

From: EIR
Sent: 12 September 2025 14:37
To: [REDACTED]
Subject: [REDACTED]
Attachments: Mattishall.xlsx; PLN-0080058+-+Planning+Report.pdf; PLN-0112869+-+Planning+Report.pdf; PLN-0120969.pdf; PLN-0131690.pdf; PLN-0137834+-+Planning+Report.pdf; PLN-0206521+-+Planning+Report.pdf; PPE-0199840+-+Pre-Planning-Report.pdf

Dear Requester

Thank you for your request for information about Mattishall, which we received on 5 August 2025. Your request has been considered under the Environmental Information Regulations 2004 (EIR).

You requested:

1. Full details of current foul water capacity of Mattishall Parish.
2. Full details of any planned upgrades/ infrastructure investment in the Mattishall Parish.
3. Full details of any assessments made to understand the potential impact on the foul water system of new development over the next 15 years (additional houses from 10 to 400) in the Mattishall Parish.
4. Full details of all foul water related incidents: dates, road closures, financial costs, affected dwellings and businesses of work undertaken by Anglian Water on the foul water system in each of the following financial years: that have taken place in the Mattishall Parish
2019-20
2020-21
2021-22
2022-23
2023-24
2024-25
2025- date.
5. Specific details relating to Anglian Water treatment facilities in Mattishall. This to include addresses and year of construction of all treatment plants.
6. Full disclosure of all communication over the past 5 years (2020 onwards) including by letter, email, text, telephone conversation records, meeting minutes, relating to the foul water system and the implications for the foul water system of additional residential development in Mattishall parish. This should include details (including pre-planning application discussions) of communication with developers, landowners, agents and all public bodies.
7. Any further information that can help the Parish Council fully understand the foul water system in Mattishall Parish and its ability to cope effectively and efficiently with current and future demands.

EIR Response: Provision of Requested Information

Please find attached:

- Mattishall.xlsx
- PLN-026521+-+Planning+Report.pdf
- PLN-0137834+-+ Planning+Report.pdf
- PLN-0131690.pdf
- PLN-0120969.pdf
- PLN-0112869+-+ Planning+Report.pdf
- PLN-0080058+-+ Planning+Report.pdf
- PPE-0199840+-+Pre-Planning-Report.pdf

Item 1 is held by Anglian Water and has been provided below.

When consulted on planning applications for new developments, Anglian Water conduct capacity assessments on a site by site basis, in order to establish any risk proposed development may have on our assets, our existing customers, and the environment.

When pollution risk, constraints, or risk to the public network are identified, Anglian Water will object, or request appropriate conditions be applied by the deciding Local Planning Authority.

We undertake capacity assessments on the receiving foul network, which includes sewers, rising mains, pumping stations and associated infrastructure which takes flows from developments to the receiving Water Recycling Centre.

When assessing the receiving water recycling centre’s (WRC) dry weather flow (DWF) headroom we take the latest Q90 DWF figures, as verified by the Environment Agency, and add to this sites with planning consent.

Based on the above assessment Mattishall WRC does have capacity to accommodate growth, subject to site by site capacity checks.

Mattishall Water Recycling Centre is included in our nutrient removal programme and will be designed to technically achievable limits (TAL). For the majority of WRCs in this programme this will be for phosphorous removal where TAL is 0.25mg/l.

When both TAL and DWF capacity constraints are forecast at a WRC, either due to housing/non-domestic growth or infiltration into the network then alternative options will need to be considered.

Some WRCs will be either too remote or not near another WRC with capacity. The impact of environmental pressures, including sites at technical achievable limits, and the approach required to enable future sustainable growth is something we will continue to discuss with the Environment Agency and key stakeholders, including local planning authorities. Where TAL impacts on the DWF headroom and our ability to accommodate future growth we may start objecting, if we are not doing so already, to planning applications in the impacted catchments.

Asset Number	Asset Short Name	Asset Name	Asset Short Name	Original Design Capacity	Available Capacity
12873000	MATTST	MATTISHALL STW	MATTST	3220	3971

(Capacity is in PE)

DWF & FFT flow values from permit

Shortcode	Site Name	ConsentNumber	Rec. Water	Descriptive	FlowBanded	SeasonBanded	BathingWater	Ultraviolet	GroundWater	UnusualWeather	DWF(m3/d)	FFT(L/s)
MATTST	MATTISHALL STW	AEENF2076/V003	River Tud		False	False	False	False	False	True	720.00	21.70

2025 flow data

Site	CDWF (M3/d)
(MATTST) MATTISHALL STW	720.00

174,566.000	715.434	482.000	09/08/2025	1,731.000	27/02/2025
Total	Mean	Min	Date when Min	Max	Date when Max
564.00	537.20				
Q80	Q90				

2024 flow data

Chart Table **Statistics**

Site CDWF (M3/d)
 (MATTST) MATTISHALL STW 720.00

342,697.000	936.331	441.000	19/09/2024	2,346.000	09/02/2024
Total	Mean	Min	Date when Min	Max	Date when Max
567.60	504.30				
Q80	Q90				

2023 flow data

Chart Table **Statistics**

Site CDWF (M3/d)
 (MATTST) MATTISHALL STW 720.00

328,902.000	901.101	376.000	21/08/2023	2,037.000	10/01/2023
Total	Mean	Min	Date when Min	Max	Date when Max
563.00	519.00				
Q80	Q90				

Item 2 is held by Anglian Water and has been provided below.

Storm tanks were built at Mattishal STW in 2022/23 to increase storage capacity and reduce storm overflows.

Item 3 is held by Anglian Water and has been provided below.

Anglian Waters responses to planning applications for new developments are in the public domain, and can be found on the Breckland Local Planning Authority website.

