Better Together: The benefits and lessons learnt from working with others

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YorkshireWater

How to view this document

Contents page

Our contents page links to every section within this document. Clicking on a specific section will instantly take you to it.

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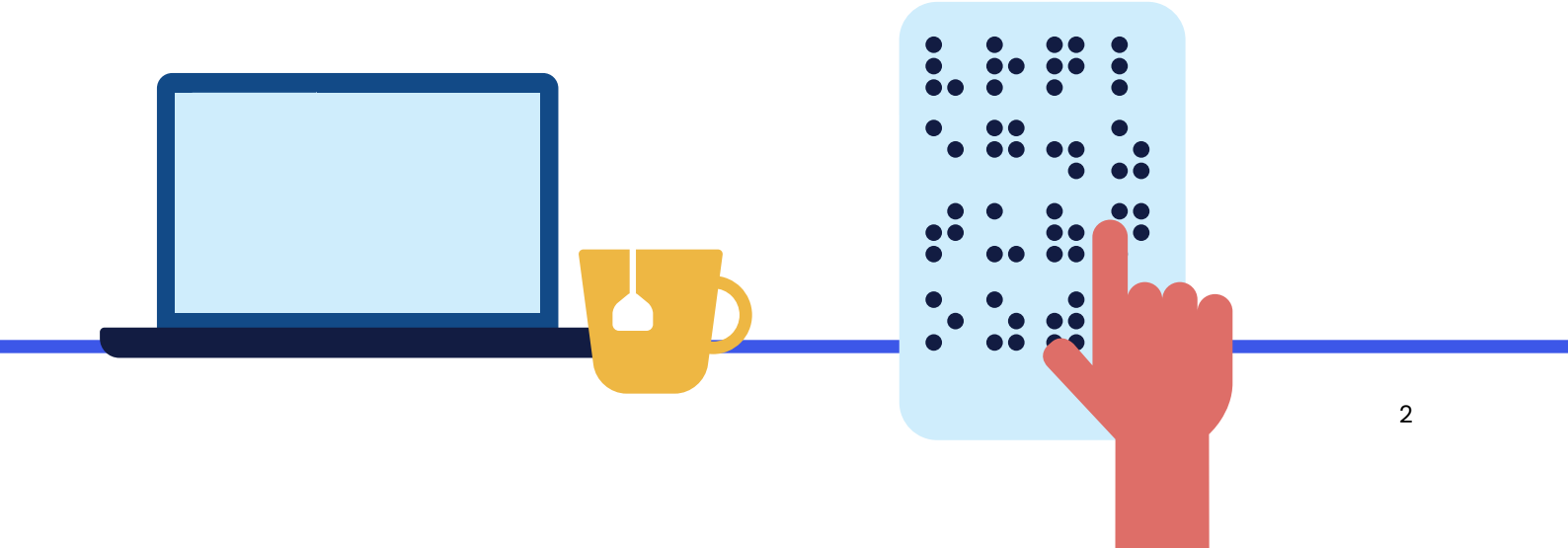
There are also many other clickable links within this document which we've made easy to spot by underlining and **highlighting** them in blue.

Accessibility matters. That's why we want all of our customers to be able to engage, navigate, and understand our Better Together Report.

By using assistive technology like screen readers, text-to-text speech programmes and Braille displays, we can provide equal access to anyone with visual, mobility, or cognitive impairments.

We've taken steps to ensure this document supports additional accessibility needs:

- Screen readers will recite content in a logical order, as well as identifying headers and providing alternative text for images.
- Table of contents and bookmarks to aid navigation.
- Easy-to-read text that's structured using headings, clear paragraphs and tables.
- Comfortable colour contrast.



Contents

We've created colour-coded sections to help you to navigate this report easily. Just click on the section you are interested in on the contents page, and it will navigate you to that section.

The report is structured as follows:

Foreword

I'm pleased to share this publication of Better Together: the benefits and lessons learnt from working with others.

This report showcases a range of projects centred around partnership working and collaboration, highlighting the additional benefits we've brought to customers and the environment through working with others.

Over the last ten years, we've worked hard to embed partnership working across all aspects of our business as one of our preferred ways of delivering our goals.

For example, through our flagship Living with Water partnership, we've worked to reduce the risk of flooding for our customers in Hull and the East Riding. Building on our successes, we're now rolling out similar partnerships across the region to help communities build resilience to flooding and adapt to a changing climate, such as Connected by Water, in South Yorkshire.

We're also working in partnership to deliver environmental improvements. This includes our Great Yorkshire Rivers partnership with the Environment Agency and The Rivers Trust national body, which aims to support native fish species and improve the health of Yorkshire's rivers, by removing all artificial barriers to fish movement.

It is vital that our partnerships are sustainable, so we have built resilience into them by supporting core staff in partner organisations. For example, by funding six roles across three of Yorkshire's local Rivers Trusts, we have jointly delivered far more than we could by working alone. The dedicated staff have driven multi-benefit outcomes that reflect the needs of the catchment, and we are building on this success by rolling out the approach more widely to all the River Trusts in Yorkshire.

It's increasingly clear that effective partnership working is critical to solve the shared social and environmental challenges that face our region. As we commence on our largest ever programme of investment for the region, we're launching a Yorkshire Centre of Excellence for partnership working, building on our history of collaborative working and piloting new approaches to working in partnership with others.

This will allow us to go further and faster to deliver the right outcomes for our customers and the environment and contribute to achieving our vision of a thriving Yorkshire.

Tim Hawkins
Strategy & Regulation Director

Executive summary

Welcome to Better Together: the benefits and lessons learnt from working with others. This report showcases a range of projects delivered in partnership between 2020 and 2025 and the value delivered for our customers and the environment.

Working in partnership can bring a variety of additional benefits, from leveraging match funding to gaining access to specialist knowledge and engaging with a diverse range of customers for engagement.

In recent years, we have encouraged a cultural shift towards working with others to address shared challenges and deliver positive outcomes. As a result, over this time, our approach to working with others has matured. We have worked with local authorities, government bodies, non-government organisations, universities, landowners and many more.

In this report, we highlight the wide range of partnership activities we have carried out over the last five years and the benefits we've delivered for our customers and the environment. This includes leveraging over £18 million in external funding, restoring or improving 438 kilometres of river, improving 291 hectares of habitat, engaging with over 16,500 local people and much more across 46 projects.

As well as demonstrating the benefits and value gained by working in partnership, we also outline the lessons learnt during these projects, which we'll be using to inform our approach to partnership working over the next five years and beyond.

This will help us achieve our vision of creating a thriving Yorkshire, right for customers and right for the environment.

Introduction

Yorkshire Water provides some of life's most essential services to the people and businesses of Yorkshire, playing a key role in the region's health, wellbeing, and prosperity.

We do this by supplying water and wastewater services to over 5 million people and 140,000 business properties, as well as being custodians of essential infrastructure and the natural environment.

We collect, treat and supply around **1.3bn litres** of water every day.

We collect, treat, and safely return to the environment **2.2bn litres** of wastewater and rainwater every day.

We manage **28,000 ha** of land for the benefit of people and the environment.

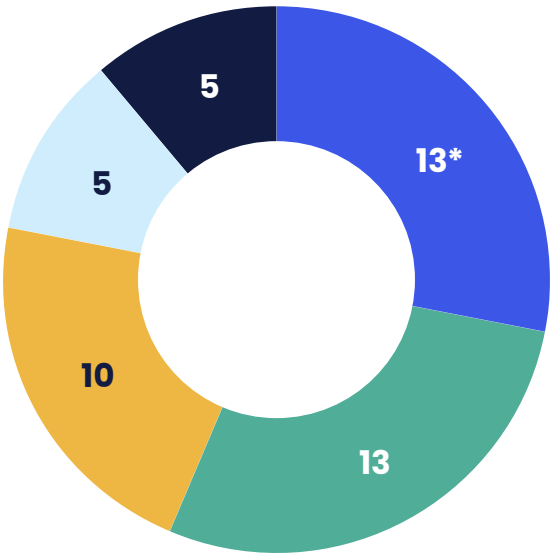
We provide jobs for over **4,000 colleagues.**

We support regional growth, spending over **£1bn on goods and services** from 1,200 suppliers each year.

Our vision is to create 'A thriving Yorkshire: right for our customers, right for the environment'.

This report showcases a range of projects we delivered in partnership between 2020 and 2025 and the value these created for our customers and the environment.

Project categories



- River restoration & health
- Habitat restoration & biodiversity
- Knowledge building
- Flood risk management
- Community engagement

* Figure refers to the number of projects within that category.

This report gives a quick overview of each project and shows how valuable working in partnership has been - whether it's using match funding, tapping into expert knowledge, or connecting with a wider range of customers for better engagement.

We also highlight the additional benefits that were created through partnership working, and the lessons we've learnt that will improve our ways of working and decision-making processes in the future.

We've published this report in line with Ofwat's requirements for our Working with Others Performance Commitment for the 2020-2025 period (known as AMP7). Projects herein are related to the Performance Commitment, it does not necessarily represent a complete view of all the partnerships that we are, or have been, involved in across Yorkshire.

To help structure this report, we've categorised our 46 projects into 5 key themes:

- River restoration & health
- Habitat restoration & biodiversity
- Knowledge building
- Flood risk management
- Community engagement

Here's some of the key benefits

26,000 hours of volunteer time logged

Creation of new long-lasting partnerships

10.35 hectares of new habitat created

Leveraged over £18 million in partner funding

Improved 292 hectares of habitat

Access to specialist knowledge and skills

Improved 439 km of river

Joined up approach to risk management

Trained or upskilled 791 people

Improved relationships with local communities

Informed investment decisions

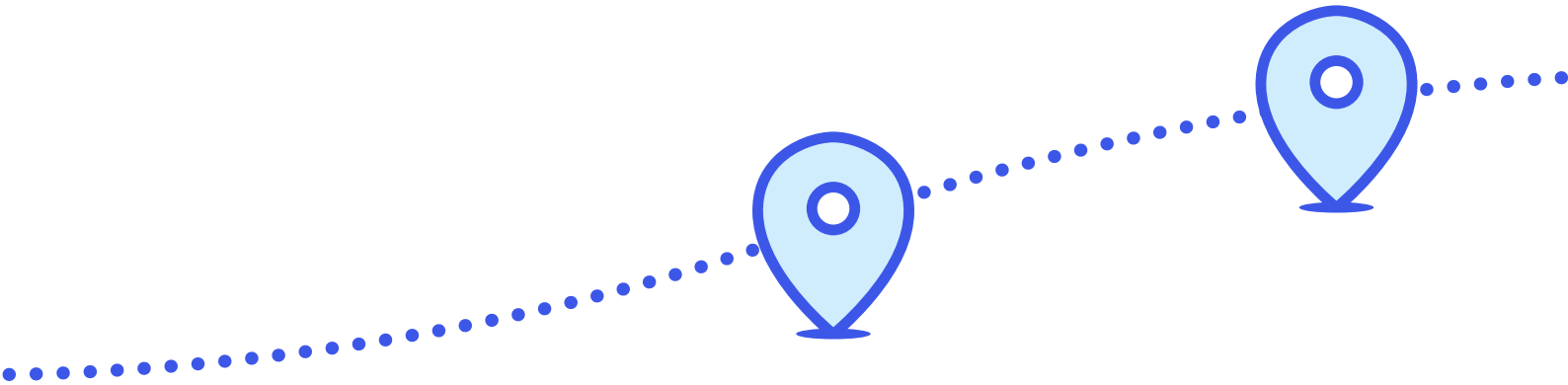
16 projects creating new data and insights

Access to different funding pots through partnership working

Cost savings

Engaged over 16,500 people in project communities

Our partnership working journey



We've been working with partners for a long time. Some of our collaborations - like those in land management - have been going strong for years and are well established. More recently, we've built on these foundations to build new strategic partnerships to tackle challenges such as flood risk and river health, demonstrating our forward-thinking approach to resilience and sustainability.

Over the last decade, we've encouraged cultural change through taking a more open, outward-facing approach to resolving our risks and issues. This has led to stronger partnerships with local authorities, the Environment Agency, universities, charities, landowners, and more. Together, we've achieved some great outcomes, including river restoration, invasive species management, habitat creation, and flood alleviation schemes, benefiting both our customers and the environment.

We've helped our partners build resilience and plan for the future by funding key staff and getting involved in lots of guiding groups and coalitions.

We've also helped our partners secure significant match funding, allowing us to deliver wider benefits beyond Yorkshire Water's remit. By working with landowners and local authorities, we've achieved far more than we could alone.

Through partnerships like Living with Water, we've been able to bring together different investment streams to enhance flood resilience in Hull. This partnership has reduced surface water and sewer flooding for local communities, supported funding bids, and helped lead to the creation of the Connected by Water partnership in South Yorkshire.

As we begin a new Asset Management Period between 2025 and 2030, we're building on our collaborative history of working with others and piloting new partnership approaches to deliver even better outcomes for our customers and the environment.

