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The water story

1 The way we treat water today will shape all our futures. What changes can you make to improve the water we rely on?

It is widely acknowledged that far greater environmental improvements can be achieved if all of the groups actively involved in regulation, land management, scientific research or conservation in a catchment area are drawn together with landowners and other interest groups to form a catchment partnership. Only through taking an integrated, stakeholder-driven assessment of our catchments will we be able to develop a shared understanding of the challenges we face and, following on from this, continue to develop a strategic, targeted, balanced and therefore cost-effective catchment management through intervention plans. This is also achieved through supporting alignment across key stakeholder management plans to enable efficient and effective delivery. An empowered catchment area partnership supports better integration from source to sea and is comprised of diverse stakeholders, technical specialists and government bodies from in and around a catchment, can successfully coordinate the planning, funding and delivery of good ecological health for their river and its catchment.

The water environment we rely on could be improved through the following:

- We feel we could deliver more environmental outcomes for the Tamar Catchment if greater government resource was invested in enforcement, especially around diffuse pollution. We can continue investing in interventions, increasing awareness of good practices, behaviour change and sustaining water environment but these are often disproportionately negated when a serious pollution occurs resulting from unchecked poor practice and compliance.
- Pricing elasticity in basic essential products often forces business decisions to ignore or knowingly breech environmental standards. We can use our opinions locally to influence purchasing products that have good environmental pedigree but often these come at a premium and not accessible by all. This influence and awareness raising could be much more effective if there was less price elasticity for certain products through some form of government intervention.
- Our Tamar Catchment has a significant number of private foul systems. Other than depending on voluntary compliance there is no way that these can be checked in terms of asset condition and maintenance. Again the Catchment Based Approach can promote and encourage best practice. This could be more effective if a centralised government database was developed similar to MOT or HETAS database in which it would be illegal to have an uncertified (installation and maintenance) private foul system. Certification could be provided by local waste providers.
- Catchment partnerships were established with a focus on WFD – however in line with the 25 year Environment Plan there are additional themes that catchment partnerships are looking to tackle in their catchment; Climate Change, Soils, Plastics and other key environmental issues. What core funding is available from Defra to enable hosts to integrate these themes within partnership working?
- Subject to resource and funding catchment partnerships could provide catchment scale integration across evidence and data that is being developed in isolation by numerous partners
- A greater use of innovative funding platforms (e.g. reverse auctions) and grants to drive integrated catchment behaviours
- Accelerating the ELMS pilot and final schemes will increase our combined influence on landowners.
- Improve relationships with schools and academia to influence future generation’s awareness of the Water Story.

Climate and biodiversity crisis

2 What more can we do to tackle the impacts of climate change on the water environment and what additional resources (including evidence, targets, tools and additional mechanisms/measures) do we need to do this?

Following the Declaration of a Climate Emergency:

- need to see improved links to Local Authorities Climate Emergency Action plans e.g. Cornwall, Plymouth, Devon. Forging better links between the population centres and the catchment would support funding for delivery of ecosystem services.
- improve understanding the impacts of climate change at the Management Catchment (Tamar Catchment) scale; local interpretation on the impacts of climate change (temperature/rain/seasonality). With appropriate funding the Catchment Partnership as acting as a local co-ordination hub.
- Improve national and regional evidence base through central coordinated research and communication to address lack of wider awareness. Accessible evidence to include Past/Present/Future, what has changed/pressures in a similar format to Catching and Bathing Waters Explorer.
- loss of buffer strips and protection of hedgerows.Recognition/protection of/funding of hedge row protection and recognise value of establishing trees in hedges to carbon/tree planting targets.
- Growth of future farming business could exceed capital infrastructure investment putting increased pressure on the environment; improved centralised long term farm planning will be key to delivery investment in infrastructure and multifunctional benefits e.g.
  establish a need for farm business approvals, food pricing to reflect true costs
- Enhance future agriculture policy to reduce dependency on importing goods and reduce carbon footprint from high quality locally sourced environmentally friendly grown goods

3 What can we do to address this biodiversity crisis and meet the 25 Year Environment Plan targets for wetlands, freshwater and coastal habitats and wildlife?

