system into the environment.

As part of the stage 2 risk assessment and stage 3 options appraisal, we will be investigating the circumstances under which emergency discharges would be required in future, such as the use of temporary overflows, to pump out from the sewerage network through biological

filters to maintain service to customers and prevent homes from flooding. As this Drainage Strategy develops, in this section we will describe the location of any proposed temporary overflows and the circumstances under which we would use them, in order that this Drainage Strategy, together with our plans to reduce infiltration, fully meets the requirements of an Infiltration Reduction Plan as set out in the Environment Agency's Regulatory Position Statement. We will continue to identify sewer rehabilitation and other permanent works to reduce groundwater infiltration alongside refining the use of temporary overflows.

Appendix A

Glossary of terms

Term	Definition	Term	Definition
Blockages	Obstacles or the build-up of fat and grease, block or obstruct our sewerage pipes. This is normally caused by things which should not be flushed, or poured, into drains and sewers.	Inundation	the brickwork or defects in manhole structures. Accumulated surface water from rain and/or river floodwater that has resulted in localised flooding, finds its way into the sewerage system through manhole covers and drains. These may be public or private. See definition for Foul drain.
Combined sewer	A pipe conveying the combined rainwater and contaminated wastewater from two or more properties. A combined sewer is designed to carry wastewater to a sewage works for treatment but during periods of heavy rainfall or snowmelt, the volume in a combined sewer system can exceed the capacity of the sewer system or treatment plant. For this reason, combined sewer systems are designed to overflow occasionally and discharge excess wastewater directly to nearby streams, rivers, or other water courses.	Lateral drain Misconnections (surface water to foul water)	Property owners have connected rainwater and/or land drainage to our sewers (e.g. roof drainage, paved driveways drains, soakaway overflows), and can cause major issues for the performance of the sewerage system. A plumbing mistake resulting in wastewater appliances being misconnected to the surface water system. See definition for Foul sewer.
Dry weather flow	The average flow rate observed over a 24 hour period in dry weather and based on Sewers for Adoption, the industry standard, includes an allowance for infiltration of 10% of the calculated flow rate.	Misconnections (foul water to surface water) Private sewers Rainfall induced infiltration	Sewer infiltration that occurs as a result of rainfall percolating into the ground impacting the sewer on route to recharging the groundwater table.
Foul drain	A pipe conveying the contaminated wastewater from a single property. If the pipe extends beyond the property boundary, the portion of the pipe outside of the boundary is termed a lateral drain. The portion of the pipe inside the boundary is a private drain. On 1 October 2011 water and sewerage companies in England and Wales became responsible for lateral drains, which were previously the responsibility of property owners. Private drains remain the responsibility of property owners.	Riparian owner	If you own land adjoining, above or with a watercourse running through it, you have certain rights and responsibilities. In legal terms you are a 'riparian owner'. If you rent the land, you should agree with the owner who will manage these rights and responsibilities.
Foul sewer	A pipe conveying the sewage from two or more properties. On 1 October 2011, water and sewerage companies in England and Wales also became responsible for private sewers, which were previously the responsibility of property owners. A foul sewer is designed to carry contaminated wastewater to a sewage works for treatment. It disposes of wastewater from sources including toilets, baths, showers, kitchen sinks, washing machines and dishwashers.	Soakaway	Surface water from a roof and driveway of a property is piped to an underground pit, usually filled with gravel or similar material. Some soakaways are situated within the boundary of the property.
Infiltration	Groundwater finds its way into the sewerage system (including private drains), via defective pipes or pipe joints and through	Surface water drain Surface water sewer	A pipe conveying uncontaminated rainwater from a single property. A pipe containing uncontaminated rainwater from two or more properties. A surface water sewer is designed to dispose of rainwater from roofs, driveways, patios, roads, etc to a local watercourse.
		Sustainable Drainage Systems (SuDS)	Measures designed to attenuate and slow down surface water before it enters sewers to reduce the risk of flooding following heavy rainfall. Includes green infrastructure such as raingardens, green roofs as well as other measures, such as permeable paving and water butts.

