

SUFFOLK WATER RECYCLING, TRANSFER & STORAGE

APPROACH TO CONSULTATION 2025

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1 Approach to Consultation

1.1 Winter 2025 Consultation

Introduction

- 1.1.1 Following earlier engagement on the Suffolk Water Supply Projects and in accordance with the principles of meaningful pre-application consultation, Essex & Suffolk Water (part of Northumbrian Water Group) will be carrying out a non-statutory consultation in Autumn 2025 on the Suffolk Water Recycling, Transfer and Storage (SWRTS) Project.



Figure 1.1: Suffolk Water Recycling, Transfer and Storage (SWRTS) Project

- 1.1.2 The consultation will provide additional information on the proposals, seek feedback on design elements, and inform the development of the project ahead of further consultation and a Development Consent Order (DCO) application.

1.2 Consultation aims and objectives

- Increase awareness and understanding of current proposals including addressing concerns over the safety of water recycling.
- Ask for feedback on the proposed advanced water recycling plant in Lowestoft.
- Ask for feedback on the proposed storage reservoirs.
- Ask for feedback on the emerging preferred pipeline corridors and the possible pipeline routes within this corridor. This includes consulting on the process on how the preferred corridors were selected and the route optionality within the corridors. Pipeline corridors are:
 - The existing Lowestoft Water Recycling Plant to the proposed advanced water recycling plant,
 - The advanced water recycling plant to the River Waveney,
 - The Ship Meadow abstraction point to Barsham Water Treatment works, and
 - The transfer of drinking water to the two proposed service reservoirs, Saxmundham Water Tower and Sizewell C.
- Gain early insight into potential risks and opportunities of proposed corridor alignments and infrastructure locations.
- Explain the DCO process, the detailed assessments that will be undertaken and consulted on and the role that this consultation has within the pre-application process for the DCO, making clear this consultation is an opportunity for consultees to engage with and influence the development of Essex and Suffolk Water's proposals.
- Inform about potential impacts and proposed mitigation from the project
- Explain the timescales of statutory consultation and what will happen before then.

1.2.1 This document sets out:

- What will be consulted on.
- Who will be consulted.
- How the consultation will be delivered.
- When the consultation will be held.
- How the community can provide feedback.
- How the project will do respond to consultation.
- Contact information.

1.3 What we will consult on

1.3.1 The consultation will be focused on the following:

- The overall, Suffolk Water Recycling, Transfer and Storage Project.
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- The location for the proposed Advanced Water Recycling Plant (AWRP) at Lowestoft.
- The locations for the two proposed service reservoirs (Lodge Wood and Eye).
- The corridor for the proposed pipelines needed to transfer water between:
 - Lowestoft Water Recycling Plant to the proposed AWRP.
 - The AWRP to the River Waveney.
 - The Ship Meadow abstraction point to Barsham Water Treatment Works, then on to Saxmundham Water Tower and Sizewell C.

1.4 Who we will consult

1.4.1 The consultation will target:

- Local Communities and the General Public including *hard to reach, seldom heard and vulnerable communities
- Landowners and Occupiers
- Local Authorities, Parish Councils and Elected Representatives
- Statutory and Non-Statutory Bodies (engaged voluntarily at this stage):
 - Environmental regulators (e.g., Environment Agency, Natural England)
 - Highways authorities, utilities, emergency services
 - Historic, cultural, or health bodies
- Stakeholder Organisations:
 - NGOs and charities with an interest in environment, heritage, or community issues
 - Local campaign groups
 - Business and trade associations
- Special Interest Groups
- Schools, faith groups, accessibility networks
- Recreational or user groups (e.g., ramblers, cyclists, wildlife trusts)

Please note: the above list is not exhaustive.

* We recognise that certain groups may be harder to reach or less likely to engage through traditional consultation channels. As part of our approach, we will explore a range of possible methods to encourage participation from these communities, for example, working with trusted local representatives, community organisations, or existing networks, and considering accessible formats or translation support where appropriate. We will also review opportunities to use digital and social media channels to reach younger audiences and other seldom-heard groups.

