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Best Value Plan - Coded	%	n
Upgrade current drainage/sewage infrastructure	42% †	25
Nature-based, sustainable DS	34% ↑	20
Internal Sewer Flooding	51% †	30
Reduce Environmental Pollution (storm overflows, flow & quality compliance)	22%	13
Customer Education / Incentives	27%≁	16
Work in partnership	24%	14
Innovate to re-use / save / store / clean water	12%	7
Improve resilience to extreme weather events / population change	15%	9
Hit statutory targets	12%	7
Traditional DS	7%	4
Health of population	3%⁺	2
External sewer flooding	24%	14
More input on new build waste water / drainage	14%	8
Biodiversity Net Gain	8%	5
Sustainable approach	7%	4
Water quality	3%⁺	2
Increase metering	2%*	1
Reduce storm overflows	2%*	1
Build more treatment plants	2%*	1
Dredge rivers	2%*	1
Keep bills fair / low	3% ★	2
NET	100%†	59

Total sample; Unweighted; base n = 59; total n = 81; 22 missing

Your target(s) for your plan -

Coded	%	n	
ASAP	9% *	5	
Within 5 years	38%+	21	
5-10 years	35%	19	
25 years	16%	9	
10-20 years	24%	13	
Steady improvement / cost-effective	24%	13	
NET	100%†	55	

Total sample; Unweighted; base n = 55; total n = 81; 26 missing Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

Price of your bills to achieve your plan -			
Coded	%	n	
0	24%	9	
Affordable / Broken down	16%	6	
£1 pm	11%	4	
£2 pm	16%	6	
£3 pm	3%	1	
£5 pm	19%	7	
£10 pm	8%	3	
£50 pm	3%	1	
NET	100%†	37	

Total sample; Unweighted; base n = 37; total n = 81; 44 missing Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

Price of your bills to			
achieve your plan - %	%	n	
0	26%	9	
Affordable / Broken down	17%	6	
1% pa	14%	5	
2%	6%	2	
3% pa	6%	2	
4%	3%	1	
5%	9%	3	
6%	3%	1	
10%	17%	6	
NET	100%†	35	

Total sample; Unweighted; base n = 35; total n = 81; 46 missing Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

		Within discuss need Dra Mana you t supp using stro stro	the se sed a n ot be inage a gemen ell us t ort eac a 5-po ngly su ongly u	cond v umber conside nd Wa it Plan. o what ch of th int sca upporti unsupp	vorksh of are red fo ste Wa Pleas exten e follo le whe ve and ortive	op, we as that r the ater ie can t you wing re 5 = 1 = - X
		1 - Stron- gly unsu	2 - Unsu	3 - Nei- ther suppor- tive nor unsu	4 - Suppo- rtive + 5 - Stron- gly suppor- tive	NET
The right to connection for all new houses and developments for foul waste only, should to be removed to enable YW to have a say in where developments connect and allowing them to assess what impact the connection might have	% within row	3%	10% ↑	18% ↑	68%↓	100%
	n	2	6	11	41	60
YW using more nature based drainage solutions to minmise / remove surface water entering the sewer network (e.g. roof gardens; soakaways; permeable tarmac etc) rather than traditional carbon intensive solutions (e.g. storage tanks, laying larger sewers or expansion of sewage treatment works)	% within row	2%	0%	5%	93%	100%
	n	1	0	3	56	60
YW installing recreation areas or verges that deliberately flood when it rains to prevent drains and sewers from being overloaded and flooding homes or to reduce the use of overflows spilling into rivers	% within row	0%	0%	5%	95%	100%
	n	0	0	3	57	60
YW working in partnership with other organsiations such as local authorities, housing developers etc	% within row	0%	0%	0%	100% ↑	100%
	n	0	0	0	60	60

Total sample; Unweighted; base n = 60; total n = 81; 21 missing Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

In the first workshop we introduced you to the proposed measures and asked you to rank them from 1 to 6 where 1 was the most important to you, 2 was the second most important to you etc. Please could you re-confirm your ranking based how you feel now. - . X)

