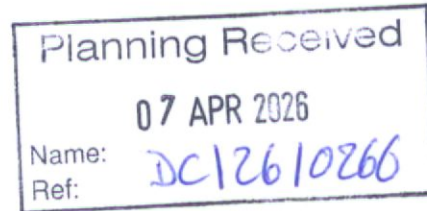


The Walled House
The Street, Thakeham
RH20 3EP

2nd April 2026

For the Attention of Sam Whitehouse

By E-mail and Post



Dear Sir/Madam

**Comments on Planning Application No. DC/26/0266 – Thakeham Mushrooms,
Storrington Road, Thakeham, Pulborough RH20 3DY**

I wish to object to this Planning Application on the following grounds: -

1) Overloaded of the Existing Sewage/Wastewater Treatment Infrastructure.

The sewage from this proposed development is likely to be treated at the Storrington Wastewater Treatment Plant located close to and discharging into the river Stor.

It is clear that Bellway from information contained in their first application for this site intend to seek up to 600 dwellings on the site. They drilled a borehole to augment the existing borehole provided for the mushroom farm before the initial Planning Application ref DC 23/2352.

The ability of the two boreholes together are confirmed by the consultant appointed by Bellway to be capable of serving 600 dwellings.

This current application should therefore be considered as an attempt to establish the principle of gaining P/P for dwellings on this site, followed by further applications for up to 600 dwellings. Therefore, the Local Planning Authority must assess the cumulative impact of the whole site's development potential when considering this application.

The Water Directive Framework and associated Regulations/Directions introduced standards for Phosphorus (Orthophosphates PO4 3-) in UK Rivers.

These standards are as follows: -

- High Ecological Value – Less than 0.077 ppm
- Good Ecological Status - Between 0.077 to 0.306 ppm
- Moderate/Poor – Greater than 0.306 ppm

A Citizen Science project being undertaken by the Western Sussex Rivers Trust has identified very high Phosphate readings downstream of the Storrington Wastewater Treatment Plant outfall, whilst upstream Phosphate readings in the river above the outfall show more normal Phosphate readings generally in the high & good ecological status bands (with a small number of exceptions).

The data collection started on the 31.01.2024 and is ongoing as of today's date.

Based on the citizen science project data we have prepared a table (which is attached) highlighting both the upstream and downstream phosphate levels. As can be seen the downstream phosphate levels are consistently very high.

The data suggests that the existing wastewater treatment plant on the Stor is already overloaded.

Southern Waters current 'Clean Rivers & Seas Plan' states the following for the Storrington Wastewater Treatment Plant [our highlighting in red and comments in italics] : -

Storrington Wastewater Treatment Works

Work status:

To be planned for after 2030

Regulatory deadline:

After 2030

Total estimated costs:

£4.05 million

What causes storm overflows here:

Too much rainwater getting into the sewers

Planned solutions:

We will implement a range of solutions which will likely include:

- Increased and optimised storage capacity.

- We estimate we need to manage approximately 2.1 hectares of impermeable land in the area. We'll work with partners to install sustainable drainage systems (SuDS) in communities ranging from engineering solutions to planting trees and installing rain gardens. This will include installing at least 177 household water butts and similar solutions for businesses and public buildings.

*[NB: Use of the word **Likely** suggests no firm plans have been formulated or agreed by SWA at this stage !]*

Site of interest:

- **No.** *(see note 1 below)*

Average annual releases from overflow (2020-2021):

- We use data from 2020-2021 for average releases for regulatory reasons. *(see Note 1 below).*

*[**Note 1:** We find this 'site of interest' categorisation as very strange considering that the Stor flows into the Arun which adjoins, The Arun Valley Special Protection Area (SPA), Special Area of Conservation (SAC) and Ramsar (designated wetland), and Pulborough Brooks SSSI.*

The Brooks are noted as being of outstanding importance for breeding and over-wintering bird communities nationally & internationally.