Communications and engagement zone

- 1.4.2 The project will communicate and engage with consultees using three communications and engagement zones. They are defined as follows:

Table 1.1: Communications and engagement zones definitions

Zones	Definition	Method
Zone A (ZA)	Persons with an Interest in Land (PILS) including anyone who owns, leases, rents, or occupies the land or has some other legal right over or in relation to it within the Project boundary and where access is needed for surveys. PILs inside ZA that reside outside of the zone, will also receive a letter.	Letter & Leaflet
Zone B (ZB)	500m offset from the Project boundary, extended where possible to include addresses which were within a feature such as a main road.	Leaflet
Zone C (ZC)	Extended to the boundaries of parishes that crossed the corridor sections within ZB as well as neighbouring parishes.	Not directly contacted, posters, social media, adverts in local papers and press activity.

- 1.4.3 The consultation zones were defined using a 500-metre buffer from the proposed route corridors, plotted on a GIS map. This mapping included the route corridors themselves, as well as the locations of parish councils and key settlements. The area was systematically reviewed from the northern to the southern extent of the route to ensure consistency. Where the buffer intersected areas with no residential properties, these sections were drawn in. Conversely, the boundary was extended beyond the 500-metre buffer where necessary to capture properties, communities or receptors close to the buffer edge. This approach ensures that all potentially affected or interested stakeholders are included within the engagement area.
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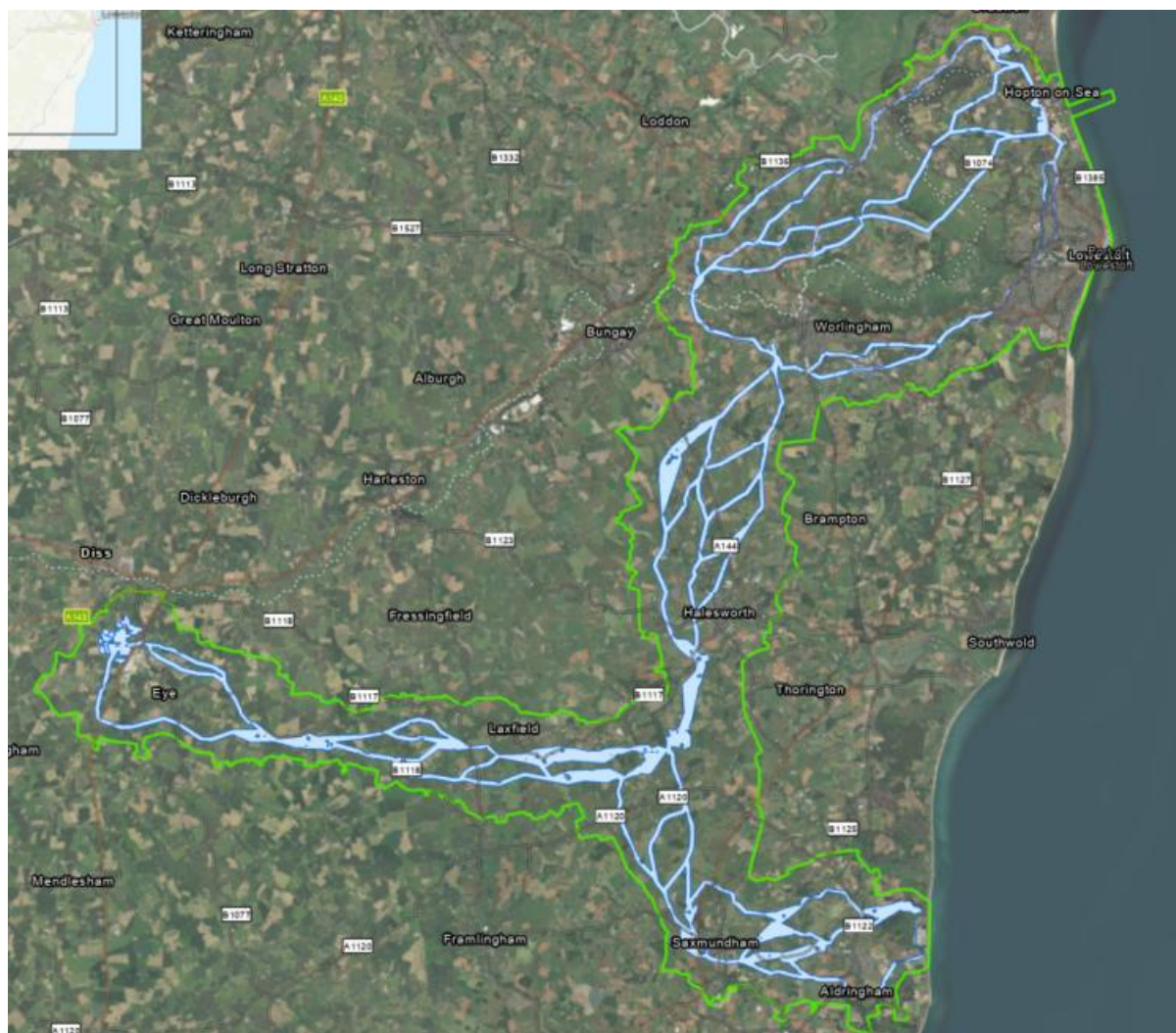