Partnership projects 2020–2025

River restoration & health	Habitat restoration & biodiversity enhancement	Knowledge building	Flood risk management	Community engagement
River restoration and health projects focus on improving sections of individual rivers by working with local authorities, charities and communities to better protect their waterways. River restoration and health projects can include the removal or alteration of fish barriers and weirs or the removal and management of invasive non-native species (INNS).	As a public authority, we're legally responsible for supporting conservation. Rather than directly tackle conservation work ourselves or through contractors, we've learnt it's better to work with stakeholders to deliver projects that result in more effective and sustainable outcomes. These projects have helped us bring over 280 hectares of habitat back into good shape. Working with local charities and community groups gave us access to expert knowledge and skills, making sure everything we did suited the local environment.	Our knowledge-building projects help us gather data and insights that guide our planning and decisions. When we're dealing with complex issues—like bathing water quality—that involve lots of different groups, we work with local authorities and the Environment Agency to collect the right data. This helps us make better choices and come up with well-rounded solutions. By working together across different organisations, we get a clearer picture of the risks and can create joined-up responses that really work.	Over the AMP, there have been five projects that have directly delivered flood risk reduction. They vary in scale from localised flood risk issues, for example Lundwood ditch clearance, to much larger projects, such as the Otley flood alleviation scheme and Rosemead Street permeable paving. These projects showcased the benefits of working in partnership when dealing with shared risk.	Although many of the projects over the AMP have an aspect of community engagement, there have been five projects that have specifically aimed to engage with and better understand our customers and their communities. We've worked with charities and organisations such as Experience Community and the Hull Young People's Parliament, to make sure we're providing for the diverse range of customers we have.

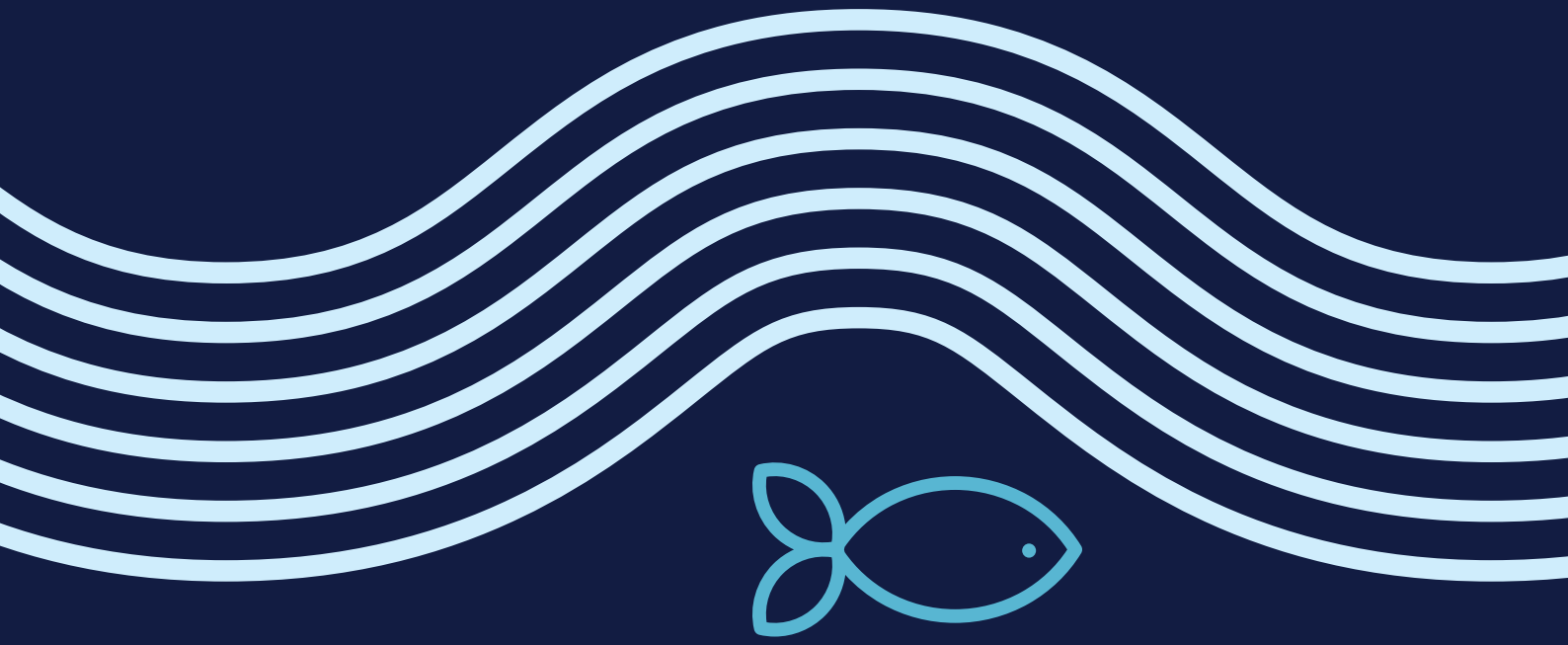
Many of these projects have been driven by the Water Industry Natural Environment Programme (WINEP).

Assurance

It's important to us that our customers and stakeholders can be sure of the quality of the information we publish so that they have trust and confidence in us.

All the projects in this report and the additional benefits stated have been independently audited to ensure the information we've published is correct. See **Appendix 1** for more information.

You can read more about our approach to assurance in our **Regulatory Reporting Assurance Plan**.



Better Together: River Restoration & Health

Masborough weir fish pass

Collaborative partners:
Don Catchment Rivers Trust, Canal and River Trust, Environment Agency, Heritage Lottery Fund.

Yorkshire Water contribution:
24% (£147,000)

Partner financial contribution:
76% (£473,000)

Year completed: 2020

Benefits created through this project

Opening up 10km of river for migratory fish

Increased recreation for the local community

Project summary

Masbrough weir was a major barrier to fish migration on the River Don, Rotherham. The project was driven by a biodiversity WINEP scheme, with the aim to protect and improve the water environment. A fish pass was built in the summer of 2020 to allow all fish species to move freely. The type of fish pass built is a 'larinier'. This is a proven design that is known to provide fish passage to all species.

It was the last remaining major barrier between the North Sea and Sheffield and the final stage of a shared vision of encouraging the re-establishment of a sustainable, natural salmon population in the River Don.

Soon after completion of the scheme, an adult Salmon was found in the river in Sheffield centre. This was a historic event as it was the first salmon in the river for 150 years.

Value of partnership working

This is a great example that demonstrates the value of working with others. The only way this project could be delivered was in partnership – the combination of ownership permission, delivery expertise and sufficient funding was only available across a collaboration of groups. No one party had all of these essential ingredients for a successful project.

The fish pass has increased benefits associated with previous Yorkshire Water spend, for example, a Yorkshire Water fish pass built upstream at Blackburn Meadows in AMP6 can now be used by fish moving through Masbrough fish pass.

Fish pass installed on Masbrough weir.

Bradford Beck PollutionWatch

Collaborative partners:
Friends of Bradford's Becks (FOBB), Aire Rivers Trust (ART), Environment Agency (EA), City of Bradford Metropolitan District Council (CBMDC).

Yorkshire Water contribution:
86% (£64,162)

Partner financial contribution:
14% (£10,250)

Year completed: 2021

Benefits created through this project

750 hours of volunteer time

55 miss-connections identified

Project summary

Visible discolouration of Bradford Beck and its tributaries at low flows has been an issue for many years. We wanted to know the cause of this discolouration, how things could be improved and whether it was a result of our operations.

The objective of this catchment scale study was to understand the polluting inputs to the Bradford Beck system and their impact on its ecology. This was aided by the creation of the PollutionWatch app, allowing users to report observations. This is as well as working in partnership with local interest groups to produce a detailed strategy for reducing pollution and improving ecological status.

Volunteer observations logged in the PollutionWatch app triggered investigations that identified 55 misconnections continually discharging foul water into the beck via surface water drainage. We've fixed 51 of these misconnections. The remaining misconnections are in the process of being fixed by the CBMDC. Anecdotal evidence from FOBB volunteers are that the beck has improved since the project started.

Value of partnership working

This project has helped build a strong working relationship between partners, thanks to the creation and use of the PollutionWatch App and the way we've reported on fixing misconnections. Because of this, the local knowledge and hard work of FOBB volunteers are now part of an ongoing process that keeps improving the quality of Bradford Beck and its streams. The big progress we've made in fixing misconnections wouldn't have happened without this project.

A joint plan involving us, FOBB, CBMDC, and the Environment Agency is now in place and will keep going, supported by volunteer observations. Since the project, the PollutionWatch tool has been updated and shared with the Aire Rivers Trust for their Outfall Safari programme.

Re-meandering Driffield Trout Stream

Collaborative partners:
Yorkshire Wildlife Trust, Environment Agency, Natural England, the landowner, Driffield Anglers, The River Hull Headwaters SSSI Restoration Steering Group.

Yorkshire Water contribution:
60% (£37,255)

Partner financial contribution:
40% (£24,970)

Year completed: 2022

Project summary

In 2015, a feasibility study was commissioned by Sunderlandwick Farms, in partnership with Natural England, to look at the restoration possibilities for the Driffield Trout Stream SSSI. It was highlighted in this report that two former stream channel meanders were still present and provided the potential to restore wetland habitat and re-connect the stream with its former channel.

The first phase of this work, which we weren't involved in, connected the downstream end of the former meander to the current straightened channel, creating a backwater habitat.

We supported this project to deliver the second phase of work to re-connect a straightened section of the Driffield Trout Stream with its former meandering channel. This aligns with our statutory duty under the WINEP to further conservation.

Value of partnership working

Alongside our statutory obligation, we also considered the impact of the river abstraction and sewage works downstream of this site discharging into the chalk stream. Given the high distinctiveness of this habitat, by helping deliver this project we helped mitigate against our corporate impact and safeguard our permits. If we had constrained ourselves to our own landholding we could not have delivered an outcome at this scale, and our standard contractors could likely not have delivered it within an order of magnitude of the price achieved by working with others.

Benefits created through this project

- 324 hours of volunteer time
- Creation of 0.3 hectares of new wetland habitat
- 150 meters created of new meandering chalk stream habitat
- Restoration of 1 ha of willow carr and associated wetland
- Continued plans for chalk stream restoration

Working with the Hull headwaters SSSI restoration steering group, Yorkshire Wildlife Trust and Natural England we have created a chalk stream specific restoration plan for inclusion within our PR24 submission to Ofwat. This has led to the inclusion of two resulting chalk stream WINEP lines within our AMP8 programme, that were accurately costed and scoped due to this preliminary work.

Example of chalk stream.

Developing the Natural Aire (DNAire)

Collaborative partners:
Environment Agency, Aire Rivers Trust, Heritage Lottery Fund, Craven Council.

Yorkshire Water contribution:
22% (£600,000)

Partner financial contribution:
78% (£2,100,000)

Year completed: 2023

Project summary

The DNAire aimed to address the issues of dysconnectivity along the Aire catchment. The catchment suffered from physical dysconnectivity as a result of weirs as well as in a metaphorical sense, as the communities within its catchment were disconnected from their river.

To address the issue of physical dysconnectivity the project installed fish passes at four weirs, opening up 60km of river to migratory fish. Alongside, connecting the diverse communities and organisations within the catchment to the rich heritage of the river. This was done through education programmes in schools, creating friends of groups, signposting river walks and attracting volunteers to work and support the DNAire project.

Value of partnership working

Working in partnership leveraged a significant amount of match funding (over £2 million). Access to specialist knowledge and skills through the project partners and being able to align biodiversity and community objectives has meant outputs were maximised to achieve significantly more than what could have been if one partner were to have worked alone. The momentum and success of the project has inspired the formation of a new partnership call Great Yorkshire Rivers, between Yorkshire Water, the Environment Agency and The Rivers Trust. The partnerships aim is to address all artificial barriers negatively impacting fish populations in Yorkshire.

Benefits created through this project

10,836 hours of volunteer time

Opening up 60km of river to migratory fish

Aided the creation of a new partnership – Great Yorkshire Rivers

See here for more details on the aireriverstrust.org.uk/dnaire.

Giant artwork incorporating rubbish recovered from the river.

Photo provided by Air Rivers Trust and taken by Sand in Your Eye.

Reconnecting Staithes Beck

Collaborative partners:
North York Moors National Park Authority (NYMNPA), Environment Agency, Local Landowners.

Yorkshire Water contribution:
55% (25,000)

Partner financial contribution:
45% (20,684)

Year completed: 2024

Benefits created through this project

Access to specialist knowledge

Construction ready projects identified, including detailed designs, for implementation

Project summary

The project aimed to ease in-channel obstacles to fish migration while restoring naturally functioning river processes and ecosystem services, improving aquatic habitats and hydrological connectivity in Staithes Beck, North Yorkshire. The project specifically focused on the removal of two weirs causing fragmentation of fish. There are a number of barriers to fish migration within Staithes Beck which prevent fish from moving throughout the waterbody and completing their lifecycle, this poses a direct threat to the fish species within the beck. We supported the project through a WINEP scheme contributing towards our commitment to improving biodiversity, where restoring ecological connectivity within rivers is a priority.

The project focused on the desk-based elements and surveys needed to enable construction in 2025. This included gathering data on the ecology, hydrology, geology and topographical information to inform an options appraisal and feasibility assessment of the chosen option. Once these stages were complete, a design was created and passed to the landowner for approval.
This type of partnership to deliver fish passage schemes is set to increase in AMP8 where we are looking to spend £10 million delivering similar projects, which is 10 times more than AMP7. This very blueprint of collaboration will be used and built upon to complete that work.

