# YW DWMP Topic Guide for Session One

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| Section 1 - Introduction | <5 mins |

* Introduce Turquoise.
* Explain that being as open and honest as possible is essential.
* Explain MRS code of conduct and rights to anonymity.
* Explain that the research is being conducted in the legitimate interests of our client. By agreeing to take part in the research they are consenting to the processing of the data collected; please note that the data will be used to inform future water company plans. All research will be provided to water companies in a summary format so no comments will be attributed to any of you personally. For further information on how we handle our data and your rights as a data subject, please visit the privacy policy page on our website – thinkturquoise.com
* Explain audio/video recording and about Clients viewing the Session – (first names – explain they will switch off their cameras shortly – hear to answer any technical questions we can’t)
* Please be open and honest, there are no right or wrong answers we are entirely interested in your views.
* Your views will help us shape the future of water in your region.
* Respondent to introduce themselves briefly – name, age, where they’re from, etc.

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| Section 2 – Scene Setting | 5 mins |

***‘We want to know your thoughts on your water provider and some of the aspects of services it provides to customers such as yourselves. There may be some terms you have not heard of, so if you are unsure please ask.’***

* As a matter of interest do you know who your water company is?
  + Who?

***Explain it is YW if not known***

* What are your broad perceptions and views of YW
  + positives/negatives/likes/dislikes
* What are YW good at, what are they not so good at?
  + How did you know this?
* Have you seen/read/heard anything about YW in the media/press recently? What? How did that impact your perceptions?
* What services do you believe YW provide? What are YW responsible for?
  + Prompt for sewage services and environment etc.

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| **Section 3 – Background to respondents current understanding of wastewater services** | **15 mins** |

Overview of services provided by YW.

**Show Showcard 1 – The water system (explains whole process, once this is covered explain, that it is the latter part that we want to focus on)**

* What are your views and understanding of what’s involved?

* How much were you aware of, what, if anything, is new that you have learned?
* When you think about wastewater – what do you think about?
  + The wastewater from your house only?
  + Rainwater run off?
* How much thought do you give to this area, if at all?
  + How does that fit with what you think about in relation to water i.e. if the clean water that comes through your taps more important to you than what is carried away? – why?
  + Who do you think is responsible for the pipes and drains on customers properties? What do you think YW is responsible for.?
* If there was a blockage in a drainage pipe or sewer on your property, what would you do first? Who would you call? Who do you think is responsible for fixing it?

**SHOWCARD 2**

**Moderator read out:**

***As a homeowner, you're responsible for:***

* ***all the pipes inside the property. These include toilets, sink drains and any outdoor guttering or pipes attached to the property.***
* ***the section of pipe that goes into the ground, either directly or into a gully close to the property, until it reaches a shared drainage pipe or public sewer.***

***Yorkshire Water, are responsible for:***

* ***drains shared between more than one property***
* ***drains outside of the property boundary***
* ***public sewers*.**

**SHOWCARD 3:**

**Other agencies are resp for – highway drains = highways/local councils, groundwater = env health/customer, EA = rivers / fluvial flooding (A fluvial, or river flood, occurs when the water level in a river, lake or stream rises and overflows onto the surrounding banks, shores and neighboring land)**

* Anything surprising here? Were you aware of this before today?
* Who do you feel plays the biggest role in managing drainage in Yorkshire?

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| Section 4 – Background to respondents current understanding of WW systems | 15 mins |

* What do you think happens to the wastewater that goes down your drains or toilet goes?
  + Does anyone know?(probe awareness and understanding of storm overflow pipes / treatment works)
* What about rainwater? Where does this go?
* How important do you think the drainage and wastewater system is?
  + Why/why not?
* What do you think are the potential consequences of not maintaining the drainage system adequately?
* Probe awareness, knowledge and experience of…..
  + Sewer flooding (probe internal and external (hydraulic) flooding)?
  + Pollution
  + Odour
  + Blocked drains/toilets
  + Other?
* How do you think these issues might arise?
* What about awareness and knowledge / experience of…..
  + blockages, heavy rainfall, YW failures.
  + What are their thoughts/perception of YW in these instances?
* If not mentioned, explore customer misuse of sewerage system
* How much do you think people are at fault for the issues mentioned mainly blockages, sewer flooding and pollution as a result?

**People account for almost 30,000 blockages a year, with 40% alone caused by wipes and things they shouldn’t be flushing down the loo or putting down drains.**

* + What are your thoughts on this statistic?
  + Were you aware of this before today?
  + Unfortunately, these blockages can lead to pollution of becks, streams, rivers and the sea. Probe for customers thoughts on this
    - What should YW do about this?
* Back to failures again, so, what about the impacts of these failures on you **as customers**? – what are these, how do you feel about them, how important are they to you and why?
* What about the impact of these failures **on the environment**? What do you think these are, how do you feel about them, how important are they to you and why?
* What about the future – what future impacts do you think might affect the wastewater / drainage system and why?