Recognise the fragmentation of habitats and increasing numbers of invasive species and address through effective planning and implementation of Nature Recovery Networks. With appropriate funding the Catchment Partnership could act as a local co-ordination hub.

Plan for the future of Dartmoor's moorland based on future needs/climate using existing / historic usage as context. Dartmoor may need to respond to climate change needs with more diversity of habitat and changes to farming practices.

Priority fish species are believed to being impacted by changing temperature so can improve research and evidence to accurately model the impact on these species to inform changes needed to adapt rivers and protect them.

Tree loss is in increasingly leading to habitat and species change. Target tree planting programmes to key locations, using climate change resilient species/planting regimes funded through Carbon offsetting schemes at a, local and national scale.

Intensification of farming practices impacts on habitat diversity and resilience. We would like to see improved facilitation to develop catchment plans to target connection of locally significant habitat types for example river restoration and wet woodland using beavers,
Culm grassland and improvements to natural habitat of Dartmoor.

4 Environmental targets can generate action and provide a strong signal of intent. Could additional statutory targets contribute to improving the water environment? If so, what types of targets should be considered?

Soil health is a major challenge. Targets could help to improve soil structure, improve the capture and store carbon, improve water retention. Consider building these into Land Management Schemes, Natural Capital and Ecosystem Services type approach, based on soil condition**.**

When considering targets, we feel in the Tamar Catchment that it is crucial to ensure that farming is profitable and ability to trade - linked to market – recognise farming primary role as a producer. Targets can be supported by long term incentives that pay farmers for what they do.

Challenge 1: Changes to water levels and flows
5 What can be done to address the challenge of changing water levels and flows?

Tighter requirements for Sustainable Urban Drainage Systems (SuDS)to be deployed to manage and process water and its quality before it discharges in the water body.

We need to build more local evidence of Climate Change and use it to develop and implement government and local policy to manage growth, Climate Change impacts and Water resource management.

Improve storage through natural processes e.g. use Beavers to slow flow and create storage. Also align storage with renewable energy with more small-scale Hydro-electric schemes to help smaller scale and distributed storage of water as well as generate renewable and clean energy.

Change policy around management of flows to store water.

Influence school children to make societal change happen; a good model might be recycling. Public information films and wider promotion.

Impact of recreational vessels on water quality of stored and flowing waters. Government Subsidy and preference for low emission craft and vessels including hydrogen technology could be supported from private investment from Plymouth marine technology centres.

Agriculture has a key role to play in retention of water on land through soil improvement and farming practice i.e impact of commercial cropping – such as maize. Commercial controls through legal agreements in commercial arrangements to ensure accountability.
Can be reduced by implementing ad regulating good practice – under sowing, cover crops, green manure. Short term land letting has resulted in a loss of interest in soil health Tenancy agreements require more focus on targeted control. Training/Guidance/ support examples, templates.

Dartmoor's environment is heavily modified – and we may need to reconsider its landscape for the future. Not just focus on restoration of historic habitat / land use Upland regeneration could resolve through:

- Changes in vegetation type
- Peatland restoration
- Ownership/common land
- Find the balance between farming and wider societal benefits. Generational funding required.
- Develop Vision linked to funding

Unsustainable tidal defences in estuary and intertidal projects - increasing complexity due to sea level rise combining with high flow with impact on land and heritage. Focus efforts to develop multifunctional projects from outset – recognise that some of the principle economic benefits are related to people – visitor numbers, Health and wellbeing, accessibility etc - not just the habitat. A good example is the Environment Agency and National Trust partnership project at Cotehele which uses Ecosystem Services multifunctional approach to target / identify wider funding streams and develop projects to target.