Appendix B

Supporting figures and photographs

Figure B1 Fluvial flood risk for Carterton based on Environment Agency plans

This flood risk map information has been sourced from the Environment Agency website. For more detailed flood map information for this catchment, please access the Environment Agency website.

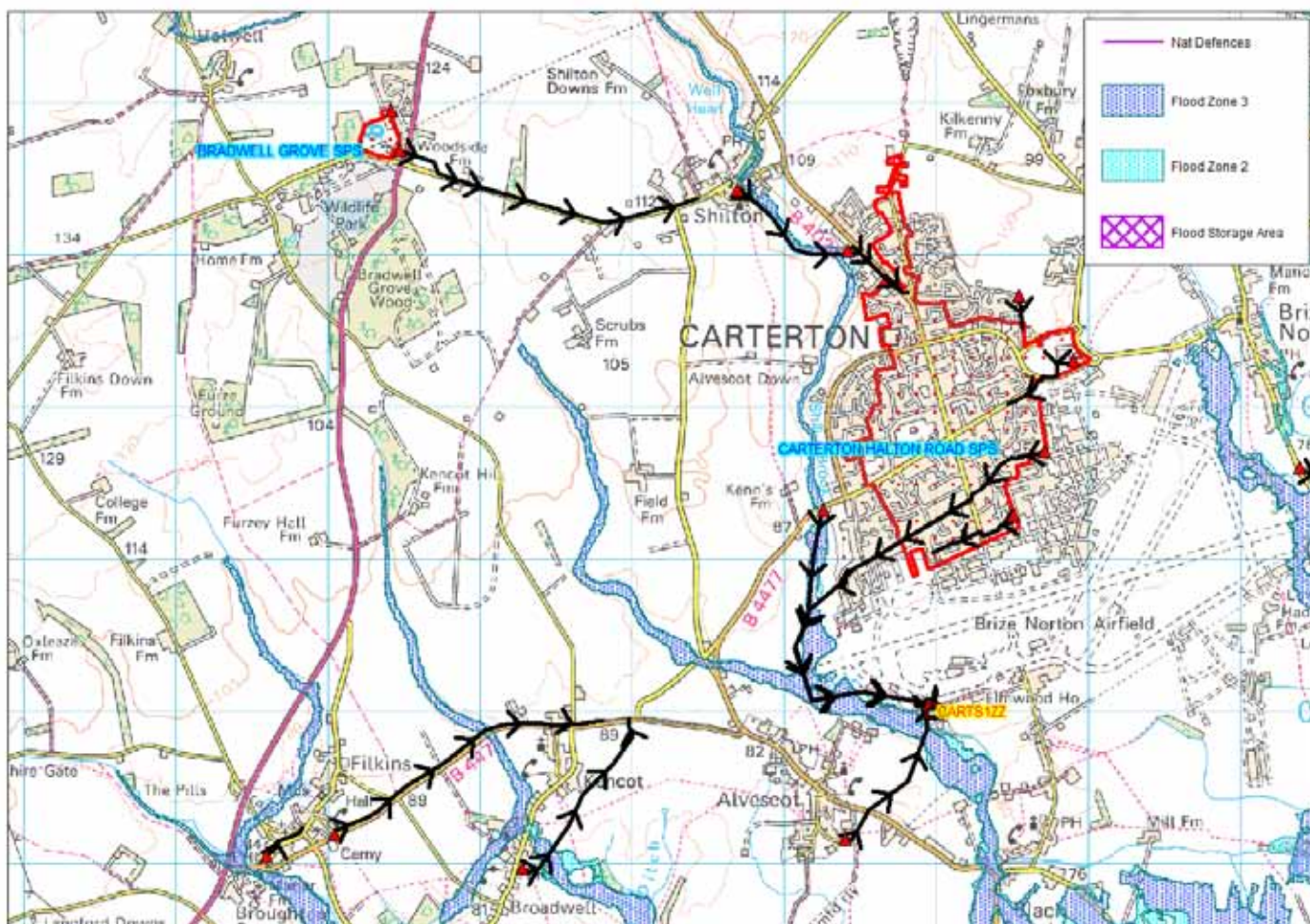


Figure B2 Surface water flood risk for Carterton from Environment Agency plans

This flood risk map information has been sourced from the Environment Agency website. For more detailed flood map information for this catchment, please access the Environment Agency website.