	1	2	3	4	5	6	NET
% within row	68% †	7%	8%	5%	3%*	8%	100%
n	41	4	5	3	2	5	60
% within row	8%	27%	25%	18%	15%	7%	100%
n	5	16	15	11	9	4	60
% within row	10%	22%	22%	18%	13%	15%	100%
n	6	13	13	11	8	9	60
% within row	8%	27%	20%	15%	12%	18%	100%
n	5	16	12	9	7	11	60
% within row	5%	10%	18%	22%	32%+	13%	100%
n	3	6	11	13	19	8	60
% within row	0%⁺	8%	7%	22%	25%	38% †	100%
n	0	5	4	13	15	23	60
	% within row n % within row n % within row n % within row n % within row n	1 % within row 68%↑ n 41 % within row 8% n 5 % within row 10% n 6 % within row 8% n 5 % within row 5% n 5 % within row 5% n 3 % within row 0%.+ n 0	1 2 % within row 68%1 7% n 41 4 % within row 8% 27% n 5 16 % within row 10% 22% n 6 13 % within row 8% 27% n 5 16 % within row 5% 10% n 5 16 % within row 5% 10% n 3 6 % within row 0%* 8% n 0 5	$\begin{array}{c ccccc} 1 & 2 & 3 \\ \hline & & & \\ &$	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$	$\begin{array}{c ccccccccccccccccccccccccccccccccccc$

Total sample; Unweighted; base n = 60; total n = 81; 21 missing Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

in the mist workshop we introduced you to the proposed medsures and asked you to rank them norm 1 to o where 1 was		
the most important to you, 2 was the second most important to you etc. Please could you re-confirm your ranking based	Proba-	
how you feel now X)1	bility % B	lase n
Minimising risk of internal flooding of properties due to incapacity of sewers during heavy rainfall (1	42% †	60
Minimising risk of external flooding of areas of land due to incapacity of sewers during heavy rainfall (2	13%	60
Improving resilience of the wastewater and drainage system to extreme events (3	13%	60
Improving the condition of the sewers e.g. by predicting blockages and / or collapses along the network (4	17%	60
Monitoring and improving wastewater flow and quality compliance to ensure treated water discharged to river / sea meet allowed standards (5	10%↓	60
Monitoring and improving storm overflows on how they are operating and the effect this may have on the river water / sea water they are entering (6	6% ↓	60

In the first workshop we introduced you to the proposed measures and asked you to rank them from 1 to 6 where 1 was

