HOW GREEN WAS MY ALLEY

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What did we do and why

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INTRODUCTION
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BASIC FACTS

Water and waste water services

• 4.5 million customers
• 2.0 million properties

Waste water assets

• 29,681km sewers
• 683 pumping stations
• 437 sewage treatment works
• 9,400 km² area served
INTRODUCTION
REMEMBER WHEN?
DRAINAGE STRATEGY FRAMEWORK

Key principle of partnership

- Environment Agency
- Local Authorities
- Water Companies
- Drainage Boards
- Others e.g. River trusts
- Customers
COMMUNITY ACTION PLANS

- Bottom up approach
- Partnership
- Uncertainty
- Innovative/sustainable
- Live process
- Risk based
- Whole life costs and benefits
INTRODUCTION

WHY MIDDLESBROUGH

• In partnership with local authority
  – Big Lottery Funding
  – Sustainability objectives
  – Community relationships

• Selection of target area
  – In conjunction with water efficiency
  – In wake of energy efficiency audits
  – Hydraulic model available

• Socio-economic
  – Housing stock
  – Demographics
WHAT DID WE DO AND WHY?
WHAT?

ACTIVITIES

- Modeling of small targeted drainage area (c1000 properties)
- Procurement of asset stock
- Community proofing of literature
- Engagement
- Property surveys
- Installation
- Customer satisfaction survey
- Post installation audits
WHAT?

IDEAL INSTALLATION?
OBJECTIVES

• Provides data to NWG
  – What can be achieved?
  – What are the wider benefits?
  – What are the drivers for change?
  – Changes in catchment risk

• Develop process for surface water audits
  – Integrate with award winning water efficiency programme
  – Costs and skills

• Customer satisfaction
OBJECTIVES

• Assess influence of factors on customer uptake
  – Who pays?
  – Who benefits?
  – Who is interested?

• Improve understanding of role of community led partnership in levels of participation
  – Community champions
  – Tell a friend

• Increase understanding of customer preference and attitudes towards property level assets and interventions
  – Choice
  – Operation
WHAT DOES SUCCESS LOOK LIKE?

THE POSSIBILITIES

Rain Garden Design and Build Contest
MEASURES OF SUCCESS
SUCCESS

PERHAPS
MEASURES OF SUCCESS

• Positive shift of properties between flood risk management categories
• Sustained operation and maintenance of assets
• Level of customer satisfaction with audit transaction
MEASURES OF SUCCESS

- Improve understanding of resource requirements and approach for community engagement for property level interventions
- Identification of further opportunities for similar partnership projects with local authorities
- Increased understanding of possible community interventions and involvement
- Increased understanding of benefit dividend