We have spoken to staff at The Brooks RSPB reserve, and they have confirmed that in the winter the Arun overflows its banks into the Brooks on a number of occasions bringing with it any pollution (including sewage) that may at that time be in the river. This possesses a significant risk to this SPA/SAC/Ramsar/SSSI site.

Southern Water identify above that too much rainwater entering the sewers is a big part of the problem and this will occur during the wettest time of the year ie the winter when the rivers will also be at their peak. To solve this problem requires in part additional storage capacity to the Wastewater treatment Plant. (Planned AFTER 2030).

If we take into account the other SWA assets that also have wastewater outflows into the Arun close to The Brooks and have been shown to discharge high levels of untreated or partially treated sewage into the Arun in winter, such as Fittleworth/Pulborough & Bury, the chances of serious impacts on the wildlife in The Brooks is high.

In addition, according to SWA's own press releases (paraphrased) "This has been the wettest start to the year on record. Groundwater has been at extreme levels. With the ground being saturated and aquifers full, we have had to take extreme measure to protect homes & businesses with the use of 130 tankers across 30 sites being used".

Partially treated or untreated sewage releases can therefore be expected to have been high over this winter with river water levels very high as a result of the excessive rainfall. This only emphasises that The Brooks is at risk.

SWA Rainfall Statistics 2025/2026 (Dec to Feb)

Dec 25 – 97% of the annual average

*Jan 26 – **215%** of the annual average*

*February – **200%** of the annual average*

*These statistics are startling, yet SWA state above that they use **Average Annual Releases from Overflows during 2020 to 2021**, to assess the upgrading works required to the Storrington Wastewater treatment Plant in order to meet regulatory requirements !*

It is clear that Climate Change is making rainfall levels far more difficult to predict and SWA are not taking this into account if they use outdated data as a threshold for deciding what improvements to undertake.

Antibiotic Resistant E-Coli/Coliform Bacteria.

Recent research has highlighted that where sewage treatment plants are overwhelmed by ingress of rainwater to sewers due to high water tables in sub-soil & leaky pipes (or where the sewage treatment works is in need of upgrading) and discharges occur of sewage containing E-Coli and antibiotics into rivers, that antibiotic resistant E-Coli and other coliform bacteria are likely to arise.

The research also suggests that this problem is likely to be widespread and is a serious risk to human health and indeed wildlife.

Water Authorities are only required to test for E-Coli/other Coliform Bacteria in wastewater outflows to rivers & seas where there are designated bathing areas on the rivers or beaches.

Other work by a Citizen Science project on The Rother and elsewhere (ie River Action Network) using Fluidion onsite sampling E-Coli testing kits have found high levels of E-Coli in rivers downstream from sewage outfalls.

Again, this should be factored in and considered a risk for The Brooks and the important wildlife using this protected site.]

2. Unsustainable Location, Car Dependency and Highway Impact

Thakeham's rural location, limited services and lack of public transport mean future residents would be heavily dependent on private cars, contrary to NPPF sustainability objectives and Active Travel England principles. Everyday needs cannot realistically be met without car ownership, as walking and cycling are unsafe and public transport is effectively absent. In addition, the local road network is narrow, rural in nature and already congested at peak times, with poor maintenance and access focused on a single main route. Any increase in traffic would raise significant concerns regarding highway safety and capacity.

3. Highway safety- Pedestrian and cyclist safety etc.

The proposal would add to existing congestion from recent developments, and the applicant has not shown that the local highway network can safely support further growth, especially if later phases are also pursued as is suspected (as noted in reasons for objection 1 above). Concerns also remain about pedestrian, cyclist and emergency vehicle access. In addition, local GP services are already under strain, with limited appointments and long waits, and there is no clear evidence that extra healthcare capacity would be provided alongside the development.

4. Education

Local schools are already at capacity, and access from the site would rely on private vehicles due to their location, adding to peak-time traffic congestion.

5. Cumulative Impact of Piecemeal Development of this Site.

Granting permission in phases without clarity on the site's full development risks undermining proper infrastructure planning and altering the character of the rural settlement beyond Local Plan intentions.