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| Section 5 – Flooding (internal and external) | 20 mins |

* What do you think sewer flooding is?
* How do you think sewer flooding impacts on homes and businesses?
* How do you think it impacts on the environment?
  + Have you or anyone you know been directly affected by sewer flooding? If yes, what was the impact?

**Video 2 explaining hydraulic flooding (internal and external flooding)?**

* Probe thoughts and understanding
* Probe what factors are important and what are not in deciding which issues to deal with?
* What is acceptable and what is not e.g. if it affects domestic property, business, critical infrastructure such as hospital? (use roads, schools)

**Internal flooding**

***Internal sewer flooding is typically distinguished by whether or not it enters properties.***

**SHOWCARD 4a**

* Thinking now about flooding that is severe enough to enter homes and other buildings, how serious do you consider this to be?

* What can be the impacts? Prompt: how long properties can be unusable, health and safety, damage, loss of business, etc.

**SHOWCARD 4b**

* Looking at the different scenarios – which are the most unacceptable and why? – what factors dictate how you would prioiritise their level of urgent attention and why?

**External flooding**

**SHOWCARD 5a**

* Thinking about flooding of external areas only such as in the street or gardens. How serious do you consider this to be?
* What do you think are the impacts of such flooding? Prompt access, health and safety, damage, congestion, clean up.

**SHOWCARD 5b**

* What factors are important and what are not in deciding which issues to deal with? What is acceptable and what is not?
* What about how often the flooding occurs – how does this affect acceptability i.e. occasional vs every year or more often?
* Do you view all flooding of internal / external areas the same or are some types worse than other and why?
* Which is most important to tackle – internal or external flooding and why?

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| Section 6 – Storm Overflows | 10 mins |

* How do you feel about wastewater treatment works discharging treated effluent continually into rivers and the sea?
* Probe understanding / acceptability / good or bad for the environment?

**Stimulus / video 3 explaining about storm overflow pipes**

* What do you think of storm overflows?
* What is the role of storm overflow?
* Probe: what do you believe would be the consequences if they weren’t there
* How do you feel about storm overflows discharging untreated waste water into rivers and the sea?

Probe for customers priorities here, what is more important - flood properties v overflows usage and impact river water quality

**Read out: in 2020 YW storm overflows spilled for 2.2% of the time. Wastewater treatment works discharge treated effluent continually to the environment but storm overflows operate linked to rainfall and high flows.**

* What are your thoughts on this?
* How much are you concerned about river water health?
  + Why is the health of the river water important ? (e.g. to swim in/ sports/ look at/ environment species etc)
* What are your expectations with regards to YW waste water process and storm overflows? Are there any changes you would like to see? Why?

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| Section 7 – Drainage Water Management Planning Overview | 20 mins |

**Show Video (1) stimulus (Introduction) –****explanation of the DWMP and why we are asking customers to get involved**

* What are your views on the video you just watched and what has been said?
  + Positive / negative and why?

**Outline and show DWMP objectives…SHOWCARD 6**

* What are your overall thoughts and views about the objectives
* good /bad?
  + Are they acceptable / not acceptable?
  + See a show of hands for those that support it?
    - Why?
  + What about those who don’t?
    - Why not?
* Is there anything missing that your feel is important with regards to drainage and waste water?
  + What? Why?
* What would be the key area(s) of importance for yourselves?
  + Why that/those?
  + For areas not considered, why not those?

**Prioritisation of DWMP objectives exercise:**

***Ok, we are now going to do an exercise to look at each of the measures which sit under each objective. These measures outline the risk of something happening which may impact on achieving the overall objectives we’ve just taken you through***

**SHOWCARD 7**

* How important are each of these measures to you?
  + Why that/those?
  + For areas not considered, why not those?
  + Which is most important and why?

***We would like you to prioritise them.***

***You will see that each has been coded with a letter (A-F), and we want you to prioritise each from 1 to 6.***

***Number 1 is the measure you regard as most important, 2 is the measure you regard as the second most important, 3 is the third most important, and so on.***

***On a piece of paper please write the letters from A down to F, down the left-hand side. Then, write the number that you ranked that objective against the letter.***

**Moderator to collect information and complete a grid for each person in the group.**

* Why have you chosen that order?
  + Probe on top 3.

Obtain an explanation of why people have prioritised as they have

* Explore the impact of internal vs. external sewer flooding, which risk would customers most like to reduce and why

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| Section 8 – Summary and Introduction to Session 2 | 5 mins |

* Summarise customers views on objectives and priorities
* Explain what will be covered in Session 2. (climate change, partnerships, growth, solutions – nature based v concrete tanks, maintain service v improve, extent and improvements –– ie where focus investment)
* Explain that they will receive a post-group questionnaire (Sent the day after each session).
  + Establish whether customers understood everything,
  + Whether they agree with the consensus reached in the groups.

**Thank everyone for their input.**