Value of partnership working

By working in partnership, the project was able to access specialist knowledge across different organisations and deliver the outcome in a much more cost-effective manner. Working with the NYMNPA, who are well regarded in the area, meant that obtaining permission from the landowner for surveys and approval for the designs was much easier than trying to facilitate this ourselves.

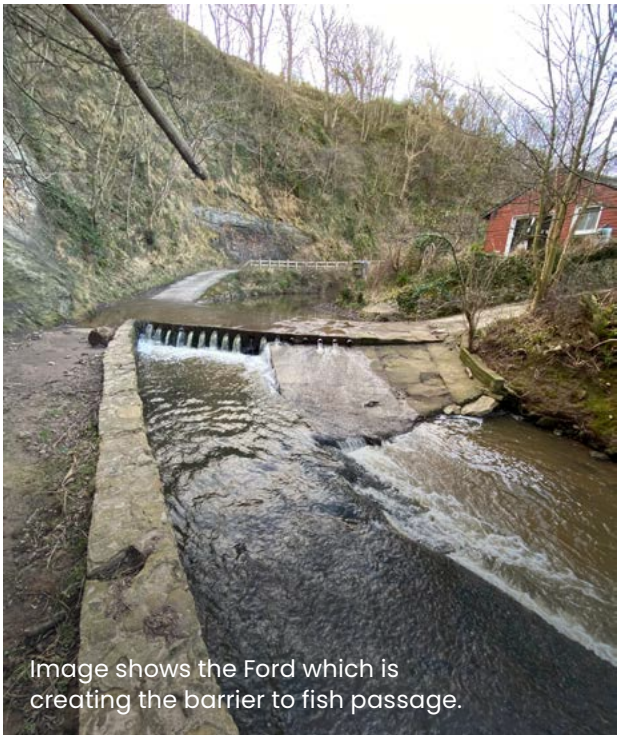


Image shows the Ford which is creating the barrier to fish passage.

River Resilience, Holme Catchment

Collaborative partners:
River Holme Connections (RHC).

Yorkshire Water contribution:
89% (£106,000)

Partner financial contribution:
11% (£13,500)

Year completed: 2025

Project summary

The River Resilience project in the Holme Catchment addressed the pressing ecological risks posed by invasive species and habitat degradation, which threatened the local biodiversity. We are required to meet regulatory obligations under the Natural Environment and Rural Communities Act 2006, aiming to conserve key species and habitats while fostering community engagement. The project also identified specific challenges, such as managing narrow-clawed crayfish populations.

To tackle these issues, we partnered with RHC to implement habitat restoration measures across 27.2km of river. This collaborative approach included invasive species control, riparian management, and public involvement in conservation.

The project successfully improved ecological resilience in the catchment area. It also strengthened the capacity of RHC, securing future funding and leaving a legacy of community-led conservation initiatives.

Benefits created through this project

1,415 hours of volunteer time

27.2 km of river length improved through invasive non-native species management

14 volunteers upskilled

Knowledge gained on barriers to fish migration

78 community engagement events

Value of partnership working

By working with RHC instead of contractors, we achieved cost-effective solutions while engaging over 600 volunteers who supported at 78 public events. This partnership also enhanced RHC's capacity, enabling them to secure over £1 million in funding for future projects and appoint their first CEO. Together, we tackled invasive species, reintroduced water voles, and addressed customer concerns, leaving a sustainable legacy of community-led conservation efforts in the Holme catchment.

Connecting the Calder

Collaborative partners:
Calder Rivers Trust (CRT), River Holme Connections, Environment Agency.

Yorkshire Water contribution:
31% (£140,000)

Partner financial contribution:
69% (£312,000)

Year completed: 2025

Project summary

Connecting the Calder is a catchment-wide programme led by the CRT, aimed at addressing over 500 in-river barriers on the River Calder and its tributaries. The initiative focuses on enhancing river processes, restoring in-channel habitats, and reconnecting fragmented ecosystems. The project prioritises the removal of redundant weirs to restore natural sediment transport and improve habitat connectivity.

The project supported feasibility studies, outline designs for 14 weirs, and detailed designs for 2 weir removals. The project also strengthened CRT's technical capabilities and contributed to long-term restoration efforts through partnerships such as the Great Yorkshire Rivers initiative.

Project outcomes include a catchment-wide inventory of barriers, feasibility studies that have led to fourteen outline designs and the production of two detailed designs. In addition, to improved technical expertise within the CRT. The effort is set to unlock significant environmental benefits and improve river resilience beyond AMP7.

Benefits created through this project

Construction ready projects identified, including initial and detailed designs for implementation

Strengthening relationships

Value of partnership working

Working together enabled us to access more funding and deliver benefits on a much greater catchment scale, without being limited to our landholdings or assets. The weirs targeted for removal or modification were not limited to being owned by us and were selected based on factors such as greatest ecological benefit in addition to accessibility.

See more information here about the project **Connecting the Calder**.

Open Aireways

Collaborative partners:
Aire Rivers Trust (ART), Environment Agency, Wild Trout Trust, The Rivers Trust, Local Landowners.

Yorkshire Water contribution:
91% (£100,000)

Partner financial contribution:
% (£10,000)

Year completed: 2025

Benefits created through this project

35 hours of volunteer time

Knowledge gained for planning our investment

Strengthening relationships

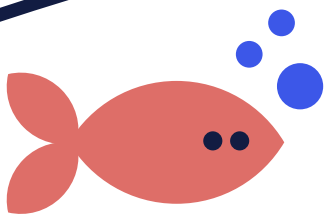
Project summary

The Open Aireways project, led by ART in partnership with the Environment Agency and ourselves, aimed to improve river connectivity for fish migration across the Aire catchment. Over 400 weirs were evaluated to identify barriers to fish passage and prioritise sites for modification. A two-stage prioritisation process included desktop habitat assessments and site visits, leading to feasibility studies for three high-value weirs.

The project has produced feasibility studies for weir removal or alleviation at four locations, which can be progressed to outline design once further funding is secured. In addition to this the project has, enhanced capacity and expertise within the ART, and contributed toward the Trust's long-term objectives of improving fish passage and ecosystem connectivity.

Value of partnership working

The partnerships allowed for broader ecological benefits and knowledge-sharing, forming a foundation for future conservation efforts within the Aire catchment.



Black Brook River Restoration

Collaborative partners:
Calder Rivers Trust (CRT).

Yorkshire Water contribution:
100% (£49,764)

Year completed: 2025

Project summary

The Black Brook River Restoration project aimed to improve the ecological health of Black Brook, a heavily modified tributary of the Middle Calder, located near Bowers Mill in West Yorkshire. We partnered with the CRT to deliver habitat improvements while also supporting CRT's development as an organisation. River restoration projects included, redirecting the watercourse to a more natural path, bypassing old industrial modifications and enhancing connectivity between the river and floodplain, blocking drains and creating wetland features to slow water flow, expand marsh habitats, and improve flood resilience, and removing artificial walls to reconnect the river with its floodplain, enhancing sediment sorting and biodiversity.

Value of partnership working

Without working in partnership we would not have been able to achieve and deliver this length of river restoration as effectively and the cost would have been significantly higher. Partnership working granted the project access to sites outside of our control. Going forward CRT volunteers will be adopting the onwards management of the sites.

Benefits created through this project

- **124 hours of volunteer time**
- **350 meters of river length improved**
- **1.2km of river habitat reconnected**
- **285 trees planted**
- **4 staff members upskilled**
- **Approximately 1,200 wetland plug plants planted**

Bowers Mill – Black Brook river restoration.

Esk Freshwater Pearl Mussel Conservation

Collaborative partners:
North York Moors National Park Association (NYMNPA), Freshwater Biological Association (FBA), Environment Agency, Natural England, Esk, Coastal Streams CaBA Partnership.

Yorkshire Water contribution:
59% (£341,081)

Partner financial Contribution:
100% (£49,764)

Year completed: 2025

Project summary

The Esk Freshwater Pearl Mussel Conservation project is a collaborative effort to restore the critically endangered population of freshwater pearl mussels in Yorkshire's River Esk. The species, protected under the Wildlife and Countryside Act, faces threats such as habitat degradation, pollution, and overexploitation. Yorkshire Water, along with local stakeholders and organisations, initiated this project to pave the way for a sustainable population of mussels in the river.

The project involved the FBA breeding programme, gathering and sharing environmental data for targeted water quality improvements. In addition to empowering community members and staff through habitat and monitoring programmes as well as, creating a strategic restoration action plan, that identified and addressed catchment-scale issues such as sediment and turbidity.

Value of partnership working

The value of partnership working in environmental conservation, particularly in projects like the Esk Freshwater Pearl Mussel Conservation project, is vast. Partnerships bring together different organisations, each with its expertise, resources, and networks, allowing for more efficient, cost-effective, and impactful outcomes than any single entity could achieve alone.

Benefits created through this project

5.5 hectares of habitat created

2.2km of river length improved

8.64 hectares of habitat improved

Upskilled 20 staff/ volunteers in electric fishing

Upskilled 13 volunteers in Riverfly monitoring

Approximately 2,750 trees planted and **900m of hedgerow** established

Data gathered for business cases to secure investment

Freshwater Pearl Mussel.

Blue Corridors

Collaborative partners:
North York Moors National Park Authority (NYMNPA), North Yorkshire Council, European Regional Development Fund (ERDF).

Yorkshire Water contribution:
8% (£80,700)

Partner financial Contribution:
92% (£907,390)

Year completed: 2025

Benefits created through this project

124 hectares of habitat improved

Increased connectivity improvements over 29km of river

63 volunteers upskilled in electrofishing and or water Riverfly monitoring

Gained data and insights into water quality to aid investment planning

Project summary

The Blue Corridors project was a ERDF funded partnership project. It aimed to address the recent ecological status failures of the Rye and Esk catchments within the North York Moors National Park. Specifically, the project sought to: restore ecological functions and processes within these river catchments; improve biodiversity and soil health; provide sustainable access to reconnect communities with nature, enhancing health and wellbeing.

The project achieved its aims by easing in- channel obstacles, controlling invasive non-native species, creating access routes and monitoring water quality.

Value of partnership working

Working in partnership brought multiple benefits such as combining expertise, having the ability to generate a greater impact, engaging with local communities and stakeholders, and distributing responsibilities among partners.

River Resilience, Don, Dearne & Rother Network

Collaborative partners:
Don Catchment Rivers Trust (DCRT), The Don Dearne and Rother Network, Environment Agency.

Yorkshire Water contribution:
74% (£216,946)

Partner financial Contribution:
26% (£75,000)

Year completed: 2024

Benefits created through this project

580 hours of volunteer time

Improved 134 km of river habitat

Engaged 54 landowners

130 community engagement events

Project summary

The River Resilience, Don, Dearne & Rother Network was a partnership-driven initiative aimed at addressing environmental challenges in the Don, Dearne, and Rother catchments. This project tackled issues such as habitat degradation, fish population decline, invasive species, diffuse pollution and sedimentation. It also sought to enhance biodiversity, promote sustainable agriculture and engage communities in conservation. Delivered by the DCRT, the project formed part of our regulatory duty under the Natural Environment Research Council Act.

The project leaves a strong legacy of community-led conservation initiatives, improved biodiversity, and sustainable agricultural practices. Maintenance responsibilities are shared among partners, ensuring lasting benefits through continued habitat management and volunteer engagement. Staff roles funded by the project have been maintained via access to new funding sources identified during the life of the project.

Value of partnership working

Working in partnership proved to be a better solution as it fostered collaboration, maximised resources, and delivered enhanced outcomes across various objectives. By uniting organisations, the project brought together diverse expertise, funding streams and community connections.

River Resilience, Aire Rivers Trust

Collaborative partners:
Aire Rivers Trust.

Yorkshire Water contribution:
16% (£200,000)

Partner financial Contribution:
84% (£1,084,748)

Year completed: 2024

Project summary

This project aimed to enhance river resilience across the Aire Catchment through habitat restoration, species recovery and community engagement. Yorkshire Water contributed £200,000, leveraging over £1 million in total funding through partnerships. The Project ran for over 5 years, during which time there have been a range of projects and initiatives including: flood alleviation schemes and workshops, citizen science data gathering, increasing biodiversity enhancement efforts through attracting new volunteers, diffuse pollution management, invasive non-native species management activities and weir walkovers, which identify barriers to fish passage. These individual projects have brought numerous benefits to the Aire catchment and its communities.

The project has fostered long-term conservation efforts, strengthened catchment partnerships and delivered lasting ecological benefits to the River Aire.