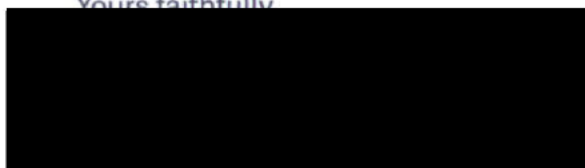
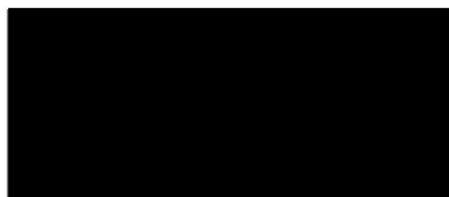
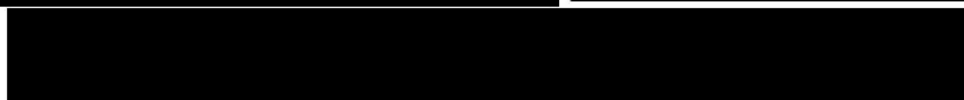
Incremental, piecemeal approvals should not proceed without a comprehensive masterplan.

Local housing demand is already being met, with recent developments slow to sell, suggesting overdevelopment and limited local need. Therefore, any housing provided risks being occupied by people from outside the village. In addition continued expansion risks market imbalance and places unsustainable pressure on highways, infrastructure and community services.

Conclusion

For the reasons outlined above I object to this proposal.

Yours faithfully,

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Encs

CITIZEN SCIENCE : DATA ANALYSIS - STORRINGTON WASTE WATER TREATMENT PLANT, DOWNSTREAM OF OUTFALL UPSTREAM OF OUTFALL - PHOSPHATE READINGS [Period of Data Analysis 31.01.2024 to 02.03.2026].

[Based on Data from the Western Sussex Rivers Trust (WSRT) - River Guardians Project] **THE HIGH DOWNSTREAM & GENERALLY LOW UPSTREAM READINGS INDICATE THAT THE MOST LIKELY CAUSE OF THE HIGH PHOSPHATE READINGS IS PARTIALLY OR UNTREATED SEWAGE.**

Annual Monitoring Report																	0.306
Recorded: Date	Recorded: Time	Status	River/Stream	Site Name	Location: NGR	Waterbody Type: Selected	Rain in Last 24 Hours	Pollution Sources: Selected: None	Pollution Sources: Selected: Outfall Discharging	Pollution Sources: Selected: Outfall Not Discharging	Pollution Sources: Selected: Outfall Causing Odour	Pollution Sources: Selected: Outfall Causing Discolouration	Water Quality Tested?	Actual Tested Phosphate Reading PO4 (ppm)	Phosphate Readings : High Ecological Status = Less Than 0.077 ppm. Good Ecological Status = 0.077-0.306 ppm. Moderate to Poor Ecological Status = Greater than 0.306ppm	Percentage above Moderate to Poor Ecological Status limit of 0.306 ppm	Notes:
02/03/2026	15:00	Complete	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.13			
02/03/2026	14:30	Complete	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.12			
24/12/2025	15:45	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.32	YES Downstream of outfall	4.58%	
24/12/2025	15:30	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.56	No Upstream of outfall	83.01%	(See Note 1)
30/11/2025	15:30	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	FALSE	TRUE	TRUE	TRUE	TRUE	TRUE	0.9	YES Downstream of outfall	194.12%	
30/11/2025	15:15	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.18			
09/09/2025	18:00	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	FALSE	FALSE	TRUE	FALSE	FALSE	TRUE	0.9	YES Downstream of outfall	194.12%	
09/09/2025	17:45	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.14			
29/07/2025	18:30	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.9	YES Downstream of outfall	194.12%	
29/07/2025	18:15	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.27			
30/06/2025	18:00	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.9	YES Downstream of outfall	194.12%	
30/06/2025	17:30	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.29			
10/05/2025	17:45	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	2.9	YES Downstream of outfall	847.71%	
10/05/2025	17:15	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.21			
12/04/2025	17:15	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	2.4	YES Downstream of outfall	684.31%	
12/04/2025	17:00	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.07			
09/03/2025	11:45	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	1.9	YES Downstream of outfall	520.92%	
09/03/2025	11:30	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.24			
22/02/2025	10:15	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	Heavy or Prolonged Rain	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	1.06	YES Downstream of outfall	246.41%	
22/02/2025	10:00	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	Heavy or Prolonged Rain	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.25			
31/12/2024	14:15	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	8	YES Downstream of outfall	1533.99%	
31/12/2024	14:00	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.06			
10/11/2024	12:00	Approved	Stor	River Stor at Frelands	TQ 07292 15581	Stream	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	0.08			
10/11/2024	11:30	Approved	River Stor	Stor downstream of sewage outlet	TQ 07522 15432	Stream	None	FALSE	FALSE	TRUE	FALSE	TRUE	TRUE	12.2	YES Downstream of outfall	3886.93%	(See Note 4)
10/11/2024	11:15	Approved	River Stor	Stor upstream of sewage outlet	TQ 07539 15399	Stream	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	0.18			

