

Water UK Sustainability Indicators

KEY: No Change ► Increase ▲ Decrease ▼

Our industry sector produces aggregate sustainability indicators annually through the Water UK Sustainable Development Network. A selection of these is shown below for the latest reported data, 2003-2004. Alongside we have benchmarked our company results for both 2003-2004 and 2004-2005 reporting years. These indicators should be interpreted in the context of industry confidence levels (not all of those printed are based on 100% data across our industry sector). For further information on this and other aspects of the indicators please go to Water UK's report Towards Sustainability 2003-2004, at www.water.org.uk.

Water UK Sustainability Indicator	UK Progress Towards Sustainability	UK 2003-2004	SW 2003-2004	SW 2004-2005
Governance				
Number of operators with management systems for sustainability:				
Environment	►	20	Yes	Yes
Quality		20	Yes	Yes
Health and Safety		24	Yes	Yes
Convictions (total number)	▲	71	9	15
Environment				
Sludge management: (% reused)	▲	77	96	93
Energy used per million litres water supplied (kWh)	▼	663	781	801
Energy used per million litres wastewater treated (kWh)	▲	645	613*	622*
Renewable energy as percentage of total energy used (%)	▼	6.1	0.91	0.96
Carbon dioxide fixed site emissions (tonnes/head of population served)	►	0.057	0.040	0.039
Carbon dioxide road transport emissions (tonnes/head of population served)	▼	0.0026	0.00126	0.00162
Compliance with abstraction licences:				
(Number of exceedences)	▼	512	6	5
(Total water abstracted in excess of licensed volume, million litres)		3,750	5.6	106
Rivers in Environment Agency classes 'good to fair' % for:				
Chemical water quality	►	95	90	N/A
Biological water quality	►	95**	N/A	N/A
Designated bathing waters. % achieving:				
Mandatory European standards	►	98	100	98.7
Guideline European standards	►	75	77.2	69.6
Society				
Security of supply index score	▲	100 to -24	28	51
Water demand:				
Domestic water demand (litres/person/day)	▼	150.3	162	157
Total water consumed domestic and non-domestic (million litres/day)	►	12,886	497	485
Tests complying with drinking water standards (%)	►	99.825	99.86	99.89
Workplace				
Employee turnover rate (%)	▼	9.7	6.8	7.9
Workforce with access to formal bargaining arrangements (%)	►	98.6	100	100
Working environment – average days lost through sickness (days/person/year)	▼	9.3	9.3	8.9
Infrastructure				
Properties with low pressure supply	▲	23,408	537	502
Performance of supply infrastructure – interruptions to supply:				
number of properties	▲	845,350	24,457	19,716
% of properties	▲	3.69	2.41	1.92
Population served by wastewater treatment works meeting numerical standards (%)	▲	93.7	99.9	99.9
Sewer Flooding:				
Properties at risk of flooding (%)	►	0.047	0.028	0.027
Properties flooded (%)	►	0.016	0.013	0.016
Actual leakage – total volumes lost from supply (million litres/day)	▼	5,023	91.6	91.6








* These figures include a factor for infiltration, this is largely leakage of groundwater.

** This figure is based on the latest Environment Agency biological quality data for 2000.







N/A = Not available.

Performance Targets







For further detail see our full performance report at www.southernwater.co.uk/sustainability

CALENDAR YEAR PERFORMANCE TARGETS					
	2002 progress	2003 progress	2004 target	2004 progress	2005 target
WATER	Water Quality				
	Zero treatment works failing. Target reached.	Zero treatment works failing. Target reached.	Zero treatment works failing coliform standard with enforcement action.	Target met. 	Zero treatment works failing coliform standard resulting in enforcement action.
	Zero service reservoirs failing. Target reached.	Zero service reservoirs failing. Target reached.	Zero service reservoirs failing coliform standard with enforcement action.	Target met. 	Zero service reservoirs failing coliform standard resulting in enforcement action.
	99.8%	99.5%	99.7% of customer taps samples with no coliforms.	99.8% Target met. 	Maintain target.
WASTES	Wastewater Quality				
	91%	86%	95% population equivalent served by Water Resources Act compliant works.	99.9% (look up table sanitary substances only). 	Maintain target.
				76.4% (look up table sanitary substances, including Upper Tier sanitary and non sanitary substances). 	
	98%	96.9%	95% population equivalent served by Urban Waste Water Treatment Directive compliant works.	91.7% 	Maintain target.
Bathing Water Quality					
98.7% Defra report 99% for the Southern region and 98% for the UK.	100%	95% Bathing waters compliant with mandatory standard of EU Bathing Waters Directive.	98.7% Defra report 99% for the Southern region and 98% for the UK. 	Maintain target.	