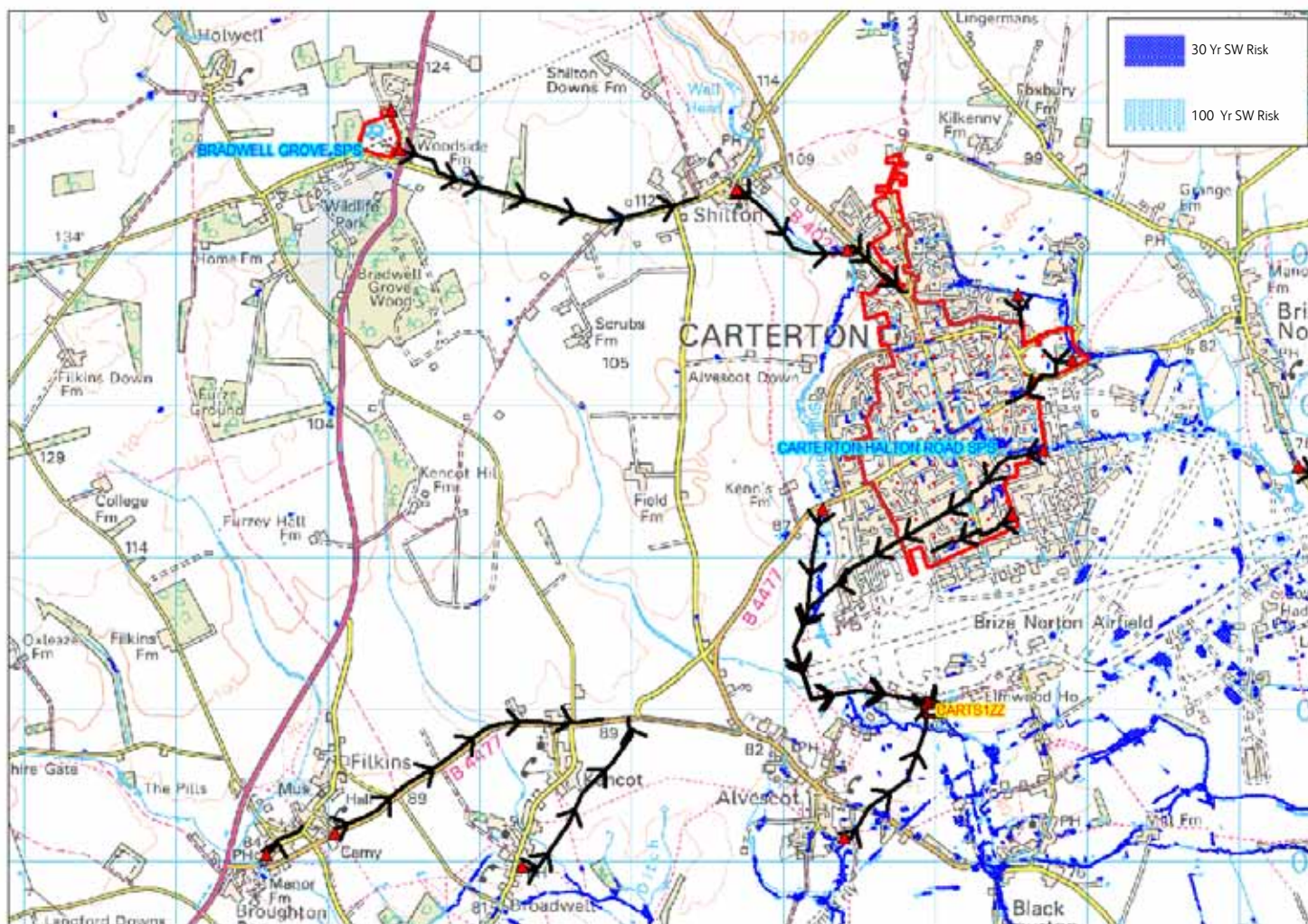