CITIZEN SCIENCE : DATA ANALYSIS - STORRINGTON WASTE WATER TREATMENT PLANT, DOWNSTREAM OF OUTFALL UPSTREAM OF OUTFALL - PHOSPHATE READINGS [Period of Data Analysis 31.01.2024 to 02.03.2026].

[Based on Data from the Western Sussex Rivers Trust (WSRT) - River Guardians Project] **THE HIGH DOWNSTREAM & GENERALLY LOW UPSTREAM READINGS INDICATE THAT THE MOST LIKELY CAUSE OF THE HIGH PHOSPHATE READINGS IS PARTIALLY OR UNTREATED SEWAGE.**

															0.306		Notes:
Recorded: Date	Recorded: Time	Status	River/Stream	Site Name	Location: NGR	Waterbody Type: Selected	Rain in Last 24 Hours	Pollution Sources: Selected: None	Pollution Sources: Selected: Outfall Discharging	Pollution Sources: Selected: Outfall Not Discharging	Pollution Sources: Selected: Outfall Causing Odour	Pollution Sources: Selected: Outfall Causing Discolouration	Water Quality Tested?	Actual Tested Phosphate Reading PO4 (ppm)	Phosphate Readings : High Ecological Status = Less Than 0.077 ppm. Good Ecological Status = 0.077-0.306 ppm. Moderate to Poor Ecological Status = Greater than 0.306ppm	Percentage above Moderate to Poor Ecological Status limit of 0.306 ppm	
08/11/2024	16:45	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	8.4	YES Downstream of outfall	2645.10%	
03/11/2024	12:00	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	2.5	YES Downstream of outfall	716.99%	
03/11/2024	11:30	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	0.09			
12/08/2024	10:15	Approved	River Stor	Stor downstream of sewage outlet	TQ 07522 15432	Stream	None	FALSE	FALSE	FALSE	FALSE	TRUE	TRUE	2.5	YES Downstream of outfall	716.99%	
12/08/2024	10:00	Approved	River Stor	Stor upstream of sewage outlet	TQ 07529 15421	Stream	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	0.46	No Upstream of outfall	50.33%	(See Note 1)
18/09/2024	17:45	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	2.35	YES Downstream of outfall	667.97%	
18/09/2024	17:15	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	FALSE	FALSE	FALSE	FALSE	FALSE	TRUE	0.81	No Upstream of outfall	164.71%	(See Note 1)
11/08/2024	19:15	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	2.5	YES Downstream of outfall	716.99%	
11/08/2024	19:00	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	0.23			
24/05/2024	16:00	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	2.5	YES Downstream of outfall	716.99%	
24/05/2024	15:45	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	0.16			
07/04/2024	17:45	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	2.5	YES Downstream of outfall	716.99%	
07/04/2024	17:30	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	0.12			
10/03/2024	09:45	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	Heavy or Prolonged Rain	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	1.61	YES Downstream of outfall	426.14%	
10/03/2024	09:30	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	Heavy or Prolonged Rain	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	0.02			
31/01/2024	14:26	Approved	Stor	Downstream from Stor Water Treatment Works	TQ 07465 15742	Stream	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	2.5	YES Downstream of outfall	716.99%	
31/01/2024	14:07	Approved	Stor	Between Hurston Lane bridges	TQ 07479 15757	River	None	TRUE	FALSE	FALSE	FALSE	FALSE	TRUE	0.11			