Total sample; Unweighted; base n = 60; total n = 81; 21 missing

		We you w thing t	would vould r hat wo	now li nost li ould h	ike you ke YW appen,	to rai to avo , no.2 v	nk the pid hap would	follow openin be the	ving mo g. i.e. i e secor	etrics i no.1 w nd woi	in orde /ould b rst thin	r of w e the g and	hich worst so on.
								X)					
		1	2	3	4	5	6	7	8	9	10	11	NET
Internal flooding of customer properties due to overloading from heavy rainfall (1	% within row	50% †	25% ↑	5%	5%	5%	5%	2%	0%	0%	2%	2%	100%
internal nooding of customer properties due to overloading non-neavy rainair (1	n	30	15	3	3	3	3	1	0	0	1	1	60
Internal flooding of any property due to blockages or sewer defect (A	% within row	<mark>22%</mark> ≁	18%	10%	<mark>23%</mark> ↑	12%	3%	2%	3%	5%	0%	2%	100%
	n	13	11	6	14	7	2	1	2	3	0	1	60
Internal flooding of infrastructure property (e.g. schools/hospitals) due to overloading from	% within row	12%	28% †	28% †	5%	5%	3%	10%	3%	2%	3%	0%	100%
heavy rainfall (2	n	7	17	17	3	3	2	6	2	1	2	0	60
Internal flooding of a business / commercial property due to overloading from heavy rainfall	% within row	3%	3%	<mark>23%</mark> ↑	35% †	7%	3%	8%	7%	7%	3%	0%	100%
(3	n	2	2	14	21	4	2	5	4	4	2	0	60
Pollution of a river with sewage due to a blockage or sewer defect (9	% within row	7%	5%	10%	5%	12%	17%	10%	10%	17%	5%	3%	100%
Foliation of a river with sewage due to a blockage of sewer defect (5	n	4	3	6	3	7	10	6	6	10	3	2	60
A deterioration in river water quality due to source spills from storm everflows (10	% within row	0%	8%	5%	5%	7%	12%	10%	17%	12%	17%	8%	100%
A deterioration in river water quality due to sewage spins from storm overhows (10	n	0	5	3	3	4	7	6	10	7	10	5	60
A deterioration in river water quality due to reduced quality of wastewater treatment works	% within row	2%	3%	8%	7%	10%	7%	12%	5%	12%	12%	23%↑	100%
discharges to the river or sea (11	n	1	2	5	4	6	4	7	3	7	7	14	60
External flooding of infrastructure property (main roads) due to overloading from heavy	% within row	0%	3%	0%	5%	<mark>25%</mark> ↑	13%	7%	12%	13%	10%	12%	100%
rainfall (5	n	0	2	0	3	15	8	4	7	8	6	7	60
External flooding of a business / commercial property due to overloading from heavy rainfall	% within row	0%	0%	5%	5%	3%	15%	17%	12%	17%	22% ↑	5%	100%
(7	n	0	0	3	3	2	9	10	7	10	13	3	60
External flooding of any properties due to blookages or source defect (0	% within row	3%	3%	3%	5%	7%	13%	13%	<mark>22%</mark> ↑	10%	13%	7%	100%
External hooding of any properties due to blockages of sewer defect (8	n	2	2	2	3	4	8	8	13	6	8	4	60
External flooding of a system of a garden due to systemating from heavy rainfall (C	ess / commercial property due to overloading from heavy rainfall % within row 3% 3% 23% + 3% 3% 3% 8% 7% 7% 3% 0% 100% wage due to a blockage or sewer defect (9 % within row 7% 5% 10% 5% 12% 17% 10% 10% 17% 5% 3% 0% 100% ter quality due to sewage spills from storm overflows (10 % within row 0% 8% 5% 5% 7% 12% 10% 17% 12% 17% 8% 100% ea (11 n 0 5 3 3 4 7 6 10 7 10 5 60 ructure property (main roads) due to overloading from heavy % within row 0% 3% 7% 10% 7% 12% 12% 12% 12% 23% + 100% 60 7 60 7 60 7 60 7 60 7 60 7 60 7 60 7 60 7 60 7 60 7 60 7 <												
External hooding of a customer's garden due to overloading from heavy fainfail (6	n	1	1	1	0	5	5	6	6	4	8	23	60

Total sample; Unweighted; base n = 60; total n = 81; 21 missing

we would now like you to rank the following methes in order of which you would most like 1 w to		
avoid happening. i.e. no.1 would be the worst thing that would happen, no.2 would be the second	Proba-	
worst thing and so onX)1	bility % [Base n
Internal flooding of customer properties due to overloading from heavy rainfall (1	36% †	60
Internal flooding of infrastructure property (e.g. schools/hospitals) due to overloading from heavy rainfall (2	18% ↑	60
Internal flooding of any property due to blockages or sewer defect (4	15% ↑	60
Internal flooding of a business / commercial property due to overloading from heavy rainfall (3	10%	60
Pollution of a river with sewage due to a blockage or sewer defect (9	5% ↓	60
External flooding of infrastructure property (main roads) due to overloading from heavy rainfall (5	3%↓	60
External flooding of any properties due to blockages or sewer defect (8	3%↓	60
A deterioration in river water quality due to sewage spills from storm overflows (10	3%↓	60
External flooding of a business / commercial property due to overloading from heavy rainfall (7	3%↓	60
A deterioration in river water quality due to reduced quality of wastewater treatment works discharges to the river or sea (11	2%↓	60
External flooding of a customer's garden due to overloading from heavy rainfall (6	1%↓	60

We would now like you to rank the following metrics in order of which you would most like YW to

Total sample; Unweighted; base n = 60; total n = 81; 21 missing

Overall, to what extent			
did you understand the			
topics covered in both			
sessions? Please use 10			
-point scale, where 10			
= I understood			
everything and 1 = I			
didn't understand			
anything.	%	n	
5	5% *	3	
6	5% *	3	
7	8%	5	
8	<mark>35%</mark> ↑	21	
9	28%	17	
10 - I understood everything	18%	11	
7-10 NET	90% †	54	
NET	100%†	60	

Total sample; Unweighted; base n = 60; total n = 81; 21 missing Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)