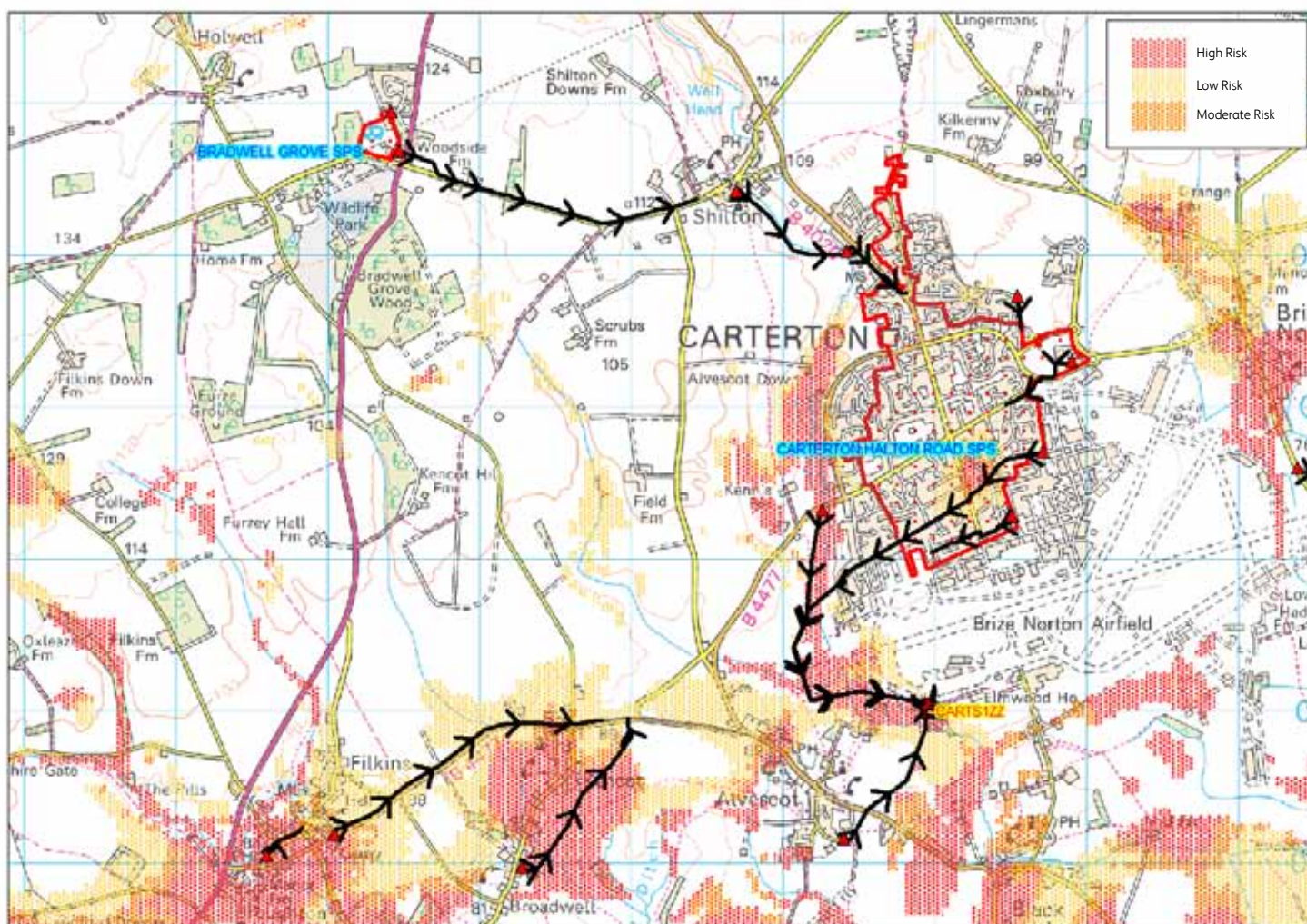