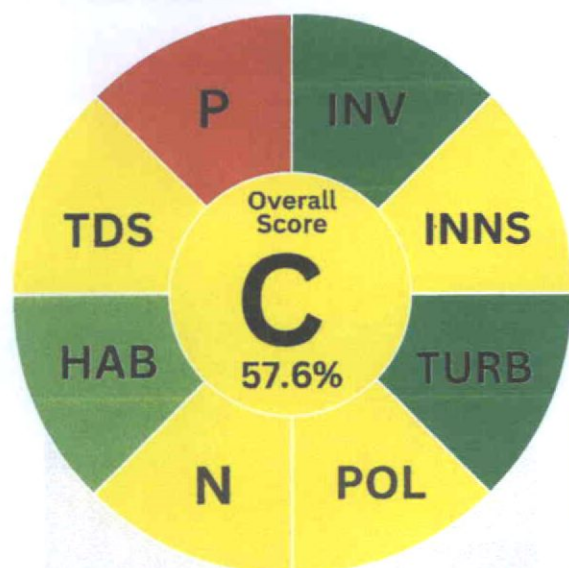
Note 1 NB : The upstream readings have been taken in relatively close proximity to the downstream. It may be possible that the small number of upstream results that are above the Moderate/Poor limit may be due to upstream mixing from the outfall.

Note 2 [REDACTED] Denotes example readings taken downstream and upstream of the Stor Water treatment Works on the same day and within max 20 mins of each other - [PLEASE NOTE NOT ALL EXAMPLES ARE HIGHLIGHTED].

Note 3 Phosphate Readings taken with the Hanna Phosphate Colorimeters:- Normal Range & Upper Range meters/Reagents used to suit initial readings obtained on the normal range meter/reagents. NB meters accurate to +/- 0.04ppm

Note 4 42 No. Phosphate Readings were taken and of these readings 20 No. (Almost 50%) indicated that the River Stor below the waste water treatment works outfall contained high levels of Phosphates. As a result the of the very high Phosphate readings The River Stor below the outfall has been rated Very Poor on the WSRT River Guardians River Scorecard (with one readings being no less than 3886% above the Moderate/Poor threshold limit !)