Benefits created through this project

4,697 hours of volunteer time

Improved 23 km of river through Invasive non-native species management

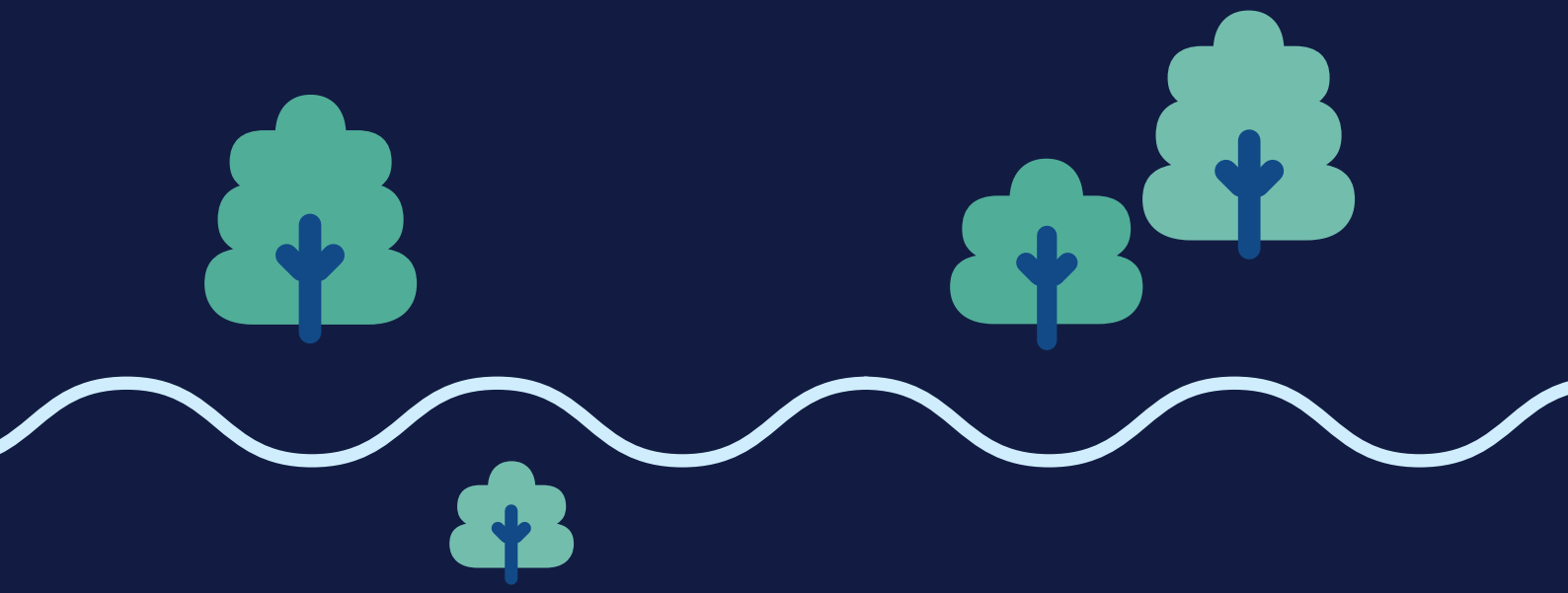
2,200 trees planted

Upskilled 25 staff members/ volunteers

2,114 plug plants planted

Value of partnership working

Working in partnership has proved to be a better solution than for us to act alone or directly pay contractors to complete specific works. Working in partnership fosters collaboration, maximises resources, gains access to specialist knowledge and skills, and provides connections into the community.



Better Together: Habitat Restoration & Biodiversity Enhancement

Friends of Ilkley Moor, Wetland Restoration

Collaborative partners:
Friends of Ilkley Moor, Bradford Council.

Yorkshire Water contribution:
100% (£5,000)

Year completed: 2022

Benefits created through this project

300 hours of volunteer time

20 hectares of land improved

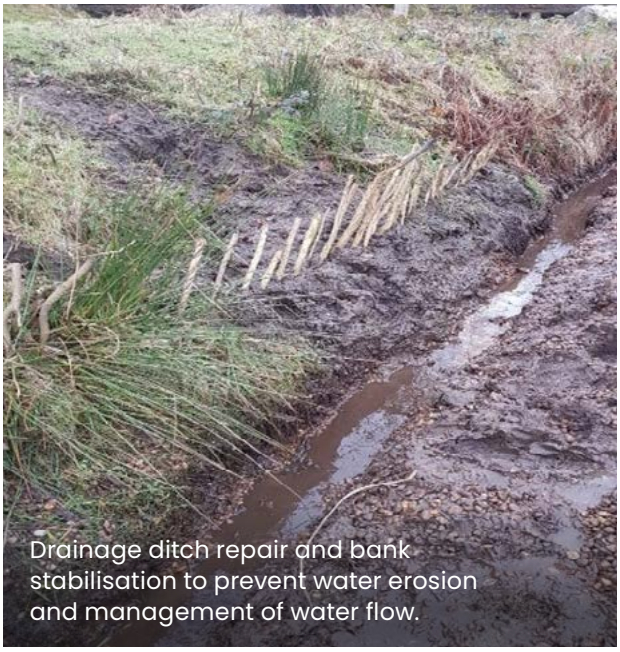
Project summary

The project engaged the local community in learning about and helping to restore and manage the wetland habitats on Ilkley Moor for the purposes of biodiversity conservation, increased understanding, flood alleviation, carbon storage and increased water quality. With our financial input, the project was able to fund a project officer to deliver 35 volunteer workdays and educational events. Volunteers were involved with peatland restoration, vegetation control and footpath restoration. Education days focused on biodiversity and conservation, how the water cycle works, ecosystem services, water quality, water storage, flood resilience and carbon storage. Four of these were focused events for young people, including pond dipping and water invertebrate identification.

Value of partnership working

Through working in partnership, we were able to deliver a better outcome for customers by delivering a long-term sustainable solution that has a lasting physical legacy when our funding runs out.

Vegetation management around the lower tarn.



Drainage ditch repair and bank stabilisation to prevent water erosion and management of water flow.

Photos provided by Friends of Ilkley Moor

Redeveloping Rodley Nature Reserve duck marsh

Collaborative partners:
Rodley Nature Reserve, Fountains Forestry.

Yorkshire Water contribution:
100% (£34,472)

Year completed: 2021

Benefits created through this project

60 hours of volunteer time

1.3 hectares of habitat created

Project summary

Yorkshire Water own an area of land along the River Aire in Leeds which used to be a sewage treatment works. The works is no longer operational and the land is now leased to a charitable body who run a nature reserve there. We have a WINEP commitment to undertake conservation management on the land the company owns. Delivery of this WINEP commitment was achieved by creating a partnership project to work together with the charity to redevelop the duck marsh area, which will benefit existing species and also attract new ones. The partnership was formed to bring together the capital project delivery expertise of Yorkshire Water with the knowledge of the nature reserve staff and volunteers to ensure the most wildlife-beneficial and cost-effective interventions were delivered.

The project landscaped the area to form different water depths to promote species diversity.

Value of partnership working

Working in partnership has allowed us to deliver biodiversity net gain, land conservation and enhancement on our estate with complete stakeholder buy-in. Doing major work with heavy machinery in a sensitive wildlife setting can be very emotive, frequently generating negative perception and criticism. With Rodley supporting and advocating us, this allayed such criticism.

Having competent stakeholders and contractors meant that we could undertake the work to maximum benefit for minimum costs. Rodley Nature Reserve were able to better engage with the local community and press, and ensure a more effective endorsement than we could have done on our own.

Landscaping hummocks and ditches.

Gravel bed breeding sites for ringed plover and common tern.

Ripley Reedbeds

Collaborative partners:
Friends of the Lower Derwent Valley, Natural England, Ad Astra, Bettys Trees for Life Fund.

Yorkshire Water contribution:
43% (£3,000)

Partner financial Contribution:
57% (£3,900)

Year completed: 2021

Project summary

To further conservation as driven by the WINEP, we created a partnership with the Friends of the Lower Derwent Valley to deliver habitat creation and restoration works and public outreach in the Derwent Valley. This location was chosen as we have a number of major abstractions in the area.

This project sought to create a new area of reedbed habitats approx. 1 hectare in size on an area of unimproved grassland in a floodplain of the river Derwent. The area supported little of interest from a nature conservation point of view. The project provided an under-represented habitat in the internationally important wider area and helped join a network of reedbed habitats and newly created sites between the Upper Humber and Lower Derwent Valley. In addition to this, the project worked with disengaged young people, who had fallen out of mainstream education, via an ongoing partnership with Ad Astra, providing them with an opportunity to be involved in project planning, design and delivery.

Benefits created through this project

500 hours of volunteer time

Created 1 hectare of reedbed habitat

50 disengaged young people volunteered via Ad Astra

Value of partnership working

Through working in partnership, we were able to deliver a better outcome for customers by delivering a long-term sustainable solution that has a lasting physical legacy.

Working in partnership also helped improve people's engagement with nature and increase social volunteering

Transforming grassland to reedbed.

Bee Together Phase 2

Collaborative partners:
Yorkshire Dales Millennium Trust (YDMT).

Yorkshire Water contribution:
61% (£30,000)

Partner financial Contribution:
39% (£19,447)

Year completed: 2022

Project summary

The State of Nature report 2016, the product of a collaboration of environmental NGOs, academic institutions and government agencies, including Natural England, identified that 60% of pollinator species are in decline across the UK. Under the WINEP obligations to move our land into positive conservation management and undertake other activities to further conservation, this project continued and expanded existing work that took place as part of the Bee Together project, which began in 2018. Bee Together aims to engage audiences and create pollinator habitat along a B-line between Leeds and Lancaster, and surrounding areas.

This phase of the Bee Together project has enabled the expansion of work from the current B-Line into new areas, as well as delivering more habitat creation within the current project area where we operate. Several of our reservoir sites (Thruscross, Grimwith, Fewston, Swinsty and Barden) were included in the project area.

Benefits created through this project

228 hours of volunteer time

2 hectares of habitat created

778 people engaged with at various events

180 people attended bumblebee or other pollination identification courses

24 public events

Yorkshire Water staff attending a bumblebee identification training course.

Better Together: Habitat restoration & Biodiversity Enhancement

Value of partnership working

By partnering with the YDMT on this project, we have not only benefited from cost savings but also had access to specialist knowledge.

This project would not have been delivered without the partnership being formed. This solution has not only been delivered but has also included extra benefits such as public events and outreach work. There has also been a greater area of habitat restored and enhanced for less money than would have been the case had we used our commercial contract partners.

By funding a partnership project we have mobilised and educated local volunteers including school children, creating a longer lasting legacy of engaged individuals who it is hoped will continue to look after the pollinators and our ecosystems. Delivering these types of projects in partnership saves money, builds capacity in local organisations, engages with a greater number of people and enables longer lasting wider benefits.

Yorkshire Water staff attending a bumblebee identification training course.

Better Together: **Habitat restoration & Biodiversity Enhancement**

Derwent Lowland Waders

Collaborative partners:
Yorkshire Wildlife Trust (YWT),
Natural England.

Yorkshire Water contribution:
70% (£27,476)

Partner financial Contribution:
30% (£12,000)

Year completed: 2023

Benefits created through this project

435 hours of volunteer time

120 hectares of land improved for nature

Project summary

As part of the WINEP commitment to further conservation we have worked with the Yorkshire Derwent Catchment Partnership to improve three sites on the Derwent catchment Special Area of Conservation where we abstract significant volumes of water.

Work included creating a new scrape, a shallow depression to hold water for waders, desilting and restoring two scrapes and rotovating two others to rejuvenate them by reducing soil compaction. Other work included the pruning technique pollarding, at Wheldrake and Low Carr in order to reduce overall height of potential perches for crows and magpies which prey on wader chicks.

Value of partnership working

Volunteer time alongside staff time allowed this project to be achieved in a timely manner and for a lower budget than working independently would have required. Yorkshire Wildlife Trust volunteers already knew the sites well and were able to target interventions appropriately, and being part of a long-term volunteer force, can ensure a sustainable long-term benefit to the site.

Low Carr farm

Scrape creation at Low Carr, photos provided by YWT

Better Together: **Habitat restoration & Biodiversity Enhancement**

Rewilding the Dearne

Collaborative partners:
Riverlution by the River Stewardship Company (RSC), Friends of the Dearne (FoTD), Denby Dale Parish Council, Wild Trout Trust.

Yorkshire Water contribution:
79% (£15,970)

Partner financial Contribution:
21% (£4,125)

Year completed: 2022

Benefits created through this project

297 hours of volunteer time

Approximately 1,000 trees planted

7 volunteers trained in Riverfly monitoring

Invasive non-native species management

Project summary

The Rewilding the Dearne project has been a collaborative set of environmental enhancement works and community engagement. The majority of the practical restoration works undertaken have followed the recommendations of a Wild Trout Trust scoping report of the site at Clayton West. The scoping report highlighted the major stressors impacting the ecology of the River Dearne. Those identified were high nutrient levels, habitat complexity and fine sediment.

The installation of fencing alongside the River Dearne and left bank tributary now prevents cattle accessing the channel, which has transformed the ecology of the banks and instream habitat through a reduction of direct slurry inputs, grazing pressure and bank poaching. Increasing the diversity of vegetation along the banks, aims to reduce erosion susceptibility. Fixed point photography is being used to record the changes.

The installations of heather bales and the removal of the terminal section of a field drain by volunteers to create a small wetland habitat will further help reduce fine sediment and nutrient inputs. The hard work of the FotD volunteers to reduce the abundance of Himalayan balsam at the site and across the upper Dearne catchment is helping reduce the spread of this invasive species which outcompetes native vegetation and can increase fine sediment input.

Difference in vegetation between the field grazed by cattle (left) and cattle excluding buffer strip alongside along the banks of the Dearne (right side), approximately a year after the buffer fence was installed.

