

HOW GREEN WAS MY ALLEY

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INTRODUCTION

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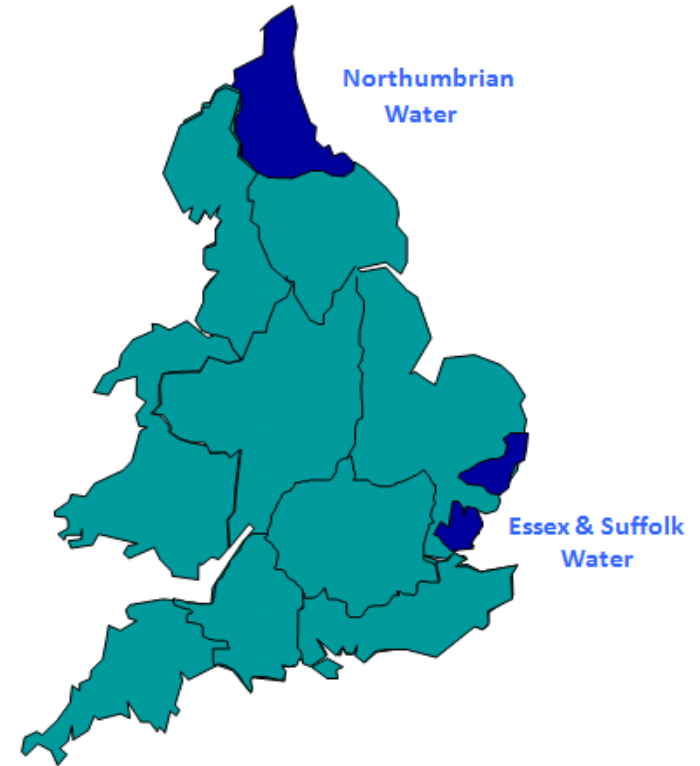
BASIC FACTS

Water and waste water services

- 4.5 million customers
- 2.0 million properties

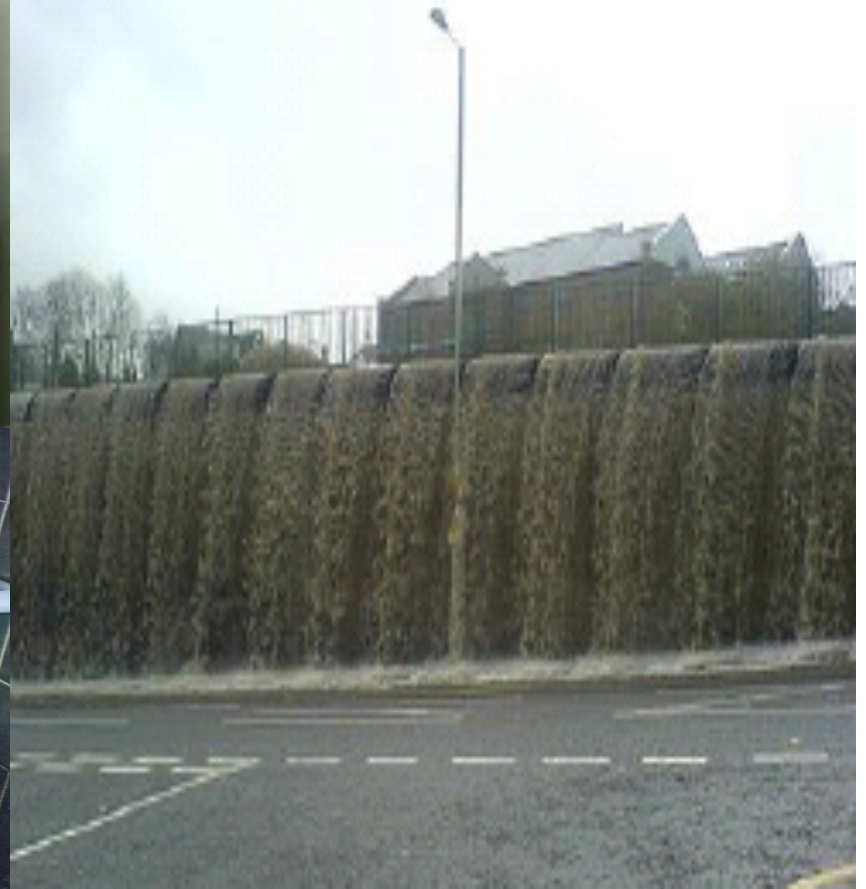
Waste water assets

- 29,681km sewers
- 683 pumping stations
- 437 sewage treatment works
- 9,400 km² area served



INTRODUCTION

REMEMBER WHEN?



Key principle of partnership

- Environment Agency
- Local Authorities
- Water Companies
- Drainage Boards
- Others e.g. River trusts

- Customers

INTRODUCTION

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 ?



WHY?

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

WHY?

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



MEASURES OF SUCCESS

SUCCESS

PERHAPS



SUCCESS

PERHAPS NOT



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