Figure B3 Groundwater flood risk for Carterton



ESI Groundwater Flood Risk Map of England and Wales © www.esinternational.com

Figure B4 Carterton Eco Watercourses

This ecology information has been sourced from the Environment Agency website. For more detailed map information for this catchment, please access the Environment Agency website.

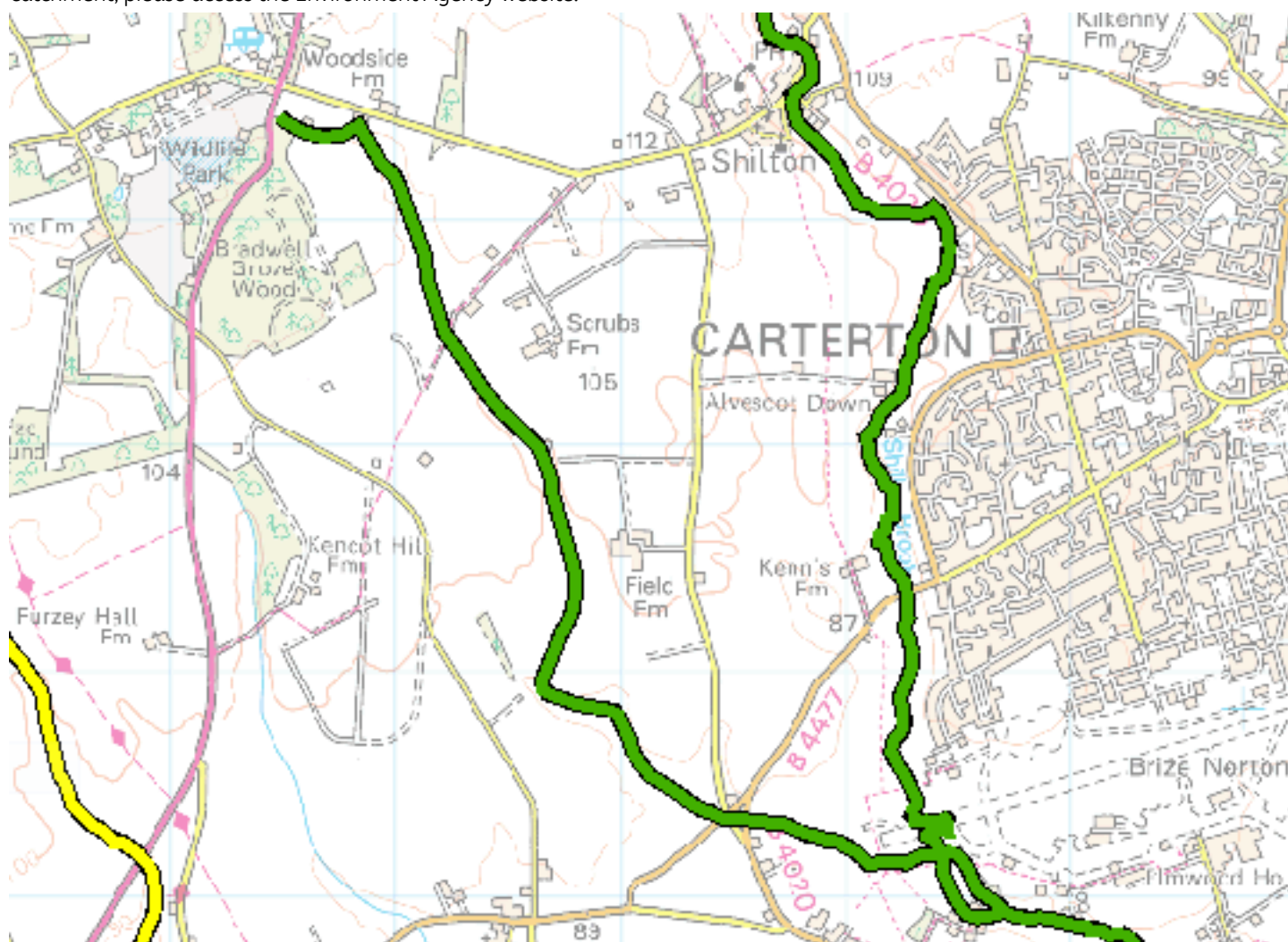
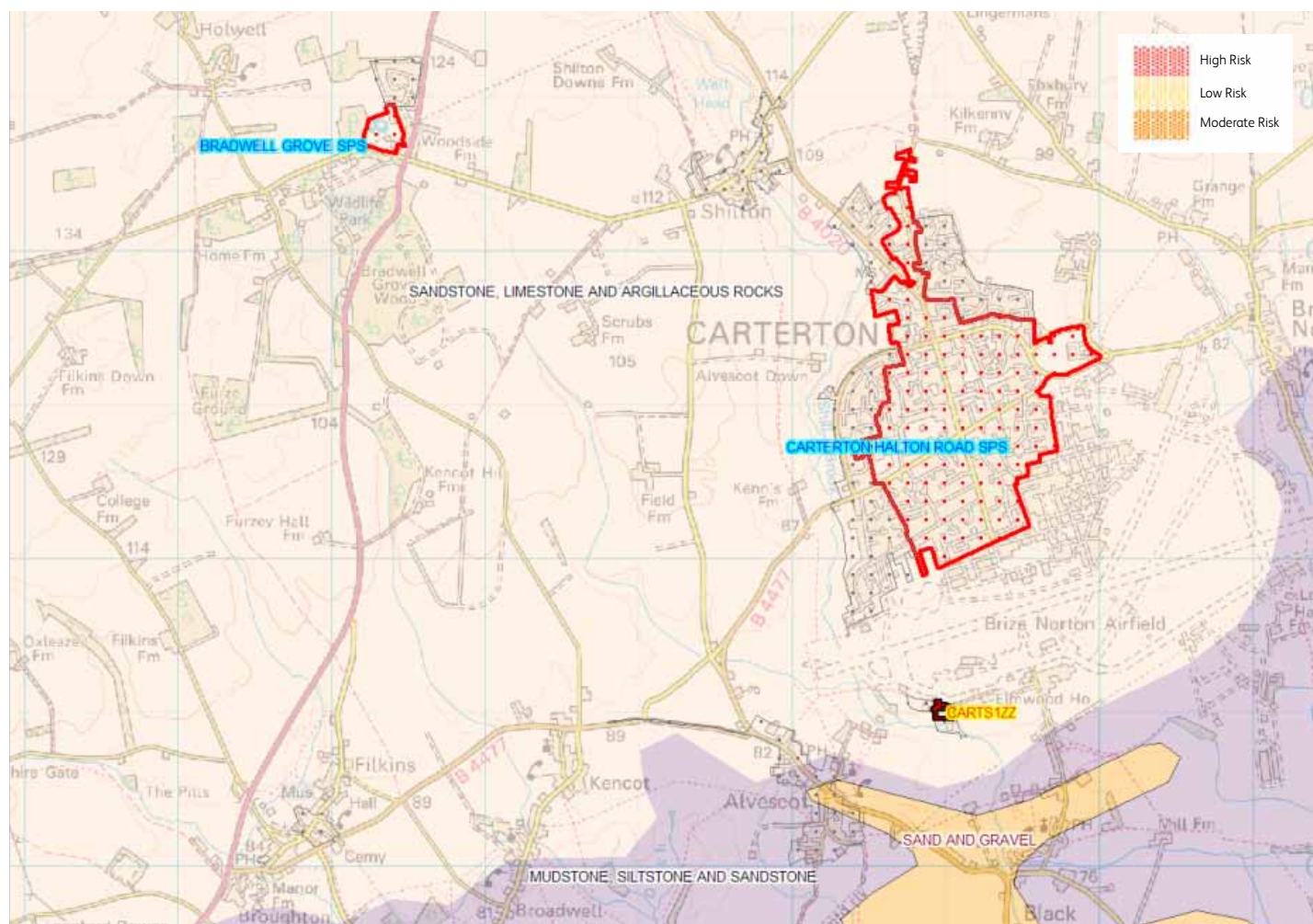


Figure B5 Groundwater flood risk for Carterton

This geological map information has been sourced from the British Geological Survey website. For more detailed geological information for this catchment, please access the British Geological Survey website.



Photographs taken during wet weather of 2013/ 14



Photo 1 - Church Lane ford, Shilton



Photo 1 – Sandbags and flood boards to protect from river flooding in Shilton



At the heart of daily life