Photo provided by the River Stewardship Company

Better Together: Habitat restoration & Biodiversity Enhancement

The increasing RiverFly sampling carried out across the Upper Dearne catchment by FotD will continue to allow for the identification of changes in river health. Moreover, the knowledge sharing through the FotD group, demonstrating RiverFly sampling to stewardship skills scheme groups and providing tours of the Rewilding the Dearne site, will increase awareness and engagement. Similarly, the launch event and Bio-blitz event allowed for young families to enjoy and engage with the local river environment.

The Rewilding the Dearne Project has encouraged successful partnership working between multiple organisations and stakeholders to achieve real environmental benefit along the banks of the Dearne. A legacy of the project will be the continued partnership working aimed at restoring river habitats while engaging local people.

Value of partnership working

Volunteer time alongside staff time allowed this project to be achieved in a more timely manner and for a lower budget than working independently would have required. It also created the opportunity for expert input from partner organisations such as the Wild Trout Trust to ensure the best outcome possible for nature. Yorkshire Water are now working to upgrade the associated Clayton West Wastewater Treatment Works with the project site helping to catalyse the benefits of water quality improvements as well as allowing us to use data generated by the project to support our planning application.

Better Becks and Reconnected Communities: St Nicks

Collaborative partners:
Friends of St Nicholas Fields, Dales to Vales River Network, Environment Agency, North and East Yorkshire Ecological Data Centre (NEYDEC), Yorkshire Farming and Wildlife LLP, River Foss Society, FrogLife.

Yorkshire Water contribution:
76% (£29,976)

Partner financial Contribution:
24% (£9,280)

Year completed: 2023

Benefits created through this project

2,300 hours of volunteer time

5km of beck habitat improved and now under regular management

10 people trained to become citizen scientists

16 hectares of wider habitat surrounding the becks improved

220 conservation sessions

8 community events

Project summary

River habitat in the UK is facing unprecedented human disturbance and modification. Through the Better Becks and Reconnecting Communities project, we aimed to address two main issues: the decreased biodiversity along local becks, Osbaldwick and Tang Hall beck, both tributaries to the River Foss, and promoting more people connecting with and caring for their local patch.

This project worked with the local community to improve the becks and connected greenspaces, ensuring community buy-in. Project objectives included works to restore and reconnect the river habitat which included wildflower planting, Himalayan balsam removal, installing reedbeds and litter-picking. In addition, objectives that focused on reconnecting the community included weekly beck conservation volunteer sessions and letter campaigns.

Value of partnership working

St. Nick's Beck Conservation group is now very well established and has robust management plans in place for sites to ensure work can continue beyond the project, and the beck habitat is supported going forward. By involving the community in every aspect of the project, it has been possible to connect people to the amazing habitat of the becks and wildlife that uses them and has been able to promote improved community ownership of the becks.

Through partnership working, we have been able to achieve more through this project by incorporating new sites, sharing resources and volunteers and thereby achieving more. NEYDEC has been able to support with data sharing, ecological monitoring and training for habitat classification.

As well as being able to carry out more work and on more sites, making these relationships with partners has enabled us and St. Nick's to develop a green network of stakeholders, landowners and interested parties which is extremely important for continuing this joined-up conservation effort going forward.

INNS Mapper

Collaborative partners:
Aquatic Biosecurity Partnership, Yorkshire Wildlife Trust, Great Britain Non Native Species Secretariat, Natural Apptitude, NBN Trust, North Wales Wildlife Trust, CastCo (a Rivers Trust), Dŵr Cymru Welsh Water, Northumbrian Water, South East Water, Southern Water.

Yorkshire Water contribution:
8% (£10,000)

Partner financial Contribution:
92% (£111,000)

Year completed: 2023

Benefits created through this project

Increased reporting of INNS (for example, 3,000 new records submitted in first 7 months from launching)

Collaboration of multiple water companies

Project summary

Invasive non-native species (INNS) are species introduced outside of their native range which cause significant environmental, economic and social impacts. Examples of INNS include giant hogweed, floating pennywort and zebra mussel. INNS pose a very real risk to our national environment and wildlife. They can also impact on our ability to provide safe drinking water and return waste water safely to the environment. They can destabilise river banks and exacerbate flooding, cause direct harm to human health, reduce local biodiversity, block pipes and valves, and diminish people's enjoyment of nature. The sharing and ease of access of data on INNS occurrences, surveys for INNS and control of INNS across a catchment or region, is often lacking and therefore can present a hindrance to the coordinated management of INNS across stakeholders.

This project took a collaborative approach to produce a tool, appropriate for the key stakeholders involved in INNS management, to enable the reporting and sharing of INNS related data. INNS Mapper allows reporting of sightings, surveys and management data of INNS in England, Scotland and Wales. It is available for download as an app on mobile phones as well as on a website, **see here**.

Value of partnership working

Working in partnership is key to a tool like INNS Mapper. The output of an easy-to-use app and website would not have been achievable if working in isolation, both in relation to cost and staff-time involvement.

INNS Mapper provides a national solution to the coordinated reporting and sharing of INNS data which both adds catchment partners in the management of INNS in Yorkshire and can help in reducing the risk of INNS spreading into Yorkshire from other regions in the country and vice versa.

INNS Mapper has further developed relationships between the members of the project board and steering group, working towards a shared goal of INNS management.

Better Together: **Habitat restoration & Biodiversity Enhancement**

Greater Water Parsnip Project

Collaborative partners:
Yorkshire Wildlife Trust (YWT), Yorkshire Derwent Catchment Partnership, Natural England, Albanwise.

Yorkshire Water contribution:
49% (£9,035)

Partner financial Contribution:
51% (£9,579)

Year completed: 2023

Benefits created through this project

Approximately 300 plants planted across three sites

Project summary

Greater Water-parsnip, *Sium latifolium*, is a native wetland plant which has seen huge decline over the last 40 years due to habitat loss and changes in wetland management. It is classed as 'endangered' on the vascular plant red list for England, meaning that it is vulnerable to extinction.

The project objective was to introduce Greater Water-parsnip to select wetland locations in order to increase diversity and quality of habitat and help prevent the extinction of greater water parsnip in the Yorkshire region.

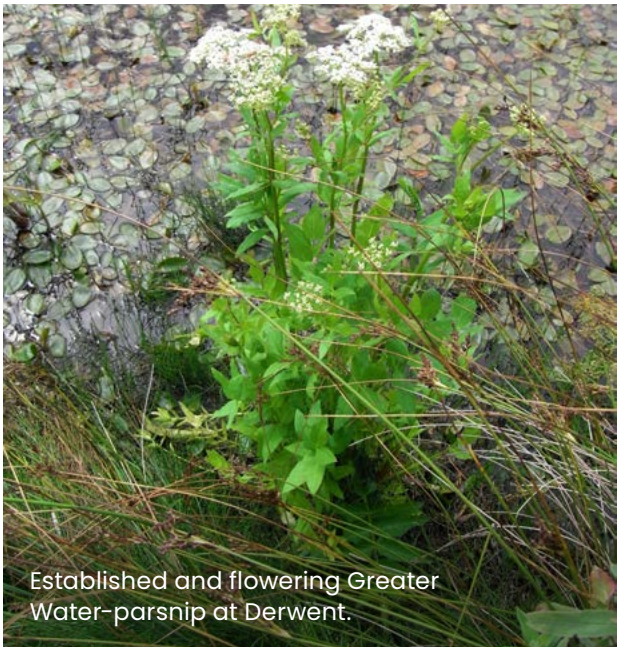
Volunteers and Yorkshire Water staff planting.

Value of partnership working

Without working in partnership, the project would not have been successful. Access to specialist knowledge was facilitated through the partnership. Yorkshire Water provided the capacity to grow the Greater Water-parsnips and worked with Tophill Low Nature Reserve's volunteers to assist in the development and planting.

Yorkshire Water enabled access to more sites for the planting as part of this partnership allowing the distribution of the plants to cover a wider area, therefore helping to ensure the success of the project through diversifying the planting areas. A Yorkshire Water only solution would have restricted the suitable area for the planting.

The partnership also paves the way for future projects, helping to extend the relationship between the partner organisations.



Established and flowering Greater Water-parsnip at Derwent.

Saving Nidderdale's Priority Ponds

Collaborative partners:
Freshwater Habitats Trust (FHT), Nidderdale Area of Outstanding Natural Beauty (AONB).

Yorkshire Water contribution:
93% (£47,650)

Partner financial Contribution:
7% (£3,500)

Year completed: 2023

Benefits created through this project

1,100 hours of volunteer time

1 hectare of habitat improved

63 volunteers trained to carry out amphibian surveys

13 public events

Project summary

Freshwater ecosystems are in trouble worldwide. In England, about 14% of monitored rivers and lakes achieve the 'Good' status of the Water Framework Directive. As a result of a combination of decades of pollution, physical modification, water abstraction and unsustainable land use, none of the running water network reaches overall 'High' status, and only one lake is considered undamaged. As a public authority, we have a statutory duty to further conservation which is directly driven by an associated WINEP commitment.

Over the last 25 years, a growing body of evidence has begun to point to the need to protect all kinds of waters for freshwater biodiversity. There is recognition that investment in smaller freshwater habitats, is required to prevent the continued loss of freshwater biodiversity.

Saving Nidderdale's Priority Ponds was a partnership project between Nidderdale AONB, Freshwater Habitats Trust, and Yorkshire Water and is one of the first collaborations to adopt the Freshwater Network approach.

Ponds are included on the list of priority habitats and species in England. The principal aim of the project was to survey and map the pond network to identify new Priority Ponds in the AONB, harnessing Citizen Science surveys. The results would be used to improve the pond network through habitat management and creation and integrate the management and protection of ponds into planning.

The project also had a large focus on education and awareness raising, so that members of the public and landowners could better understand the importance of freshwater habitats.

More than 60 Nidderdale AONB volunteers were recruited and trained to carry out surveys to support the project. Surveys carried out identified clean water in 84% of surveyed ponds and increased our understanding of the distribution of protected amphibian species such as common toad and great crested newt.

Records of protected species confirmed the presence of an additional 42 Priority Ponds, taking the total number for Nidderdale AONB to 80.
The results from clean water testing indicate that Priority Ponds could constitute around 75% of all standing waterbodies in Nidderdale AONB, making it one of the most important freshwater areas in England & Wales.

Value of partnership working

There is no way that Yorkshire Water alone could have delivered this scale of outcome. We also find it difficult to engage neighbouring landowners, whereas a charity like FHT can often gain access for surveys and without cost. The involvement of Nidderdale AONB, and through them Harrogate Borough Council, has meant findings from the project can be used in developing local plans including the North Yorkshire Local Nature Recovery Strategy, to help ensure a wider and more sustainable outcome. Sharing knowledge and experience also helped ensure the project's success and ensured that WINEP obligations were met, resulting in increased environmental benefit for customers.

Better Together: Habitat restoration & Biodiversity Enhancement

The Living Derwent Ark

Collaborative partners:
Yorkshire Wildlife Trust (YWT), Natural England, Esk Keswick Wildlife Trust, Environment Agency, York Tansy Beetle Action Group (TBAG).

Yorkshire Water contribution:
68% (£12,500)

Partner financial Contribution:
32% (£6,000)

Year completed: 2023

Benefits created through this project

996 hours of volunteer time

0.15 hectares of habitat created

1.3 hectares of habitat improved

Project summary

Yorkshire Water hold a significant proportion of the national tansy beetle population on a number of our assets along the Ouse - the beetle is only found in a 40km stretch of the river Ouse and a small fen in East Anglia. As part of our WINEP commitment we have an obligation to help prevent extinction of the beetle. To achieve this, we have worked with the YWT to build local resilience into the tansy beetle population as well as three other water dependent species: the greater water parsnip, willow tit and narrow leaved water dropwort.

The project ran over two years with the aim to strengthen the resilience of these species from the risks and effects of climate change, in particular unseasonal flooding, and wider habitat loss. The project has been delivered by a mixture of hands-on conservation with local volunteers, partner organisations and Yorkshire Derwent Catchment Partnership staff. The Environment Agency and Natural England have granted relevant permissions and consents for the work.

Value of partnership working

Volunteer and partner staff time allowed this project to be achieved in a timely manner, and for a lower budget than working independently would have been achieved. We were able to draw on national expertise from Natural England, the York TBAG and local technical support from groups like the East Keswick Wildlife Trust to help maximise outcomes. We have now agreed to continue our work with the Tansy Beetle Action Group through AMP8 and have been granted access to their population meta data to help us establish conservation targets.

North Yorkshire Crayfish Forum

Collaborative partners:
Yorkshire Wildlife Trust, Environment Agency, Angling Trust, Don Catchment Rivers Trust, Calderdale Council.

Yorkshire Water contribution:
98% (£62,584)

Partner financial Contribution:
2% (£1,600)

Year completed: 2025

Benefits created through this project

8 staff members upskilled

Engaged around 2,000 people within the biosecurity campaign

Gained access to specialist skills and knowledge

Creation of two new ark sites for the crayfish

Project summary

The North Yorkshire Crayfish Forum was established to address the alarming decline of white-clawed crayfish in the region, which has been caused by a combination of invasive species, crayfish diseases and water quality challenges. By uniting steering group organisations and the wider forum members, the forum leveraged a wide range of expertise and resources to tackle this urgent issue collaboratively. Through our combined efforts, we have been able to develop detailed crayfish distribution maps based on surveys covering 7.4 kilometres of watercourses. They also organised 11 meetings to strengthen collaboration, involving over 20 member organisations.