6 The abstraction plan, referenced in the changes to water levels and flows narrative, explains our current and future approach for managing water abstraction. What else do we need to do to meet the challenges of climate change and growth while balancing the needs of abstractors and the environment?

Ensure low water levels do not increase vegetation encroachment and algal blooms.

Give consideration to:

- Could we increase abstraction from canals in future to meet increasing demand for water supply.

- Develop national water grid to ship water from wetter to drier regions
- New developments to have water efficient builds including rainwater harvesting etc.
- Incentivise grey water usage and water recycling to help manage water resources
- Improve the measurement of water domestically and industrially e.g. remote telemetry to help warn and inform usage
- Look to water management strategies in arid countries and see what we can adopt.

Some of the above could be funded by the water industry and government in partnership.

Wider education on household and industrial use of water to reduce overall demand and improve storage; Local Education Authority influence on syllabus to educate children on issues.

7 What kind of a water flow environment do we want? Should we maintain statutory minimum water flow and level standards universally across England as we do now, or go further in some places based on environmental risk?

Is there enough water in dry periods to meet local demands and the additional demands of visitors and tourists in the Tamar Catchment. Invest in more storage and infrastructure through tourist tax e.g. Nurture Lakeland (Lake District).

Introduce fines and penalties for leaks in supply infrastructure.

There appears to currently be an abstraction imbalance within catchment and unregulated borehole abstraction for agriculture. Non SWW abstractions are largely agricultural and so by developing a strategy for Farm based storage to address local imbalance based on climate change forecast and increase in seasonality of rainfall. Similarly there appears to be a difference between abstraction regimes in Upper and Tamer catchments – is Upper Tamar abstraction compromising Lower Tamar. A Farm infrastructure investment programme could be developed with joint funding between farming, capital support and South West Water.

Like to see abstraction strategy at a local, regional and national scale.

Increasing occurrences of run-off from land causing flooding to highways, properties as well as pollution. Need to gather evidence – campaign to encourage reporting to gather evidence. Easier mobile phone reporting tool/app linked to Environment Agency incident hotline to give clearer picture. Evidence needs to lead to recognition Millbrook, Kingsand, Cawsands surface water run-off flooding Multifunctional impacts of runoff need regulation to have multifunctional payment, i.e.. Flood Risk funding, not just pollution.

A standard approach that undertakes catchment scale review to response, including valuing soils, targeted habitat restoration, farming education, training and awareness and Targeted Flow Control from:

- Upland Regeneration
- Culm grassland
- Wet woodland
- Leaky dams

Challenge 2: Chemicals in the water environment

8 What can be done to address the challenge of chemicals in the water environment?

Ban the use of round-up as a herbicide and stop EA using herbicide to manage weed growth in river management. Tax chemicals on scale relevant to their impact on the environment; use the tax collected to address issues resulting from chemicals. Traffic light system on packaging for chemical damage to environment e.g. dishwasher tablets or washing machine liquid. Legacy compounds that continue to have long impacts to be given environmental profiles to promote net gain of impact reduction Chemical industry to establish programmes of best practice to reduce impact on environment. Other funding sources could include adopting polluter pays principal but apply to supply chain – base product provider, manufacturer and user.

The issue for the water environment is less around the use – it's run-off and entry to watercourse.
Farming chemicals – with greater use of contractors and less on farm storage agricultural use is well-controlled – targeted support to contractors through training and capital investment in targeted infrastructure – covered storage yard drainage as control measures. The costs of these should be covered by chemical suppliers and contractor costs.

Diffuse pollution from non-agricultural sources require education programmes for Pesticides, Home use, pollutions source and pathways and Commercial control.

9 Do you support the Environment Agency's proposed strategic approach to managing chemicals as referenced in the Chemicals in the Water Environment challenge document? If not, what changes would you make?