River Guardians Scorecard

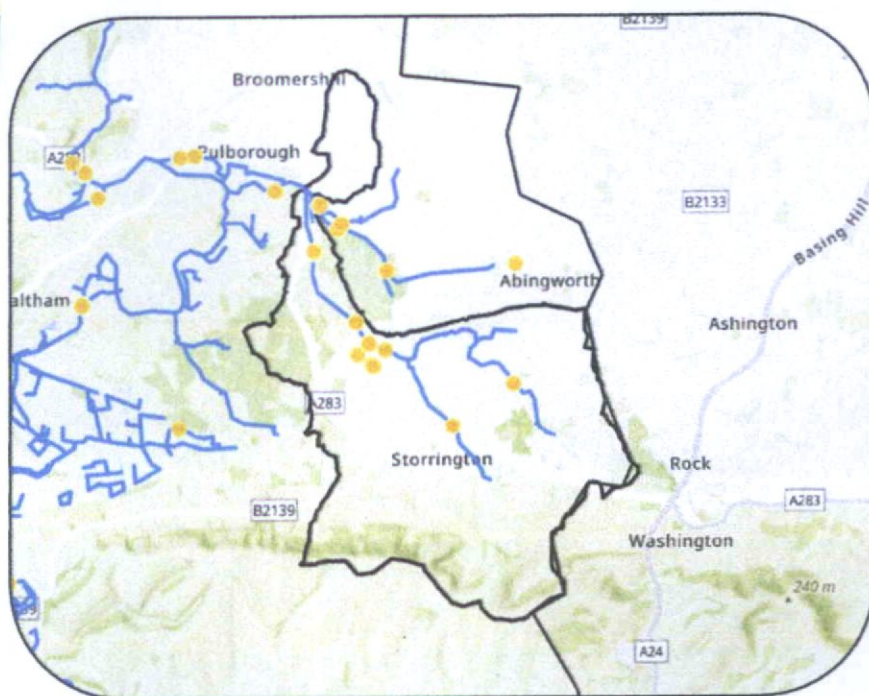


RIVER HEALTH SCALE

A	Excellent	80-100
B	Good	60-80
C	Fair	40-60
D	Poor	20-40
F	Very poor	0-20
ID	Insufficient data	

Stor

The overall catchment score provides a review of river health and is based on a year's data from all sites in the waterbody. Data is collected through WSRT River Guardian surveys and using important external data. At least 12 samples taken over a year are required for a river to qualify for a scorecard.



INV

Inverts No. of Invertebrates in the watercourse (Environment Agency Catchment Explorer)

INNS

INNS No. and diversity of Invasive Non-Native Species which degrade habitat, biodiversity and economy.

TURB

Turbidity Water can be more turbid (murky) due to lots of particles suspended in it from soil or road dirt washing into the rivers during rainfall.

POL

Pollution A summary of EA Storm Overflow Event Duration Monitoring Data (2023) and River Guardian visual assessment.

N

Nitrogen from fertilizer, wastewater, auto emissions, and manure can lead to algal blooms that decrease stream health and contaminate drinking water.

HAB

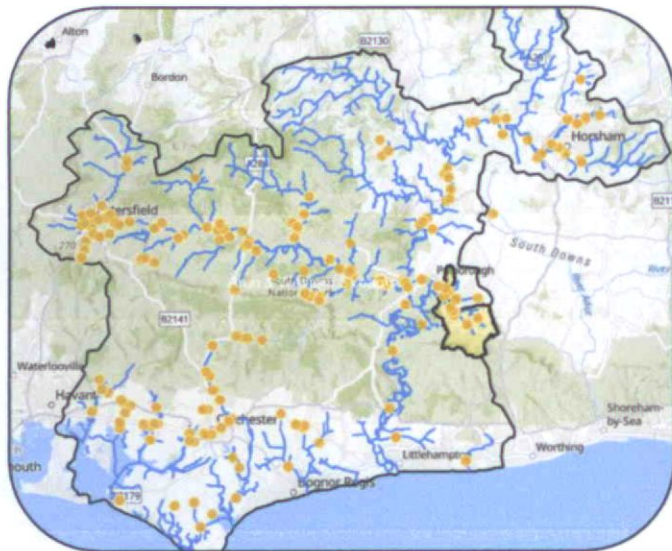
Habitat score Derived from River Habitat Surveys outlining the abundance and diversity of habitat along a river.

TDS

Total Dissolved Solids The more minerals, salts and metals that are dissolved in the water the more conductive the water gets. This can indicate the presence of pollutants and can be altered by geology and saltwater.

P

Phosphate (PO₄) A vital nutrient for the growth of all organisms found in natural and artificial fertilisers, sewage and industrial wastes. Natural levels are very low so any measurable phosphate is likely due to anthropogenic influences.



Stor

River Guardians monitoring sites across the Arun & Western Streams Catchment 2024