This partnership proved instrumental in securing additional funding, which facilitated key initiatives such as ark site translocations and the establishment of Yorkshire's first crayfish breeding hatchery. These efforts have not only supported the recovery of white-clawed crayfish populations but also enhanced understanding of their distribution and threats across the region.

The Forum's work has expanded significantly, from a focus on North Yorkshire, to encompass the region, evolving into the Yorkshire Crayfish Forum, with a broader scope to address crayfish conservation on a regional scale. This initiative has laid the foundation for long-term species recovery and has created a powerful model for collaborative conservation efforts.

White-clawed crayfish.

Better Together: Habitat restoration & Biodiversity Enhancement

Value of partnership working

Working in partnership allowed North Yorkshire Crayfish Forum organisations to combine expertise and resources for a more effective conservation effort. Yorkshire Water contributed funding, technical specialists and GIS skills, while Yorkshire Wildlife Trust provided volunteers and secured external funding. The Environment Agency offered translocation vehicles and valuable data, and Leeds University added technical knowledge.

Yorkshire Crayfish Hatchery.

Photo provided by E. Spilsbury.

Yorkshire Invasive Species Forum & Catchment Biosecurity

Collaborative partners:
Yorkshire Wildlife Trust, Environment Agency, Highways England, Natural England, Yorkshire Dales River Trust, University of Leeds, North Yorkshire Council, APHA, Paddle UK, Angling Trust, Aires River Trust, Canal and River Trust, Calder Rivers Trust, River Holme Connections, Yorkshire Dales River Trust, AQUA Scheme/Bristol Zoo Gardens.

Yorkshire Water contribution:
64% (£378,791)

Partner financial Contribution:
36% (£211,842)

Year completed: 2025

Benefits created through this project

1,478 hours of volunteer time

146 kilometres of river length improved

330 high-risk individuals trained in biosecurity

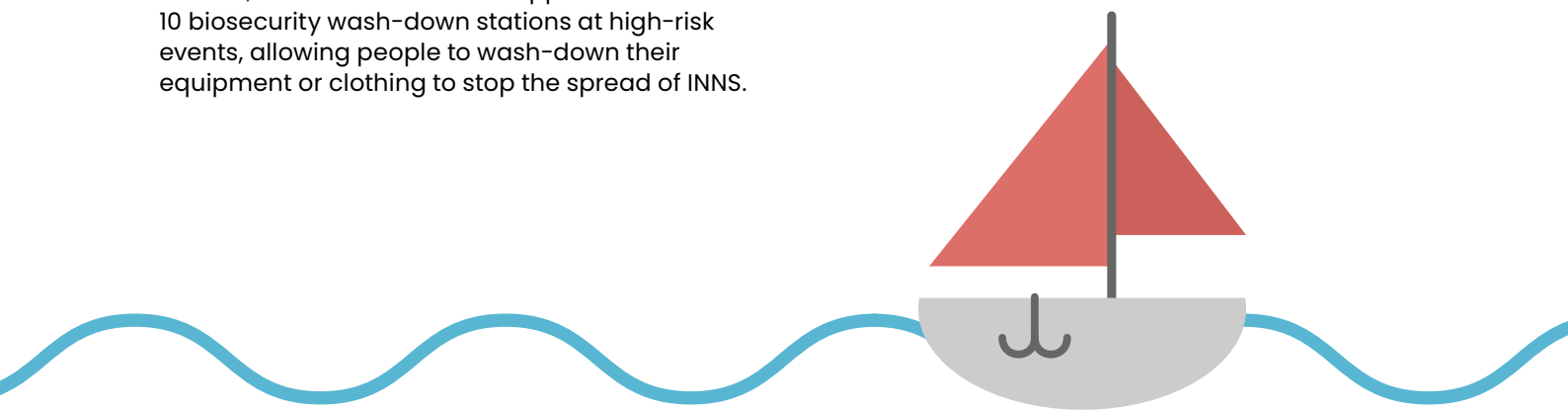
Project summary

The Yorkshire Invasive Species Forum (YISF) and Catchment Biosecurity Project tackled the environmental, economic and social impacts of invasive non-native species (INNS) across Yorkshire's catchments. The project focused on coordinating INNS management and promoting biosecurity awareness.

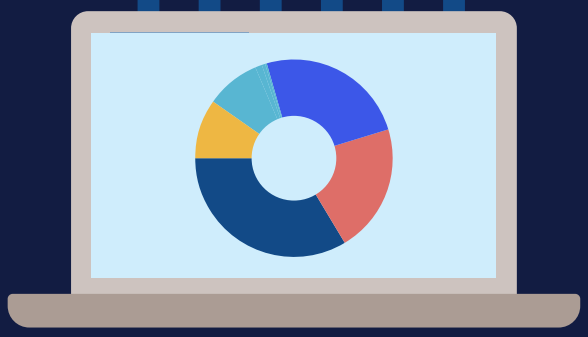
Achievements included treating over 140km of watercourses for INNS, engaging 96 landowners across three catchments, and training 330 individuals in biosecurity best practices. The initiative also facilitated the submission of over 59,000 records to INNS Mapper and ran 10 biosecurity wash-down stations at high-risk events, allowing people to wash-down their equipment or clothing to stop the spread of INNS.

Value of partnership working

The project highlights the value of partnership working in achieving significant environmental outcomes. The work will continue into the next regulatory period, with plans to enhance biosecurity efforts and stakeholder engagement across Yorkshire's catchments.



Better Together: Knowledge Building



Water quality prediction modelling for Scarborough & Bridlington

Collaborative partners:
Environment Agency (EA), Scarborough Borough Council, East Riding of Yorkshire Council, Centre of Research in Environment and Health (CREH).

Yorkshire Water contribution:
100% (£884,915, £442,457 per location)

Year completed: 2021

*Two separate projects were submitted towards the Performance Commitment, as they were the same investigation just in different locations we have combined them in this report.

Benefits created through this project

Customers are more informed about the bathing water quality

Data on water quality impacts gathered which will help investment planning

Project summary

Bathing water quality is monitored by the EA during the bathing water season (1st May to 30th September). The EA take up to 20 samples at each designated bathing water site, which are tested for fecal bacteria (E. coli and Intestinal Enterococci). At the end of each bathing water season, a classification is then issued (Excellent, Good, Sufficient or Poor) based on the current year and the previous three years' data combined.

A wide range of factors can impact on bathing water quality, and despite significant investment in infrastructure in Scarborough and Bridlington, the bathing water quality remained 'Poor' and 'Sufficient' at Scarborough South and Bridlington South respectively.

These projects involved an intensive sampling regime at both bathing sites, which were then compared against a vast number of factors to understand the best explained variance in bathing water quality. This allowed for a bathing water prediction model to be created which can assess the bathing water quality to understand the potential influences on bathing water. This model has also been reviewed by the EA to embed into their Pollution Risk Forecast model. Pollution Risk Forecast models are run daily throughout the bathing water season to advise members of the public on the current predicted bathing water quality.

By working together and linking these two models, partners can understand the different factors driving poor water quality better, using the new bathing water prediction model.

Value of partnership working

Bathing water quality is complex and dynamic with a vast number of influences affecting it. With this in mind, improvements to bathing water quality have to be driven in partnership as no single organisation has a sole responsibility. The development of this model via the partnership has allowed for:

- A vast level of data to be collected and shared between partners; in a standard year, the EA would collect 20 water quality samples. This project has allowed for over 1,600 samples to be analyses and results shared between all organisations.
- An innovative approach creating the bathing water quality prediction model
- Access to technical specialists both in terms of bathing water quality and bathing water modelling from the EA's national teams.

With a partnership approach, the model outputs are now included in the EA's Pollution Risk Forecast, which means the public are better informed and warned about poor bathing water quality.

Better Together: Knowledge Building

Understanding the impacts of flooding: a customer's perspective – Living with Water baseline survey

Collaborative partners:
Living with Water (LWW) Partnership members made up of Hull City Council, East Riding of Yorkshire Council, Environment Agency, Yorkshire Water and the University of Hull.

Yorkshire Water contribution:
41% (£40,677)

Partner financial contribution:
59% (£59,323)

Year completed: 2021

Benefits created through this project

Insight gained from 457 participants in Hull and 166 in Haltemprice on their experience with flooding

Socio-economic and environmental data gathered

Project summary

Communities in Hull are amongst the most vulnerable to climate risks in the UK. This is because of the combination of topography, geography and an interconnected drainage system, which makes Hull unique in terms of flood risk. The Living with Water Partnership is a collaboration between Yorkshire Water, Hull City Council, East Riding of Yorkshire Council the Environment Agency and the University of Hull who each have responsibilities for managing different aspects of flood risk in the area.

The vision of the LWW partnership is to build communities that live and thrive with water rather than live in fear of it. Following the launch of the partnership in 2017 it was recognised that to achieve future resilience, we need to gain valuable insight from the past.

It was recognised that there was no baseline against which to assess the progress of the partnership. It was agreed that the partnership needed to gather information from the residents in Hull and Haltemprice to understand their experiences of flood risk and resilience and to produce a socio-economic and environmental baseline.

The Household Survey and Baseline study project's aim was to produce a baseline assessment of the flood awareness and resilience of residents within Hull and Haltemprice together with socio-economic and environmental data. A total of 623 surveys were completed and a report was written. The project provided a strong understanding of the flood affected people in Hull and Haltemprice, quantified the costs of two major flood events, developed a socio-economic baseline and a set of indicators which will allow LWW to track their progress in improving people's flood resilience, and will help demonstrate the value of the partnership.

Value of partnership working

The complex and unique nature of flood risk in Hull and East Riding underpins the essential need for these partner organisations to work together and is a better solution for customers than each authority working in isolation. Working together with the University of Hull also enabled the LWW partnership to benefit from the University's skills and experience in flood resilience and survey work.

Living with Water Catchment Telemetry Integration

Collaborative partners:
Living with Water Partnership members made up of Hull City Council, East Riding of Yorkshire Council, Environment Agency, Yorkshire Water and the University of Hull.

Yorkshire Water contribution:
17% (£16,924)

Partner financial contribution:
83% (£80,000)

Year completed: 2021

Benefits created through this project

Model creation that can be used to forecast flooding from a watercourse

Joined up approach to flood risk management

Project summary

Hull and East Riding of Yorkshire are vulnerable to flooding. The water organisations in the region, many of whom collaborate through the Living with Water Partnership, all manage drainage and related assets that interact during flood events. Each organisation currently records and stores telemetry data from their assets for their individual use, with some limited sharing of data between partners taking place, but not in real-time.

This project brought together all the telemetry data gathered by organisations from across Hull and East Riding to create a better understanding of drainage interactions between the different water management systems at a catchment scale. It helped understand what data is being routinely captured and where.

By sharing this data, and ultimately combining it with decision-making tools, the project team developed a model which acts as an early warning tool to be used across all drainage systems and water bodies that helps to improve forecasting and operational preparedness and deliver response times at the outset of a flood risk event. In addition, the data is being used to influence where future monitoring should be installed to provide the most useful information.

Value of partnership working

The purpose of the project was to bring together data from stakeholders managing an integrated water system. Historically data has been collected and processed by individual organisations to make decisions and to improve processes, and only by working together were we able to bring this data together to better explore the relationships between rainfall, watercourses and the sewer network. This improved the operational response and therefore provided benefit to customers from a flood risk incident response perspective.

Mobilising Citizens for Adaptation (MOCA)

Collaborative partners:
Living with Water Partnership members made up of Hull City Council, East Riding of Yorkshire Council, Environment Agency, Yorkshire Water and the University of Hull, in addition to Sheffield University, the residents of Derringham & Bilton.

Yorkshire Water contribution:
9% (£14,420)

Partner financial contribution:
91% (£146,729)

Year completed: 2020

Benefits created through this project

Engaged approximately 250 people

Rainwater harvesting devices installed

Improved community engagement

Project summary

Mobilising Citizens for Adaptation: Building local flood resilience through cooperative rainwater harvesting is a project run by Living with Water and the University of Sheffield to explore whether and how rainwater harvesting could work to reduce flood risk.

In this project we worked with the residents and community groups in two different areas in and around Hull, in locations which contribute to downstream flooding problems. We talked with households and community groups to explore whether, where and how rainwater could be stored in their neighbourhood to help prevent flooding downstream. In asking 'whether' and 'where' we considered if there is space to put tanks or build ponds near their community buildings, in their open spaces or their homes. In asking 'how' we explored what sort of ponds or tanks, of what appearance, at whose cost, and under whose control. We reported our findings to the Living with Water partners. In the study areas we found that simple rainwater harvesting is feasible, and Yorkshire Water and the Local Authority agreed to go ahead and fit the devices. The number of installations were governed by buildings and space available. MOCA findings contributed to knowledge about when and how rainwater harvesting for flood prevention can fit in with people's everyday lives.

