

Investment into the Paddock Wood water supply network



Project team introductions

Chris Love

– Delivery Manager

Jeremy Dufour

– Project Manager

George Burden

– Senior Civil Engineer

Chris Morton

– Clancy Senior Planner

Tracey Reid

– Senior Communications Officer

Elizabeth Faulkner

– Customer Liaison



Project overview

- Project will protect tap water supplies as the community grows and prevent customers experiencing low pressure because of increased demand.
- £900,000 investment.
- Installing over one kilometre of pipe:
 - Approximately 430 metres along Gedges Hill using the traditional open cut method
 - Approximately 650 metres in Chantler's Hill using directional drilling.



Minimising disruption

- Work will take place in two phases during school holidays:
 - Phase 1: Thursday 28 March
 - Preparatory works for two weeks during the Easter holiday.
 - Phase 2: Tuesday 23 July
 - Installation of the new pipework for six weeks during school summer holiday.
- Our team will complete the work as quickly and as safely as possible and will be working extended hours:
 - 7.00am to 7.00pm, Mondays to Fridays.
 - 8.00am to 4.00pm, Saturdays.



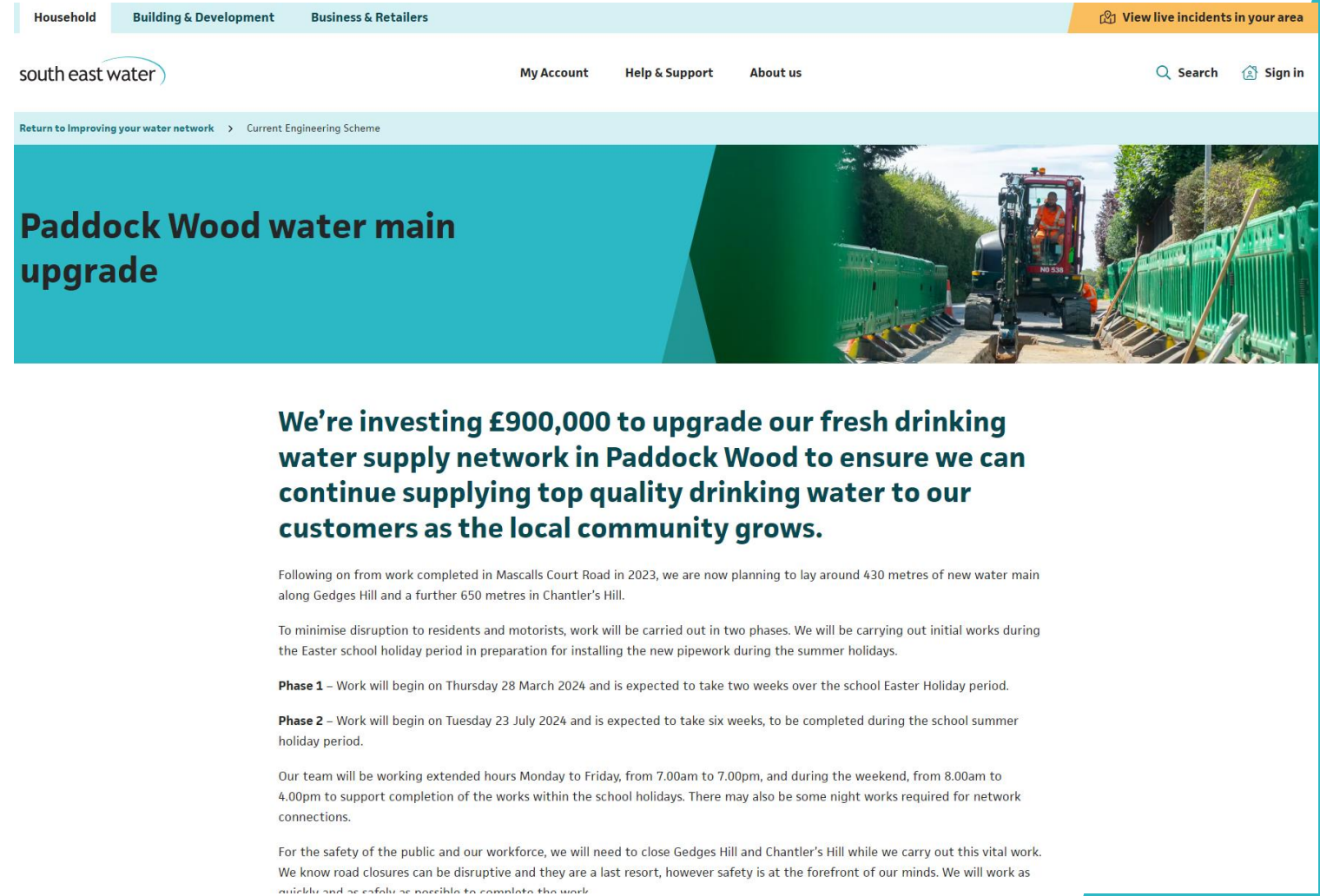
Diversion routes

- Gedges Hill and Chantler's Hill will be closed for the safety of the public and our team while we carry out our work.
- We are working with KCC Highways to agree a suitable diversion route for both roads, taking into account local concerns raised from our earlier work in Mascalls Court Road.
- Diversion for Gedges Hill has been agreed with Highways to be along the A21, A228, B2017 and B2160.
- Closures will be signposted in advance and signage for the diversion will be in place throughout the works.
- We are looking at additional signage needs on local roads to help deter 'rat-running'.
- Access to homes and businesses will be maintained but there will be no through access for the duration of the work.



How we'll communicate traffic management changes

- Updates on traffic management implementations/changes will be available on our dedicated webpage: southeastwater.co.uk/gedgeshill
- Customers can also receive updates via our interactive map text/email service
- Updates via local media/social media
- Stakeholders will receive regular email updates throughout the project to ensure you are in the loop
- Further meetings can be arranged to discuss localised issues



The screenshot shows the South East Water website interface. At the top, there are navigation tabs for 'Household', 'Building & Development', and 'Business & Retailers'. A search bar and 'Sign in' link are on the right. Below the navigation, there's a breadcrumb trail: 'Return to Improving your water network > Current Engineering Scheme'. The main heading is 'Paddock Wood water main upgrade'. Below this, there's a large image of a construction site with a green excavator and safety barriers. The text below the image reads: 'We're investing £900,000 to upgrade our fresh drinking water supply network in Paddock Wood to ensure we can continue supplying top quality drinking water to our customers as the local community grows.' This is followed by three paragraphs of detailed project information, including the start dates for Phase 1 (Thursday 28 March 2024) and Phase 2 (Tuesday 23 July 2024), and a safety notice about road closures.

Communication and engagement

- Engagement meetings
- Press releases
- Social media
- Video update
- Interactive map portal
- Customer letters
- Customer Liaison Manager
- Stakeholder email updates
- Dedicated web page already live
- Reactive media team on 24-hour standby



Next steps

Action	Date
Issue customer letters	w/c 22 January
Public drop in session	7 February
Issue press release, social media messaging and social media advertisements	Early March and early July ahead of each phase of work
Begin construction	28 March 23 July
Continue communications activities	Fortnightly



Can you help us?

- We are still planning this vital project and are keen for you to help us.
- Please let us know if there are any significant community events taking place which we should be aware of – particularly if you are concerned about an increase in traffic.
- Are there any social media groups or local magazines we should contact to help us spread the word about this project?



Thank you