KEY: Target met  In progress  Target not met  Not applicable 










FINANCIAL YEAR PERFORMANCE TARGETS					
	2002-2003 progress	2003-2004 progress	2004-2005 target	2004-2005 progress	2005-2006 target
WATER	Water Quality				
	99.8%	99.8%	Physico-chemical compliance customer taps 99.8% compliant.	99.9% Target met. 	Maintain target.
	Water Resources				
	Completed audit of meters at abstraction points.	Water production management tool target deferred. Informal source optimisation has taken place as a pre-cursor to the successful future delivery of the production tool.	Implement optimal refill operations at key reservoir refill sites within the Bewl-Darwell system.	Target met. 	Implement company policy on abstraction alarms and auto shut-downs on all our groundwater sources.
			Implement groundwater monitoring at priority sites across the region.	Target met. 	
					Increase water available for use to 697.6 MI/day.
	Water Efficiency				
	Established a data set of our sites where water consumption was recorded. Introduced and maintained water efficiency measures in our offices and in project planning	Internal water use data for wastewater sites serving a population equivalent above 25,000 input to our Optima6 management system.	Undertake quarterly reporting to compare water use between sites serving populations above 25,000.	Annual reporting complete and 207.8 megalitres of water savings delivered over 2004-2005. 	Identify 200,000 m ³ /year water savings from sites.
			Carry out audits of sites with high water consumption compared to the populations they serve, and on sites with deteriorating trends in consumption.	Target met. 	
					Install 7,136 meters in households in areas of deficit water supply. Increase to 30.3% the ratio of households metered. Maintain total leakage at 92MI/day.
WASTES	Wastewater Quality				
		220 completed to the end of 2003-2004.	Install flow monitoring devices on 355 wastewater treatment works by April 2005.	351 completed to the end of March 2005. 	93.2% intermittent discharges satisfactory (protecting river and bathing water quality).
		209 turbidity monitors installed and monitored.			
				Reduce Category 1 and 2 pollution incidents by 10%.	

Performance Targets

	2002-2003 progress	2003-2004 progress	2004-2005 target	2004-2005 progress	2005-2006 target
WASTES	Waste Management				
	Target to develop company wide waste exchange not completed, emphasis placed instead on waste minimisation. A gap analysis for waste recycling and minimisation was produced.	Two targets withdrawn in year due to operational changes.	Develop integrated waste framework agreement for efficient management of waste streams.	Target met. 	Implement an integrated waste data recording system.
	Highest waste producing sites identified for grits and screenings. The potential for efficiency savings is being taken forward.	Grits and screenings composting research and development project completed.	95% sewage sludge produced as biosolids recycled to land (agriculture).	Target met. 	Maintain target.
	Target met.	One prosecution for failing to prevent the escape of controlled waste.	Zero prosecutions for waste management offences.	Target met. 	Maintain target.
ENERGY AND ATMOSPHERE	Energy				
	Flow data for 16 water supply and 12 wastewater treatment sites added to energy management system. Water supply pumping system efficiency study under way.	Users, auditors and estimators set up and active on the energy management system. We improved efficiency at a number of sites. Our efficiency study monitors 74 sites.	Carry out water and wastewater works optimisation to save 400 megawatt hours.	Achieved power saving of 1,178 megawatt hours. 	Investigate minimisation of energy consumption in wastewater operations.
	Seven (target ten) wastewater sites showed energy efficiency improvements compared with 2001-2002. Biogas fuelled microturbine trial planned. Working to install intelligent motor control units to regulate pump electricity.	A total of 114 sites monitored to enable energy efficiencies to be carried out. Feasibility study carried out into the opportunities for energy generation from wind at our sites.	Deliver four new biogas fuelled Combined Heat and Power (CHP) electricity generation systems.	Four new CHP systems installed and brought on-line during 2004. 	Reduce imports of brown electricity (fossil-fuel generated) via delivery of CHP.
	Air				
Operational reports produced in a shared location for key wastewater process employees.	Training carried out on operation and maintenance of an odour treatment technology with operational staff.	Develop periodic Regional Control Programme for the maintenance of odour control units to ensure efficient and effective operation.	Information on odour control units has been gathered and will be implemented into a controlled maintenance programme during 2005-2006. 	Develop odour management guidance to specific timescale criteria for responding to customers.	