Value of partnership working

One of the key elements to MOCA was to gain insight from academic research and draw upon best practice and local knowledge as to how LWW can improve their engagement process. A survey carried out by Sheffield University as part of the project highlighted a lack of trust in authority organisations. This mistrust can have a direct impact on any organisation seeking to work in communities in Hull and may also be true for other areas too.

The insight that MOCA provided in terms of public perception of organisations and the links into key community champions and activists was invaluable. It is difficult to see how Yorkshire Water could have opened up such a fruitful dialogue on its own, and which is now based on more solid foundations of trust and partnership in areas of study that did not exist before – a key factor for this project.

Better Together: Knowledge Building

Raw Water Transfers

Collaborative partners:
University of Leeds, Affinity Water, Anglian Water, Bristol Water, Dŵr Cymru Welsh Water, Northumbrian Water, Severn Trent Water, South East Water, South West Water, Thames Water, United Utilities, Wessex Water.

Yorkshire Water contribution:
12% (£3,366)

Partner financial contribution:
88% (£23,834)

Year completed: 2021

Benefits created through this project

Access to expertise

A more robust tool developed

Project summary

The Environment Agency changed their position on raw water transfers and movement of invasive non-native species (INNS) in 2017, due to the increasing evidence and understanding of the risks the INNS pose to the environment, particularly water bodies. Any new transfer without previous hydrological connection requires biosecurity prior to operation and current transfers require biosecurity to be subsequently implemented, with higher risk transfers prioritised first. Biosecurity methods reduce the risk of movement of INNS.

All water companies with raw water transfers are required to risk assess their transfer network and produce an options appraisal for individual transfers. The Environment Agency acknowledges that there is not one individual biosecurity method which would eliminate all species of INNS and all life stages, however many biosecurity methods have been tested and reviewed within the scientific literature.

Rather than individual water companies synthesising the literature, it was decided there should be a collaborative approach to the production of a literature review and development of a risk assessment.

The final output of the project was a biosecurity mitigation measures tool, which has allowed Yorkshire Water to complete options appraisal in raw water transfer risk assessments and supporting the decision-making of mitigation measures to reduce the movement of INNS.

Value of partnership working

The project was delivered to a higher standard than it would have been if individual water companies delivered it alone. Different colleagues across the partnership were able to bring specialised knowledge and input which enhanced the delivery. These two elements mean that a better solution was delivered for far less cost and avoidance of duplication of effort.

Bridlington Beach Investigations

Collaborative partners:
The Environment Agency, East Riding of Yorkshire Council.

Yorkshire Water contribution:
43% (£40,000)

Partner financial contribution:
57% (£52,435)

Year completed: 2023

Benefits created through this project

Access to specialist equipment

Shared data and co-designed action plan

Project summary

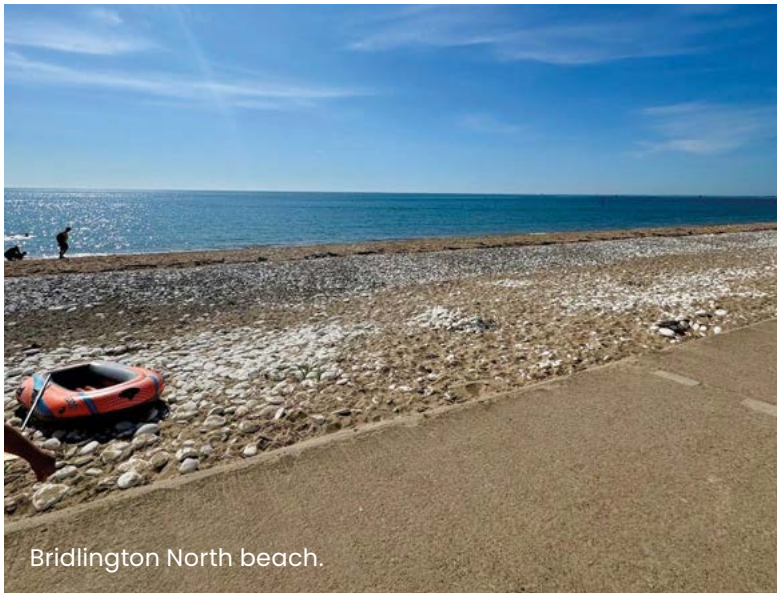
A wide range of factors can impact bathing water quality, and despite significant investment in infrastructure in Bridlington back in the 2010 to 2015 regulatory period (AMP5), the bathing water quality at Bridlington South has reduced to 'Poor'. This falls below the minimum standards set by the revised Bathing Water Directive, and the standards the Yorkshire Bathing Water Partnership including Yorkshire Water want to achieve.

This research study project focused on Bridlington South Beach with sampling points at Bridlington South, Bridlington North and Bridlington Harbour and explored a range of sources that may contribute to the poor water quality in Bridlington South, including faecal pollution from sea birds, algal foam and seaweed, bacteria from the harbour and storm overflows.

Following an intensive sampling regime the Environment Agency analysed the samples for bacteria levels and microbial source testing against various DNA markers to determine the bacteria origin. Results identified the primary cause of poor water quality at Bridlington South related to faecal matter from birds, particularly in dry conditions. There was some evidence of human DNA markers in dry conditions, but at very low overall faecal coliform counts, which may be residual from storm conditions. In wet conditions it does indicate there is also an impact of human DNA markers, which may be related to storm overflows operating.

Value of partnership working

Bathing water quality is complex and dynamic with a vast number of influences affecting it. With this in mind, improvements to bathing water quality have to be driven in partnership as no single organisation has sole responsibility. Working in partnership has allowed for a vast amount of data to be collected and shared with partners, as well as gaining access to specialist microbial source testing techniques. The sharing of data between organisations has allowed more influences to be considered and an action plan to be draw up between partners in the Bathing Water Partnership to resolve the causes of the poor water quality.



Bridlington North beach.

Better Together: Knowledge Building

Maximising Biodiversity Net Gain

Collaborative partners:
Living with Water (LWW) Partnership members made up of Hull City Council, East Riding of Yorkshire Council, Environment Agency, Yorkshire Water and the University of Hull.

Yorkshire Water contribution:
27% (£18,774)

Partner financial contribution:
73% (£50,626)

Year completed: 2023

Benefits created through this project

Knowledge gained on how to maximise BNG in SuDS schemes

Explored future funding opportunities

Project summary

As part of the implementation of new sustainable drainage systems (SuDS) in the city of Hull, the LWW partnership wanted to understand the opportunity of maximising biodiversity net gain (BNG). BNG is a metric used to quantify the value of biodiversity before and after curtained developments. By increasing biodiversity you can create units to be sold to. This project wanted to understand if there is an opportunity to create and sell units to support with the ongoing maintenance of the SuDS and the delivery of further surface water management schemes.

The project was successful in assessing all of the proposed LWW SuDS assets in Hull and identifying the opportunity to create BNG units through delivery. The project deliverables include a tool kit which can be used by LWW and others to improve BNG delivered through SuDS as well as a full report and details on how this opportunity can be used as a potential funding source for future flood risk projects. The outcome of the project is now informing LWW and Yorkshire Water strategies for enhancing BNG through SuDS delivery.

Value of partnership working

The management of surface water spans many organisations, working collaboratively on a project like this helps to identify opportunities to fund partnership led schemes through the creation of BNG units. These schemes ensure that flooding is managed holistically, minimising the risk of customers being affected by flooding.

Scarborough Beach Investigations

Collaborative partners:
North Yorkshire Council, Environment Agency, McCains.

Yorkshire Water contribution:
47% (£92,000)

Partner financial contribution:
53% (£102,000)

Year completed: 2024

Benefits created through this project

Knowledge gained to inform our investment decisions

Access to specialist tools

Project summary

The Scarborough beach investigations project was a collaborative research initiative aimed at identifying factors impacting bathing water quality in Scarborough. The project examined six hypotheses related to pollution sources; seabird activity, wastewater discharges, storm overflows, agricultural runoff, harbour activities and bacteria in the sand.

The project involved extensive water sampling across multiple locations, with microbial source tracking to determine contamination origins. Findings pointed to contributions from seabirds, intermittent discharges from our assets and pollution from Scalby Beck, a beck that drains an agricultural catchment that also has a number of storm overflows, to all be impacting the water quality. The results provided actionable insights for improving water quality, with recommendations to be implemented through the Bathing Water Partnership.

The project outcomes will inform future investment planning for storm overflow management and serve as a model for investigations at other bathing water sites.

Value of partnership working

Working in partnership for the Scarborough beach investigations was invaluable as it brought together a diverse range of expertise and resources to tackle the complex issue of bathing water quality. The comprehensive data collection and access to specialist testing equipment would not have been possible if we acted alone. Data sharing among organisations facilitated a broader evaluation of factors effecting bathing water quality and encouraged joint actions to address the findings effectively.

Scarborough beach.

GIS Capacity Building

Collaborative partners:
The Rivers Trust, Don Catchment Rivers Trust, Aire Rivers Trust, Calder Rivers Trust.

Yorkshire Water contribution:
76% (£23,838)

Partner financial contribution:
24% (£7,500)

Year completed: 2025

Benefits created through this project

Increased partner skills and capacity

Knowledge gained for driving investment decisions

Project summary

This project focused on enhancing technical capacity within CaBA partnerships by improving Geographical Information Systems (GIS) skills and data-sharing capabilities. In collaboration with The Rivers Trust and local CaBA partners, it aimed to address the challenges of fragmented ecological data that limits joint projects and funding opportunities. Key outcomes include the creation of three catchment specific story maps, the development of a regional data-sharing hub, bespoke GIS training resources and a national GIS license agreement to reduce costs and improve collaboration between local Rivers Trusts.

See the story boards here:

The Calder & Colne

The Aire

The Don, Dearne & Rother

Value of partnership working

While Yorkshire Water was not in a position to deliver GIS training to our regional CaBA hosts, we have benefited from facilitating this training in a cost-effective manner. Onwards outcomes have included for example the subsequent GIS mapping of the Aire and identifying issues that were included in our AMP8 investment plans.

Better Together: Flood Risk Management

Lundwood watercourse clearance

Collaborative partners:
Barnsley Council, Environment Agency.

Yorkshire Water contribution:
50% (£46,652)

Partner financial contribution:
50% (£46,652)

Year completed: 2020

Benefits created through this project

Increased hydraulic capacity

Partnership creation to investigate flooding issues

Project summary

Yorkshire Water and Barnsley Council jointly own Lundwood watercourse. Following a flood incident that impacted 27 properties Yorkshire Water and Barnsley Council worked in partnership to fund the clearance of the land drain that had become overgrown. Although the condition of the watercourse is not thought to be the cause of the flooding (the formal investigation confirmed this was due to heavy rainfall exceeding the capacity of the river network), this work will ensure the sewer can outfall freely and that maximum capacity is maintained. This will be beneficial in less severe rainfall events.

This work ensured the watercourse had maximum hydraulic capacity and would be less likely to become blocked with debris. The work also ensured that the surface water sewer network had free outfall into the watercourse. The work was carried out in such as way as to avoid any excavated material needing to be landfilled and instead was used to create a re-profiled bank which has been seeded with a wildflower mix.

Following the project, Barnsley Council, Yorkshire Water and the Environment Agency formed a working group to further investigate other factors contributing to flood risk in this area. The working group is coordinating ground and modelling investigations respectively by Yorkshire Water and the Environment Agency with the aim of developing a partnership approach to managing the risk of flooding from surface water, watercourses and the public sewer network.

Value of partnership working

The water course is jointly owned by Yorkshire Water and Barnsley Council, with each party owning one side, out to the centre of the watercourse, an area approximately 500m long and 4m wide. Without working in partnership this project could not have been completed.

Otley Flood Alleviation Scheme

Collaborative partners:
Leeds City Council, Department for Education, Environment Agency.

Yorkshire Water contribution:
1% (£33,000)

Partner financial contribution:
99% (£4,467,000)

Year completed: 2021

Benefits created through this project

Flood risk alleviation

0.1 hectares (100m) of new water course habitat

300 trees planted

Project summary

Otley is a town just outside Leeds which is at risk of flooding from the River Wharfe. The river here has burst its banks several times and the area around Wharfe Meadows Park saw more than 50 properties flooded in 2015. Flooding also affected the main access road to the local hospital.

Yorkshire Water partnered in this scheme as it enabled us to remove a watercourse from our sewer network. This provides benefits to our customers by removing a potential source of flooding from our network as well as reducing flows to our wastewater treatment works. By removing the culvert and bringing the watercourse to the surface, this also provides much greater amenity and biodiversity benefit than was previously present.

The scheme installed a new flood embankment along Billams Hill as well as undertaking vegetation management on the islands downstream of Otley Weir. It also alleviated flooding for 53 properties. The local environment was enhanced through tree planting, wildflower meadow creation and installation of bird and bat boxes. Additional biodiversity benefits have been achieved by felling some trees on islands downstream from the flood works and installing these felled trees as "kickers" on the riverbank which provide habitat for fish spawning.

The scheme won a prestigious industry award for best project under £5m at the Yorkshire and Humber Institute of Civil Engineering awards in 2022.