Figure 1.2: Communications and engagement zones

- 1.4.4 As part of the programme of consultation and engagement, we will have a pre-awareness period where we will notify stakeholders of the upcoming consultation and include details of how to get involved. Features of the approach include:
- 1.4.5 Landowner letters issued prior to consultation launch.
- 1.4.6 Pre-awareness activity across social media and paid advertising in the before launch.
- 1.4.7 Pre-launch website with basic information and sign-up for email alerts.
- 1.4.8 This approach builds trust by showing early, proactive engagement with interested parties. It also allows stakeholders to prepare questions for events and reduces the perceived “last-minute” notification. It is worth noting that some PILs may contact the project team early with queries that cannot yet be fully addressed until the launch of consultation.

1.5 How we will consult

- 1.5.1 A hybrid approach has been adopted, combining digital and in-person engagement. We are using both digital and in-person engagement to make the consultation as inclusive and accessible as possible. Digital channels allow people to access information, provide feedback and take part at a time and place that suits them, while in-person events give stakeholders the opportunity to speak directly with the project team, ask questions, and explore proposals in more detail. Together, these approaches help us reach a wider audience and gather more meaningful input.
- 1.5.2 The pre-awareness campaign is broken down into three phases.
- 1.5.3 **Phase 1:** LPA and members sessions and website holding page
- Engaging with LPAs and members via specialist sessions. Launching the webpage early to ensure there is a single, reliable source of information that stakeholders can access when they first hear about the project.
- 1.5.4 **Phase 2:** Press adverts
- Press adverts are scheduled around two weeks before the first event (5 November). The adverts act as a wide-reach channel, supplementing the targeted stakeholder engagement and directing the public towards the holding webpage.
- 1.5.5 **Phase 3:** Letters, leaflets, emails and social media
- Landowner letters, leaflets and emails to customers are timed to coincide with the NSC launch (29 October). Social media posts are layered on top to reinforce messages, signpost event details, and reach wider audiences in real-time as the consultation progresses. Two online briefings for Parish Councils will be available on Thursday 23 and Weds 29 October.
- 1.5.6 Below is a summary of the communications and consultation materials for our non-statutory consultation.

Method	Detail
Communications Materials	
<i>Email</i>	We will send emails to consultees comparable to prescribed and non-prescribed stakeholders informing them of the project, consultation and how to provide feedback.
<i>Letters</i>	We will send letters to consultees comparable to prescribed and non-prescribed stakeholders informing them of the project, consultation and how to provide feedback.
<i>Leaflet</i>	We will send leaflets advertising the consultation to a broader distribution list than the letters. The leaflet will also be less formal than the letter and will direct to the consultation website.
<i>Adverts</i>	Advertisements will be published in newspapers notifying of the consultation and providing details of consultation events and how to get involved and related press activity.
<i>Website</i>	The website will be updated with details of the project proposals, events, and how to get involved.