Phosphate and nitrate in the water environment are such that it is cheaper for SWW to pay to control through land management than at STW – treatment processes are expensive. More cost effective in terms of outcome to continue to focus on investment through Upstream Thinking type investments to reduce/remove at source – formal recognition to support ongoing investment.

Impacts from sources outside of established STW, agriculture uses including – Transport, Septic tanks, domestic, forestry/timber production. Review need for wider control of chemicals in the environment.

For new chemicals in the water environment, manufacturers need to undertake Life cycle analysis - identify how to remove before. Learn lessons from waste packaging regulations about costing removal mechanism into purchase price. Chemical producers should cover the cost of implementing this.

10 What balance do you think is needed between current chemical use, investing in end-of-pipe wastewater treatment options and modifying consumer use and behaviour?

Sludge from STW ends on land - lack of research on chemicals and heavy metals on sludge from toxic chemicals. Limit the range of chemicals being discharged to water treatment works. STW not built to address chemicals in system and these needs to change and be regulated.

Improve domestic usage awareness of impact of chemicals and also safe disposal and tighter control and regulation of industrial usage.

Incentivise use of organic products and change regulations to reduce chemical content of domestic products. Would ideally like to see an outright ban on the use of metaldehyde. Domestic herbicide/pesticide usage should be replaced with organic substitutes.
Better regulation of the agrichemical market and of the contractors applying the chemicals

Challenge 3: Invasive non-native species

11 What can be done to address invasive non-native species?

Key species in Tamar include Himalayan Balsam, Giant Hogweed, Japanese Knotweed, Signal Crayfish, Grey Squirrels, Skunk cabbage, Pacific oysters and Variegated archangel. Need for catchment scale initiatives. Many species have no natural controls. Education to prevent spread of non-native from domestic setting by education through fly tipping.

Climate change means that sleeper species will become problematic.

12 How would you promote Check, Clean, Dry to all recreational users of water, including those who are not in clubs or attend events?

Need for increased evidence – is 1% impact realistic – need more information on distribution. Could link canoe clubs to research and education and other forms of citizen science where there is safe and agreed access to monitor the river; Devon invasive species initiative exists and could be linked to monitoring.

13 Are there any barriers stopping you adopting good biosecurity when you are in or near water?

Fly tipping of Garden waste need enforcement and education and supporting infrastructure to provide alternatives.

Will the Forest planting initiatives' demand will result in need to bring in non-native / non-local providence trees/species? This risk could be reduced through local action groups to grow targeted species e.g. Moor Trees, Devon

Challenge 4: Physical modifications

14 What can be done to address the physical modification of our rivers and coasts?

Provide Partnerships with a spatial plan to know where to target interventions enabling Catchment Partnership act as an overarch to several existing groups that each have their own plans for delivery. These may for example need to be reviewed to deliver actions required to address Climate Emergency/ Biodiversity Crisis. In doing so Partnership could help perform coordinating role for joining habitats/creating space i.e. Tamar AONB, Dartmoor National Park, TEF, Upper Tamar partnership.

Weirs and eel barriers are also invasive barriers – need to consider the impact of removing barriers to the spread of invasive species. Take invasive into account in design e.g. Gunnislake weir is a barrier to invasive.

Climate change will see changes to flow regimes. Plan for change and predict where we need to start now to change land management approaches.

Link environment benefits to health and wellbeing – i.e. weir modification and improved recreational use. Consultation of British Canoe Club needs to be ensured to develop combined fish/eel/canoe pass where there is agreed access.

15 Giving more space for rivers and coasts to move and adjust naturally will regenerate habitat, improve wildlife and help us adapt to climate change. What can you and others do to support these changes?

Agricultural use of land up to water's edge, means there is little space for channel modification. Create linked habitat corridors that allow natural river processes to re-establish. Important to create targeted areas to link. Use Nature Recovery Network, combined with ELMS payments in target catchments to create linear habitat along watercourse, sufficiently fixed. i.e. use of a 10-metre wet woodland corridor, create new fixed boundaries using hedging not fencing. Link to habitat creation, such as beavers.