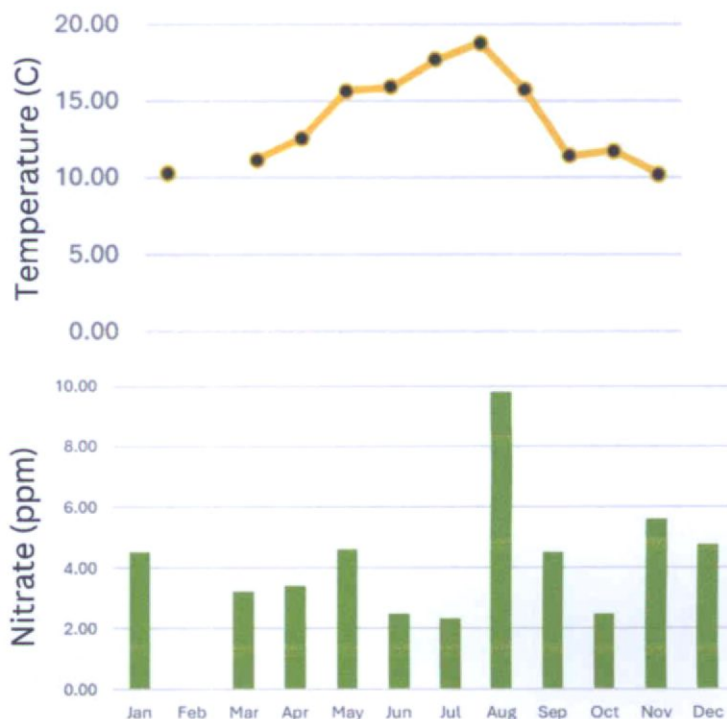
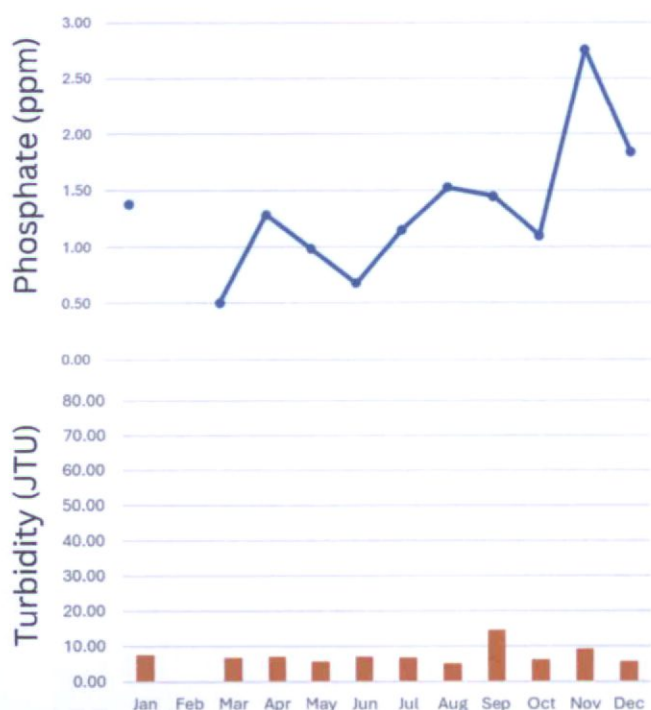
The **Stor** waterbody catchment is highlighted in yellow.

CATCHMENT SUMMARY

River Stor Overall Grade

C 57.6%

The following information is summarised based on the number of surveys carried out in 2024. Please note, each graph represents the monthly mean.



INVASIVE SPECIES

Himalayan Balsam (10)

WILDLIFE & HABITAT

Kingfisher (2), Fish (3), Dragonflies/Damselflies (5), Other species (20)

POLLUTION

Outfall not discharging (1), Outfall causing discolouration (1) Dog Access to river (1), Road run-off (7), Collapsed riverbanks (1), Litter/Fly-tipping (7), Unpleasant odour (1), Foam (White/fragrant) (2) Other (2)

Western Sussex Rivers Trust. Registered office: c/o The Barlavington Estate Office, Duncton Mill, Dye House Lane, Duncton, Petworth, West Sussex GU28 0LF Registered in England & Wales as a company limited by guarantee. Company Registration Number: 07853698. Registered Charity Number: 1147477.

press RELEASE
18/03/26
(PART ONLY)



[Latest news](#) | [Your Local Improvements](#) | [Your Account](#)

Welcome to your latest community update

It's been a little while since our last update in December, and we've had a busy start to the year! From reducing flooding and strengthening water supplies to trialling innovative new ways to protect our network, there's been plenty happening behind the scenes.