Method	Detail
<i>Social media</i>	Social media will be produced and distributed across targeted areas to reach specific demographics.
<i>Posters</i>	Posters will be produced and distributed to locations with details of the proposals and the consultation events.
Consultation Materials	
<i>Approach to Consultation Document</i>	This will include a summary of the consultation activities, what will be consulted on, when the consultation will take place, who will be consulted, how we will consult, consultation documents and methods of engagement.
<i>Consultation Brochure</i>	Information on the project proposals and how to respond to consultation.
<i>Book of maps</i>	A collection of detailed maps showing the project area and proposed design.
<i>Q&A document</i>	A summary of common questions with clear answers about the project.
<i>Feedback form</i>	A form for you to share your views and comments on the proposals.
<i>Interactive maps and GIS</i>	Interactive maps presenting the proposals.
<i>Display boards</i>	Site selection and proposed pipeline corridors.
<i>Display banners</i>	General project information.
<i>Online briefings</i>	For live presentation and Q&A.

Consultation events and venues

1.5.7 The aim of the public consultation events is to inform the public about the project, taking place close to the proposed sites to engage those most likely affected.

1.5.8 Event locations were identified through a structured review of the areas covered by the proposed route corridors, structures and areas where local impacts, such as traffic, may be experienced. The following factors guided specific venue selection:

1. Geographic coverage
2. Proximity to communities and impacts
3. Accessibility of venues
4. Suitability of facilities
5. Community familiarity

1.5.9 Consultation events are as follows:

Date	Location	Timing
Wednesday 5 Nov	The Fromus Centre, Street Farm Rd, IP17 1AL	3.30pm to 7.30pm
Thursday 6 Nov	Wilby Village Hall, Brundish Rd, Wilby, Eye, IP21 5LE	1pm to 7:30pm
Tuesday 11 Nov	The Rifle Hall, 47 London Rd, Halesworth, IP19 8LR	1pm to 7:30pm
Wednesday 12 Nov	Eye Community Centre, Magdalen St, Eye, IP23 7AJ	1pm to 7:30pm
Saturday 15 Nov	Beccles Public Hall & Theatre, Smallgate, Beccles, NR34 9AD	1pm to 7:30pm
Wednesday 19 Nov	Dennington Village Hall & Sports Club, IP13 8DD	1pm to 7:30pm

Date	Location	Timing
Saturday 22 Nov	Leiston Community Centre, King Georges Avenue, Leiston, IP16 4JU	1pm to 7:30pm
Saturday 29 Nov	Hunters Hall, Colville House, School Rd, Lowestoft NR33 9NB	1pm to 5:30pm

Physical materials

- 1.5.10 For those that would like to see where you can view the materials in your local area they can visit our website at Suffolkwaternetwork.co.uk. For those that would like a printed copy of our brochure or require any of our documents in an alternative format, they will be able to contact the project team.

1.6 When we will consult

- Pre-awareness period: 29 September – 28 October 2025 (Engagement briefings, letters, emails, social media, pre-launch website).
- Consultation period: 29 October – 10 December 2025 (six weeks).
- Consultation responses must be received by 11.59pm on 10 December 2025.

1.7 How the community can provide comments

- 1.7.1 Consultees will be able to respond via:
- Online feedback form.
 - Hard copy feedback form (returned via pre-stamped and addressed envelope).
 - Email to the project consultation inbox.

1.8 How we will respond to consultation feedback

- 1.8.1 Once the consultation has closed, all responses will be collated and analysed. Feedback will be considered alongside technical assessments to refine the project.
- 1.8.2 We will:
- Conscientiously take all consultation responses into account in line with the Gunning Principles.
 - Produce a Statement of Response (SoR) summarising key themes, how feedback has influenced the project, and next steps.
 - Publish the SoR on the project website to ensure transparency.
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2 Contact us

2.1.1 If you have any queries or would like further information, please contact us:

Email: swsp@nwl.co.uk

Website: Suffolkwaternetwork.co.uk