Find attached all Anglian Water responses to planning applications within the Mattishall parish since 2018.

Please note, Anglian Water are not a statutory consultee, and we are not always consulted by Local Planning Authorities on all planning applications.

Item 4 is held by Anglian Water and has been provided as an attachment

Mattishall.xlsx

Item 5 is held by Anglian Water and has been provided below.

The only treatment facility in the Mattishall parish is the Water Recycling Centre off Stone Road, next to Warmer Car Spares. Google maps link: <https://maps.app.goo.gl/GnDgXmkkxnFVojQ26>.

The site was built in the early 1990's. we are unable to confirm the exact date as we no longer have the documents.

Item 6 is held by Anglian Water and has been partially provided as an attachments.

- PLN-026521+-+Planning+Report.pdf
- PLN-0137834+-+ Planning+Report.pdf
- PLN-0131690.pdf
- PLN-0120969.pdf
- PLN-0112869+-+ Planning+Report.pdf
- PLN-0080058+-+ Planning+Report.pdf
- PPE-0199840+-+Pre-Planning-Report.pdf

The request for all communications for the past 5 years about residential developments in the Mattishall parish has been refused under Regulation 12(4)(b)

Regulation 12(4)(b) Manifestly unreasonable

Regulation 12(4)(b) says that a public authority may refuse to comply with a request if the request for information is 'manifestly unreasonable'.

The Information Commissioner has issued public guidance on the application of regulation 12(4)(b) (<https://ico.org.uk/media/for-organisations/documents/1615/manifestly-unreasonable-requests.pdf>). This guidance contains the Information Commissioner's definition of the regulation, which is taken to apply in circumstances where either the request is 1) vexatious, or 2) where the cost or burden of complying with the request would be too great. Anglian Water considers that circumstance 2) is applicable to this request.

The 2004 Regulations do not contain a limit at which the cost of complying with a request is considered to be too great. However, the Information Commissioner's guidance suggests that public authorities may use the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 as an indication of what Parliament considers to be a reasonable charge for staff time.

The Data Protection (Appropriate Limit and Fees) Regulations 2004 stipulate that a cost estimate must be reasonable in the circumstances of the case. The limit given for local government is £450 or 18 hours work. Included within the limit the authority can consider the time taken to:

- (a) determine whether it holds the information
- (b) locate the information, or a document which may contain the information
- (c) retrieve the information, or a document which may contain the information, and
- (d) extract the information from a document containing it.

For the purposes of the 2004 Regulations, a public authority may use this hourly charge in determining the cost of compliance. However, the public authority is then expected to consider the proportionality of the cost against the public value of the request before concluding whether the request is manifestly unreasonable.

Additionally, the Information Commissioner's guidance on Regulation 12(4)(b) states that the cost of considering exempt information can be taken into account:

"Under FOIA the cost of considering whether information is exempt cannot be taken into account under section 12 (the appropriate costs limit) but can be taken into account under section 14(1) (vexatious requests). This is because section 12 limits the activities that can be taken into account when deciding if the appropriate limit would be exceeded. This is not an issue under the EIR. The costs of considering if information is exempt can be taken into account as relevant arguments under regulation 12(4)(b)."

The Information Commissioner has confirmed the use of the Data Protection (Appropriate Limit and Fees) Regulations 2004 is appropriate as a starting point under the 2004 Regulations, but also notes that all of the circumstances of the case must be taken into account to determine whether a request can be deemed manifestly unreasonable on the grounds of cost under the 2004 Regulations. Including:

- (a) the nature of the request and any wider value in the requested information being made publicly available;
- (b) the importance of any underlying issue to which the request relates, and the extent to which responding to the request would illuminate that issue;
- (c) the size of the public authority and the resources available to it, including the extent to which the public authority would be distracted from delivering other services; and
- (d) the context in which the request is made, which may include the burden of responding to other requests on the same subject from the same requester.

The information requested will be time consuming to locate, collate and redact.

It is acknowledged that Anglian Water is a significant sized organisation, however, its primary role is the provision of drinking water and sewerage services to members of the public not providing information. To

extract and collate the data would be time consuming. The request would inevitably distract the team members from delivering sewerage services.

Whilst it is difficult to fully assess the time estimate for complying with the request. It would take many hours. This would create a disproportionate burden on Anglian Water and its resources.

Regulation 12(4)(b) - The public interest test

Regulation 12(4)(b) is subject to the public interest test set out in Regulation 12(1)(b). This specifies that a public authority may only rely on an exception if, in all the circumstances of the case, the public interest in maintaining the exception outweighs the public interest in disclosure.

Whilst we acknowledge that information on developments could be viewed as an important issue for the Parish Council (and there may be wider interest in the material/value in it being disclosed), we conclude this does not outweigh the time which would be needed to comply which would in turn disrupt Anglian Water's ability to perform its core functions.

For the reasons given above we believe the cost of compliance is disproportionate to the public value of the request.

Item 7 is held by Anglian Water and has been provided below

Storm tanks have been built at Mattishall STW in 2022/23.

Personal data and non-environmental information have been redacted from the information provided.

IMPORTANT: The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing, and for the purposes of news reporting. Any other re-use (for example, commercial publication) would require the permission of the copyright holder. It is important that this data is not published for security reasons.

If you are unhappy with the service you have received in relation to your request and wish to request an internal review, you should email EIR@anglianwater.co.uk or write to:

Legal Director, Anglian Water Services, Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon PE29 6XU

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
If you have any queries about this email, please contact us via EIR@anglianwater.co.uk .

Yours sincerely

EIR Team

Anglian Water Services Limited

Lancaster House, Lancaster Way, Ermine Business Park, Huntingdon, Cambridgeshire PE29 6XU

Email EIR@anglianwater.co.uk