Here's a quick look at some of the work happening in [West Sussex](#), the benefits you can expect to see in your community and how we're preparing our network for hotter summers, wetter winters and a changing climate.

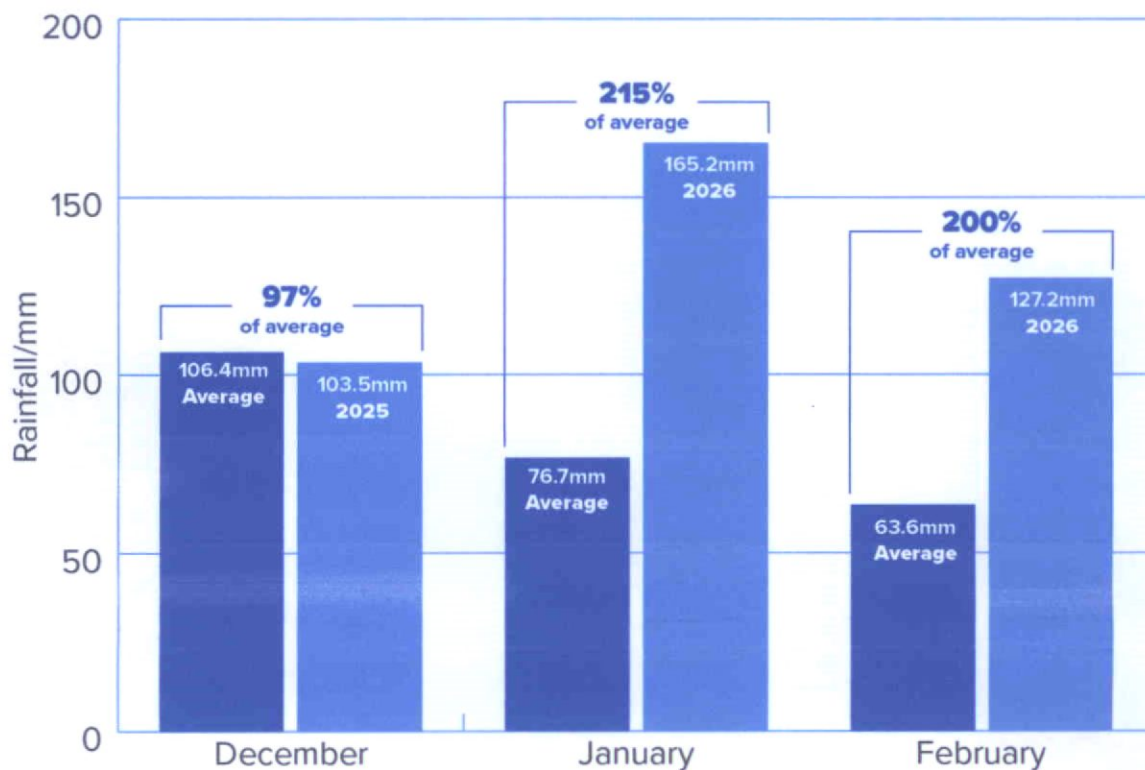
A very wet winter, and what it means for the network

Six months' worth of rain fell in **January** and **February**. This has been one of the wettest starts to the year on record. Relentless heavy downpours pushed groundwater to extreme levels, meaning we've needed to act fast. We're sorry for the impact emergency operations like this can have. Although we understand they can cause disruption, we must use tankers to protect communities from internal sewer flooding.

With the ground saturated and aquifers brimming, crews have been on duty 24/7 to protect homes and businesses and manage sewer flooding. At its peak, we had to deploy over 130 tankers across more than 30 sites.

Average vs actual rainfall during winter 25/26

The below graph shows West Sussex's average monthly rainfall versus the amount of rain that actually fell this winter.



Meet the team

During incidents like this, our **Customer Case Team** is out on the ground alongside our operational crews, keeping customers updated and answering questions. You may have spotted them in your area over winter!