Performance Targets

KEY: Target met  In progress  Target not met  Not applicable 

	2002-2003 progress	2003-2004 progress	2004-2005 target	2004-2005 progress	2005-2006 target
ENERGY AND ATMOSPHERE	Transport				
	Alternative methods of transport target incomplete. Videoconferencing facilities are in use at our headquarters.		Continue to assess the benefits of alternative fuels.	Trial of a hybrid vehicle has commenced and we are reviewing liquid petroleum gas as a fuel option. 	Assess the benefits of alternative fuel-powered vehicles.
MATERIALS AND RESOURCES	Materials and Resources				
	Completed target of six procurement audits.	Procurement audits of preferred contractors completed for key contractors.	Continue to assess key contracts and undertake risk-based comparative procurement audits of key framework suppliers.	Target met. 	Maintain target.
	Identified sites where major chemicals stored and used. Detailed major chemicals used. Implemented a system for reporting chemical use and supply for water supply works, work under way for wastewater.	Study completed to review consumption of dosed chemicals at wastewater treatment works.	Undertake audits to optimise chemical use at major surface water supply works.	Target met. 	Maintain target.
		Audits undertaken to optimise chemical use at major surface water supply works.	Conduct a review of all chemical contracts and chemical use across the business.	Target met. 	
		Chemical use data for wastewater treatment works enhanced.	Maintain and further develop chemical use database.	Monitoring updates continue, spreadsheet methodology sufficient to meet need. 	
	Established measurable indicators to compare chemical and oil use between sites for water supply works.	Oil use monitored across water supply sites.	Monitor oil use between water supply works.	Target met. 	
Optimise chemical dosage at all newly commissioned sites following takeover.			Several sites have been optimised, this target is ongoing. 	Maintain target.	
LAND, CONSERVATION, ACCESS & RECREATION	Land, Conservation, Access and Recreation				
	Integrated generic risk data into our Environmental Geographic Information System (EGIS).	Procedures established for using and updating risk data to EGIS.	Develop technical guidance notes for environmental screenings on contaminated land.	Target superseded as the new Single Entity Contractor is responsible for environmental screenings on contaminated land. 	
	Conservation management plans completed for 40 most sensitive sites. Trial biodiversity index incomplete.	Desk-based phase of status review of designated landholdings completed.	Undertake survey of Biodiversity Action Plan priority species (butterfly) at Powdermill and Darwell reservoirs.	Target met. 	Develop a Sites of Special Scientific Interest (SSSI) land management plan.
Analysis of Environmental Geographic Information System site data identified key habitats and species on our sites.	18 barn owl boxes erected.				

Performance Targets

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	2002-2003 progress	2003-2004 progress	2004-2005 target	2004-2005 progress	2005-2006 target
COMMUNITY, EDUCATION AND SKILLSHARING	Community				
					Remove 51 properties from the internal flooding at risk register.
	Total of 148 WaterWise community talks were given over the year.	80 WaterWise talks given to community groups in our region.	Maintain WaterWise talks programme.	Target met. 	Maintain target.
	2002 Drips in Schools play toured 39 schools reaching some 4,500 pupils in our region.	Water efficiency programme in schools continued.	Create water efficient gardens at three locations.	Target met. 	Continue to promote water efficiency for home and garden.
	System introduced to record environmental initiatives supported.	Continued to support employee fundraising activities and community initiatives for our region.	Promote water efficiency at 15 public events.	Target met. 	
		Water efficient home and garden promotions continued.	Continue to promote water efficient gardening.	Target met. 	
	Education				
	Education service: 32 general information packs 30 schools packs 26 CD-rom sent 12 school water audits completed.	15 schools received water audits from our employees and 110 water audit packs sent out on request.	Send water efficiency newsletter to all primary, secondary and sixth form schools in our region every term.	Target met. 	Provide further training for school speakers. Achieve 50 school talks by March 2006.
					Provide subsidised drinking water bottles for school children.
	We continued to support employee fundraising activities and community-based charities.	Continued to seek partner funding for our Learn to Swim scheme.	Continue to support Learn to Swim scheme.	Target met 	Maintain target.
Employees and Health and Safety					
100% achieved across the business.	Target met.	100% site safety/ workplace inspections of total planned by department manager.	100% 	100% site safety/ workplace inspections of total planned by department manager.	
100% delivery (100% target) and 84% delegate attendance rate (90% target).	87% delegate attendance rate of H&S training as a percentage of delegates proposed to attend.	100% of training delivered as a percentage of training identified in the Annual Training Plan.	92.5% 	90% of training delivered as a percentage of formal training identified in the Annual Training Plan.	
		95% of training attended as a percentage of total delegates proposed to attend.	95% highest attendance rate. 91% average attendance rate. 	90% of training attended as a percentage of the total number of delegates expected.	
	Employee and management Business Involvement Groups (BIGS) established company wide.	Maintain BIGS process to consider issues that go across the business.	Target met. 	Maintain Business Involvement Groups process.	
	Various aspects of Human Resources Integrated Framework (HRIF) introduced throughout the year with more planned.	Continue to implement the HRIF for employees.	Target met. 	Carry out full employee welfare opinion census and review results.	
EMPLOYEES					