



Flourishing environment

The natural environment is the foundation of our business and the broader regional economy. To ensure the long-term sustainability of our business, our operations must enhance rather than degrade the environment.

To meet this outcome...

We must take a proactive approach to managing environmental pressures that takes into account the long-term impacts of climate change and population growth.

Performance highlights:

- Committed to biodiversity net gain for capital investment and land management activities
- Facilitated important research and conference on nightingales with the British Trust for Ornithology
- Biodiversity baseline created for all Anglian Water sites
- Studies into bathing water carried out with the Centre for Research into Environment and Health
- 168 sewer blockages prevented using 'missing sewage' alarms

Biodiversity

This measures the percentage of our SSSIs by area that are judged to be in favourable condition by Natural England



Target by 2019/20:

>50%

Actual:

99%

Bathing waters

These are the EU Bathing Water Directive classifications for bathing waters in our region



Excellent

30

Good

13

Sufficient

5

Poor

1

Target:

33

Excellent

Pollution incidents

This is the total number of pollution incidents classed as Category 3 by the Environment Agency



Target by 2019/20:

298

Actual:

254

Environmental compliance

Water

Number of schemes completed to comply with environmental obligations

Target and actual schemes by 2020:

16

Wastewater

Number of schemes completed to comply with environmental obligations

Target and actual schemes by 2020:

81



Biodiversity

We own about 7,000 hectares of land, much of it important for wildlife. This includes 49 Sites of Special Scientific Interest (SSSI) and 154 Local Wildlife Sites. Our Biodiversity Strategy, written in 2016, set out our plan of action to protect and enhance wildlife on our sites and across the region. Most of the actions in the plan have been met, with the remaining to be completed by March 2021.

We completed a biodiversity baseline of all Anglian Water operational sites so we can meet our commitment for a measurable increase in biodiversity resulting from our construction and land management activities in our next business plan period 2020–2025.

Engaging with farmers and landowners

We continue to work with farmers and the wider agriculture sector across the region to protect water quality. Improving water quality at source, as opposed to relying on treatment solutions, is more cost effective for our customers but also affords wider environmental and social benefits.

Speaking to farmers face to face is one of the most important things we do, with more than 270 farm visits in the past year. We discussed everything from pesticide and nutrient management plans to new investments in infrastructure and schemes to better protect the local environment.

At technical training events and shows, we shared our messages with more than 6,500 farmers across the region, covering a wide range of topics ranging from equipment maintenance and farmyard safety to livestock welfare and soil health.

Healthy soil, healthy water

Soil health is a key part of the Government's Agriculture Bill; over the past year we have already taken a lead, partnering with the UK Soil Health Initiative at a strategic level while still engaging at a practical level with local farmers. We offered more than 100 farmers a free soil health assessment and held a series of soil health best practice workshops.

Protecting our rivers and beaches

The RiverCare and BeachCare programme is our long-term partnership with Keep Britain Tidy to empower communities to look after their local environment. There are now 50 established volunteer groups looking after stretches of river and beach across our region.

Striving for excellence

Protecting the quality of bathing waters is of huge importance, both to the environment and to the coastal economy. Our Coastal Water Protection team works with councils, the Environment Agency, local businesses and residents' groups to identify and address sources

of pollution. Bathing waters are classified against four standards: Excellent (required for Blue Flag awards), Good, Sufficient and Poor. Results are based on a four-year average to make the data more representative. Our priority remains to improve the quality of all bathing waters in our region to 'Excellent', as well as stabilising those already rated as 'Excellent'. Compared to last year we have dropped in the number of 'Excellent' classified bathing waters in our region from 32 down to 30, although one beach, Walton, improved from 'Good' to 'Excellent'.

The drops in classification down to 'Good' occurred at Cleethorpes, Humberston Fitties and Ingoldmells South. All three bathing waters are in Lincolnshire, and results were impacted by samples taken in June 2019, during what the Met Office described as "one of the most significant rainfall June rainfall events across Lincolnshire of the last 50+ years". This change in classification is currently subject to judicial review in a case brought on behalf of Anglian Water.

Preventing pollution

We continue to strive to reduce the number of pollution incidents we see each year. This has been a challenging year. Our ODI target was to have no more than 298 incidents for the year 2019/20. This year resulted in a performance of 254 incidents. We have had two Category 1 incidents and 12 Category 2 incidents (10 relating to wastewater and two to water) for 2019. The majority (64 per cent) of these serious pollutions were self-reported. Overall in 2019, 71 per cent of our pollution events were identified and reported by our own staff, rather than a customer. Our target is more than 80 per cent in 2020, and we are on track to deliver this.

Our AMP7 plan for pollution reduction is set out in our Pollution Incident Reduction Plan, which will be submitted to the Environment Agency this summer.

Our proactive approach

In addition to our training activities above, we have prevented 168 pollutions using 'missing sewage' alarms. These use analytic intelligence to identify the current flows passing through our assets, highlighting if no flow is passing so that we can investigate and minimise environmental impact by resolving any issues promptly. This enables us to take a proactive approach to pollution prevention.

We have installed more than 100 pressure monitors on our rising mains; this has allowed us to monitor our assets to proactively prevent any burst rising mains, avoiding nine pollutions in 2019.

We continue to run our Pollution Watch campaign to raise public awareness about the causes of sewage and water pollution, the impact it has and the signs to look out for.

We are collaborating with Keep Britain Tidy, RiverCare and BeachCare, along with Connect Right, to ensure we are doing all we can to prevent and highlight pollutions.