Expansion of beaver trials in Tamar catchment, including new projects in Plymouth.
Work on Dartmoor. Use targeted payments from new farm payments, along with carbon capture funding, and woodland creation.

The continued / ongoing impact of the large reservoirs on flow regime/habitat/WQ/bed material in receiving water body need to be recognised and evaluated with regard to climate change.

Recognise coastal change pressures in Plymouth. Improve linkage between protection in Plymouth and intertidal habitat restoration in Lower Tamar. Stronger strategy. Good example is the successful approach to Cotehele, Tamar Banks and Calstock on the Tamar.

Challenge 5: Plastics pollution

16 What can be done to address plastics pollution in the water environment?

We need to understand where the sources of pollution are and stop the flow of plastic into the catchment. Tamar Catchment Partnership Project – Preventing Plastic Pollution (Plymouth City Council, Plymouth University, Westcountry Rivers Trust, Environment Agency) 2020-2023. Industrial estates, laybys, beaches (Tregantle) Polluter/Manufacturer/ Supplier?

More regulation on manufacturers of single use plastics/ other major pollutants and legislation to back up. Use more natural fibres, British grown e.g. wool, hemp. Provide initiatives to support UK production by farmers could be funded by Government.

Legislation/policy to make it compulsory for washing machine manufacturers to install plastic microfibre filters on all their machines. Whilst government also runs an awareness/educational campaign to ensure filters are not emptied down the drain. Funded by washing machine manufacturers.

Our catchment has more than one local authority and therefore more than one waste management system. The ability to recycle different materials depends on where you live, some places are very limited A national policy supporting a joined-up approach between counties on recycling and processing waste including types of plastic and rubber tires. This could be part funded through a Plastic tax on packaging – especially single use or limited recyclables.

In order to support more successful recycling education and awareness need to be supported, but alongside there needs to be a simplification of the system and different local authorities should be offering the same services or working in partnership to deliver them.

Mixed messages around RRR – reduce, reuse and recycle. Support behavioural changes – recycling rules & regulations. Return to glass bottles (making a comeback in urban areas) with deposit return scheme .

Review any plastic exemptions and find solutions for lack of alternatives for silage plastic wrap & horticultural plastics, domestic waste & plastic, shotgun cartridges and strimmer cord

More research is required to investigate the relationship between INNs and marine plastic

Ban the use of “biodegradable” and non-biodegradable plastic tree guards in tree planting schemes.

17 What actions should the Environment Agency take to reduce plastic pollution?

Fly tipping and littering from moving cars and fly tipping on farmland. Causes pollution and causes unnecessary cost to farmers who must clean up without any support – no financial compensation for cost of disposal, cost of their time, cost of any environmental damage caused.

Reduce the cost and restrictions imposed on visiting local tips. It is often too expensive, or you are limited in how many times you can go, what vehicle you use (e.g. non-commercial van), and being refused if on foot/bike. Limited opening hours also cause issues. If accessing these facilities was made easier there would be less incentive to fly tip. Government and Local Government support to incentive use of local recycling and tip facilities.

Install CCTV in hotspot fly tipping sites (e.g. laybys) and fine offenders using number plates When prosecutions are successful ensure that the money from the fine is used to compensate the farmer for the cost of removal of the materials.

Cigarettes thrown out of moving cars and onto the street in outside pubs/bars – in both cases they are entering rivers via the surface water drains. Regulations on outside smoking areas- ensure minimum distance from surface water drains or put filters in the drain that bar/pub etc are responsible for maintaining. Consider a Yellow fish type awareness campaign for these areas (considering different audiences e.g. bars/pubs). Community service litter picking could be targeted to specific problem areas.

Waste collection services are causing pollution themselves whilst transporting waste collected to the processing/recycling sites. Set higher compulsory industry standards e.g. Lids on cage trucks to prevent materials blowing away in the wind Chelson Meadow Recycling centre, River Plym (Plymouth).

Challenge 6: Pollution from abandoned mines

Question 18 - What can be done to address pollution from abandoned mines?

Nobody is legally responsible for the ongoing pollution from mines which closed before the year 2000. Many of the mines causing pollution in the Tamar catchment closed before 2000. More funding should be given to support further projects like WAMM – Wastewater from abandoned metal mines monitoring programme to inform targeted treatment systems. On the river Tamar this is a major issue south of Launceston where pollution sources are; internal (adits) & external (tailings).

There is a need to identify all sources of pollution and create management plans for all assets predating the 2000 exemption, then prioritise according to pollution, biodiversity trade-off.

Mine issues are significant in Cornwall and Tamar Catchments, but there is no local presence/link to the Coal Authority (closest base in Wales). More funding is needed from the government to support the Coal Authority to work in the south west region and deliver more WAMM projects.

Ensure any new mining activity has an environmental bond (e.g. Lithium).

Funding should come from new and existing mining companies, such as Wolf Minerals.

How can mine materials be removed/ disposed of? Are the soils/tailings exploitable? Could bioremediation play a role? National Government funding is essential for benchmark case studies to explore this area.

Challenge 7: Pollution from agriculture and rural areas

Question - 19 What can be done to address pollution from agriculture and rural areas?

Regulate the intensification of practices e.g. dairy farms, via farm permits. Permitting farms on size and the sensitivity on their soils (then invest the money from permits **locally**).

Silt / soil erosion - improve drainage on land whilst reducing compaction - integrated land management processes.

Question - 20 How can we support the farming sector to excel at innovative solutions which benefit both productivity and the environment? What should these solutions look like?

Agriculture is under significant pressure (driven by the demand for cheap food). The cost of investment required to meet SAFO regulations is significant. Slurry storage is overall not SAFO compliant within the Tamar catchment. Many farms (~1/2) within the catchment are tenanted and without the ability to invest in infrastructure etc. The Government needs to invest more to make slurry management compliant.

There is a need to make farming profitable, the solution could be to increase the commodity price – market-based payments making the consumer pay more.

Understanding the evolving/long term nature of the industry. Solutions need to be on long term time scales, the sector cannot respond to knee jerk actions.

Hazardous material/ plastics – government funding for improved collection and recycling schemes for farms. More grants for silage clamps would reduce the amount of plastic from silage wrap.

Compaction - support farmers with education and resources on how to sustainably manage soil.

A national certification level of farm advice e.g. ADAS – soil management, SAFO regs. An accreditation and British standard for farm advice available to everyone via delivery organisation e.g. NGOs.

Challenge 8: Pollution from towns, cities and transport.

Question 21– What can be done to address pollution from towns cities and transport?

Addressing the lack of understanding from the public about the journey of wastewater through:
- Yellow fish campaigns.
- Promote understanding of water systems.
- Syllabus level education.
- High profile behaviour change programmes

Funding for this should come from developers.

Silt/sedimentation blocking drains on highways. Highways teamwork with rural community or through community service to manage, e.g. in France community service aimed at litter picking and desilting. Transportation sector (operators and manufacturers) contributes to cleaning and maintenance of drains.

Loss of soil from agriculture, sediment contributing to highways run off. Improve sediment management on land to retain channel/culvert capacity on highways e.g. Frogmore Creek (Kingsbridge). Funding source from government and landowners.

Plant more hedges in the catchment to slow flows and clean up water. Hedges provide multiple benefits including binding soils, providing habitat and renewable energy source.

Need enforceable regulation to deal more effectively with sources of sediment particularly from:
- New developments – pre and post construction
- Agriculture
- Transport
- Urban environments

The new Sherford town in the Yealm catchment is seen to be a big source of sediment.

Increased sustainability or legacy is needed for yellow fish campaigns e.g. the yellow fish campaign in Salcombe could do with being sustained.

Working more closely with natural processes at a catchment scale to manage water quantity, flow and levels.

Question 22 – How can sustainable drainage systems and GI be most effectively used to tackle pollution from urban areas? What challenges are there to using them?

Planning policy does not reference the Water Framework Directive. Policy should:
- include better support/insistence on SuDS
- demand improvement not just no deterioration

- Change ruling that SWW must accept sewage when infrastructure not in place or funded Funding to support this should come from local councils – Section 106

Local Planning Authorities do not have resource to check developers and residents complying with planning permission e.g. residents concreting over driveways and green areas. Clear regulations are needed around adoption and responsibility pre, during and post construction. Build responsibility into title deed. Improved alignment between NPPF, RBMP, FRMP, DWMP. Developers should pay for enforcement and post construction maintenance of SuDS.

Challenge 9: Pollution from water industry wastewater

Question 23 – What can be done to address pollution from water industry wastewater?

Are the models for regulating/incentivising the wastewater industry correct?

- Current regulation is perceived to be acting as an 'enabler' as opposed to providing an exemption.
- Stricter/tighter permitting.
- Remove any discharges from private systems i.e. pumped out and transported for treatment.

A lot of wastewater impacts take place on water bodies are classified as good or moderate. Do not restrict Water Environment Improvement Fund to failing water bodies; we need to invest to sustain those that are already add good status/potential, e.g. Walkham stream, Tavy.

SWW appear to be under pressure to connect their assets to new developments without having adequate capacity leading to pollution. Legal right should be given to refuse to connect. A greater alignment with sewage undertaking and National Planning Policy Framework in favour of the water company. Increase 5 year strategic infrastructure plan – longer term to deal with predicted and/or planned growth. Example – Sherwood development.
Developer pays for additional infrastructure. House-buyer pays via long term lease associated with property.

Question 24 – What opportunities exist for water companies to collaborate with other sectors and organisations on measures to improve the water environment?

Recreational users with permission to access the river often become ill with norovirus type sickness after using the water in certain area of the catchment. There appears to be little information available around current, predicted or even historic pollution incidents. South West Water explained in our workshop:

- 33% RNAGs in the Tamar Catchment apportioned to wastewater also includes septic tanks and off-grid systems.
- All discharges a permitted via the EP2010 and the EA
- SWW build investment plan based on WINEP: (level of investment depends on income from water bills).
- SWW region has many low-income customers
- Information on performance against permits available from SWW and EA on request

Opportunity - Develop a real-time and predictive system like Surfers Against Sewage App for Bathing Waters pollution information for inland rivers around accessible water bodies used recreationally. A collaborative project between EA, business, recreational NGO's to raise money through levies.

Tourism influxes must place a pressure on all wastewater infrastructure. Has existing infrastructure allowed for worst case climate change scenarios when maximum capacity determined? Introduce a tourist tax for Devon and Cornwall to contribute to improving and sustaining the environment. For example Portugal charges a 10 Euro tax per visit; Spain also doing the same. Visitors to the area that do not have a permanent residence in Devon and Cornwall.

How can we check private systems? How aware are homeowners made aware of their responsibilities under the General Binding Rules? How are these enforced across such many users?

- Clearer advice targeting septic tank and private system owners.
- Obtain records from companies confirming annual de-sludging.
- Greater enforcement and compliance checks on higher risk water bodies.

Contribution from permits and fines. Annual discharge fee comparable to standing charge but to the environment as opposed to private water company. Exemptions based on means testing.

Lack of awareness and enforcement around what residents and businesses dispose of down the drain. More campaigns such as 3 x P's Sustainability be made a priority over convenience, example – Wembury. Funding source – water company and product manufacturers and retailers.