Value of partnership working

Without working in partnership, we would not have been able to remove the watercourse from our network, which would have been a missed opportunity to remove surface water and enhance the natural environment at the same time. By partnering in this scheme, Yorkshire Water has reduced the risk of sewer flooding to our customers as there is now more capacity in our sewer during future rainfall events. Bringing the watercourse to the surface also provides significant biodiversity benefits, as well as providing an attractive place for the local community. Working in partnership also maximised the benefits from funding available and reduced disruption by co-ordinating street works.

Otley Flood Alleviation Scheme, flood embankment post construction.

Grey to Green, Sheffield

Collaborative partners:
European Union, Sheffield City Council, Canal and Rivers Trust, Northern Powerhouse, and the Sheffield City Region.

Yorkshire Water contribution:
<1% (£30,000)

Partner financial contribution:
>99% (£6,405,000)

Year completed: 2020

Benefits created through this project

Reduced rainwater to sewers (1 hectare surface water removed)

Public amenity

Increased biodiversity

Increased investment in the area

Project summary

Grey to Green is an award-winning sustainable drainage scheme which has brought colour and sustainability to inner-city Sheffield. The project has transformed a tarmacked area of underused road space into a calm refuge of green public space that encourages cycling and walking, and which makes use of high impact floral planting, segregated cycle lanes and sustainable urban drainage. Yorkshire Water made a contribution to the scheme as it helps reduce surface water runoff to our sewers and is a great example of sustainable urban place making and collaborative working. This scheme aims to be an outstanding example of a "multi-functional" investment, encouraging new economic activity whilst promoting sustainable travel and improving climate change resilience and flood prevention.

Value of partnership working

Our contribution to the scheme allowed us to meet several Performance Commitments (Ofwat targets), including the surface water removal target and working with others. A total of 1 hectare was removed from the surface water system. The project also has a strong reputational benefit as plaques around the city centre display the collaborative partners' logos.

Find out more about the project here.

Retrofit SuDs, 1 year after completion.

Photo provided by Sheffield City Council.

Better Together: Flood Risk Management

Rosmead Street Permeable Paving

Collaborative partners:
Living with Water (LWW) Partnership members made up of Hull City Council, East Riding of Yorkshire Council, Environment Agency, Yorkshire Water and the University of Hull.

Yorkshire Water contribution:
71% (£1,953,382)

Partner financial contribution:
29% (£815,000)

Year completed: 2023

Project summary

The unique challenges faced in the Hull catchment such as, topography, geography and an interconnected drainage system all underpin the essential need for organisations to work together to tackle flood risk.

Rosmead Street, a densely populated inner-city street in Hull, is currently served by a traditional drainage network which is managed by Hull City Council and Yorkshire Water. Most of the city of Hull drains into the combined sewer including roof water, highway run off, overland flow and several substantial watercourses.

Rosmead Street and the surrounding area are reliant on the combined sewer system to drain all foul and surface water. During heavy rainfall there is hydraulic incapacity in the sewer to manage all foul and surface water flows leading to property and highway flooding.

The Living with Water flood resilience scheme at Rosmead Street builds upon an existing Hull City Council housing regeneration project to disconnect roof and road drainage from the public sewer and divert it into permeable paving, providing significant attenuation before ultimately returning flows to the city's combined sewer network.

In delivering the scheme over 356 hours of engagement with communities was carried out, from social media SuDS education campaigns, online and in post questionnaires and door knocks.

Benefits created through this project

- Reduced flood risk to 278 properties
- Worked with ~600 residents
- 356 hours of engagement
- 19 hours of school engagement

Local school children laying the final bricks.

Better Together: Flood Risk Management

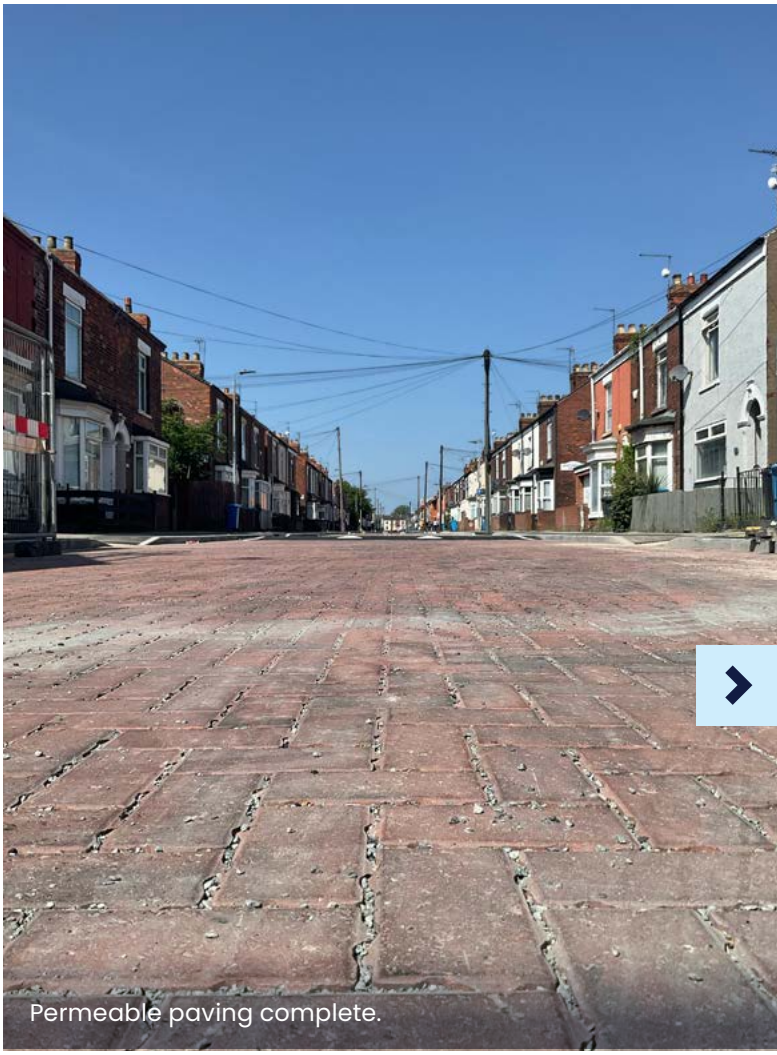
A further 19 resident drops-ins were conducted, to educate about flood risk, co-create the design of the SuDS scheme and share the final programme of works.

Working across multiple departments working across multiple departments, within the LWW partner organisations, promoted excellent collaboration and partnership working. The scheme was delivered, safely and on time, minimising the disruption to everyday life whilst providing increased resilience to surface water food risk in Hull.

Value of partnership working

Working as the LWW partnership for the Rosmead Street scheme was a better solution for customers as the scheme manages surface water flood risk holistically and delivers the improved surface water flood resilience to 278 properties.

Delivering a permeable paving scheme on a Hull City Council owned highway would not have been possible unless we had had successful partnership working. Many Hull City Council departments including housing, flood risk, highways and parks & gardens worked closely with the core project team to ensure the successful delivery of the scheme.



Permeable paving complete.

Bilton school SuDS

Collaborative partners:
Living with Water (LWW) Partnership members made up of Hull City Council, East Riding of Yorkshire Council (ERYC), Environment Agency, Yorkshire Water and the University of Hull. The department of Education (DoE).

Yorkshire Water contribution:
96% (£717,357)

Partner financial contribution:
4% (£30,000)

Year completed: 2025

Project summary

Early in AMP7 it was identified that ERYC were investigating delivering a flood alleviation scheme in Bilton. Working together as the LWW partnership we collaborated and agreed to deliver an overall Bilton flooding resilience scheme consisting of Yorkshire Water led elements of SuDS at Bilton Primary School and in Bilton Village.

This specific working with others project created SuDS features at Bilton School which were designed to reduce the volume of water entering the combined sewer system and to provide storage during rainfall events. The scheme consisted of installing underground attenuation storage in the playground area with tree pits, new perimeter channel drains in the car park area and a 75m long swale to convey flows to an attenuation pond. In addition, four planters were installed in the school to slow flows from the school roofs.

The school and the design team worked together to co-create the scheme, with delivery of multiple LWW assemblies and school visits before inviting the pupils to take part in the design process.

The scheme has created new habitats around the school including new trees, bug hotels, wildflower areas, a new swale, tree pit and increased the pond size to ensure the pond is wet all year to maximise aquatic species.

Benefits created through this project

546 school children engaged

492 education hours delivered to school children

Flood risk alleviation

Habitat creation

Swale to convey flows.

Value of partnership working

The unique flood risk challenge in Hull and Haltemprice makes partnership working essential. Working as the LWW partnership for this scheme at Bilton Primary School was a better solution for the school, the children who attend and customers.

By taking a joined up approach this project has been able to bolster onto wider schemes outside of Yorkshire Waters scope to increase flood resilience in Bilton.

SuDS Planter.

Better Together: Community Engagement

Better Together: **Community Engagement**

Floodlights

Collaborative partners:
Absolutely Cultured, Living with Water (LWW) Partnership members made up of Hull City Council, East Riding of Yorkshire Council (ERYC), Environment Agency, Yorkshire Water and the University of Hull.

Yorkshire Water contribution:
(£60,000)

Partner financial contribution:
80% (£236,000)

Year completed: 2021

Benefits created through this project

Approximately 11,000 event participants

459 surveys completed

Project summary

The City of Hull has the second highest flood risk in the UK, outside the Thames Estuary. Living with Water collaborated with Absolutely Cultured, a charity that aims to enrich the lives of people in Hull, to create an education campaign to engage with the people of Hull through art. The overall aim of the campaign was to use an innovative approach to reach members of the community who would not ordinarily attend regular engagement events, such as public drop-ins for example.

The project worked with young people and hard to reach communities to create art installations that focused on water and flooding, that were then displayed around the city. During the week of their display, associated activities were held around the city such as a Waterline Summit Panel discussion that explored the role of arts and culture in addressing major issues facing society.

The University of Hull monitored the impact of the project and produced supporting reports that independently demonstrated the effectiveness of engaging members of the public in flood and climate risk through the arts.

Value of partnership working

Working in partnership enabled us to trial flood engagement through arts and culture. Using new innovative engagement methods widened the appeal to different sectors of the community. Partnerships are crucial as Yorkshire Water does not have the expertise in arts and culture.

Working with the University to produce a survey and summary report of the event enabled feedback to be gathered and recommendations for actions in future engagement events.

Waterline Summit panel event at Ferens art gallery.

Wilberforce Community College

Collaborative partners:
Wilberforce College, M3FloodTec, GreenBlue Urban, York City Council (Defra Pathfinder), Living with Water (LWW) Partnership members made up of Hull City Council, East Riding of Yorkshire Council, Environment Agency, Yorkshire Water and the University of Hull.

Yorkshire Water contribution:
32% (£54,285)

Partner financial contribution:
68% (£116,040)

Year completed: 2021

Benefits created through this project

528 education hours delivered in the first year

Access to specialist knowledge

Project summary

Hull and the surrounding areas are at high risk of flooding, this coupled with some of the UK's most deprived neighbourhoods, there is a significant risk that:

- Literacy becomes a barrier to understanding and raising awareness of flood risk.
- Isolated communities and unknown migrant communities are left unnecessarily vulnerable.
- Major engineering can only partially resolve this flood risk, cumulative community actions and household-level interventions are required to protect people, homes and businesses.
- There is no single point of education, training and resources for communities to access flood related guidance.

To address these issues, Yorkshire Water successfully applied to the 2019 Defra Pathfinder scheme to establish Hull as the Northern Region's Pathfinder education and outreach location. This gave us the opportunity to develop a dedicated community hub and school's learning lab in a disused wing of Wilberforce College, which ran for 2 years. The project created a unique public private partnership including two of the UK's leading flood-related product experts to provide interactive exhibits, literature and training at the facility.

Value of partnership working

The Wilberforce Community Hub partnership sets a new benchmark in how Yorkshire Water can achieve and deliver broad ranging specialist knowledge, risk awareness and practical learning through partnership working. Linking both public and private organisations into the partnership has allowed the acquisition of specialist knowledge and products.


Community hub meeting room.


Learning lab.

Hull Young People's Parliament

Collaborative partners:
Hull Young People's Parliament, Flood Innovation Centre, Living with Water (LWW) Partnership members made up of Hull City Council, East Riding of Yorkshire Council (ERYC), Environment Agency, Yorkshire Water and the University of Hull.

Yorkshire Water contribution:
100% (£9,430)

Year completed: 2022

Project summary

The Living with Water partnership are working to build flood resilience in Hull and The East Riding. Sustainable Drainage Systems (SuDS) are one such solution. They help manage rainfall by mimicking natural processes, they are different to conventional grey solutions such as storage tanks. As a result, it's important that the programme is co-created with local communities so that the solutions that are put in place are those that are desired and understood by the people living nearby.

Following computer modelling the partnership reached a stage of design where they wished to consult with local residents to understand their views.

The LWW team created a Key Stage Two lesson plan for pupils aged 7 to 11 years old and made use of the classroom space at Wilberforce College (see the Wilberforce Community College project entry for more information), where this material can be delivered. However there had not been any direct engagement with young people outside of this activity. The team wanted to actively reach out to young adults (15-19 year olds) to help them feel empowered to make decisions about the future of their city and how water is managed. By co-hosting an event with the Hull Young People's Parliament, the LWW team were able to access an audience that the partnership had not traditionally engaged with, and on a more equal footing than if the team had used our traditional school education route.

Benefits created through this project

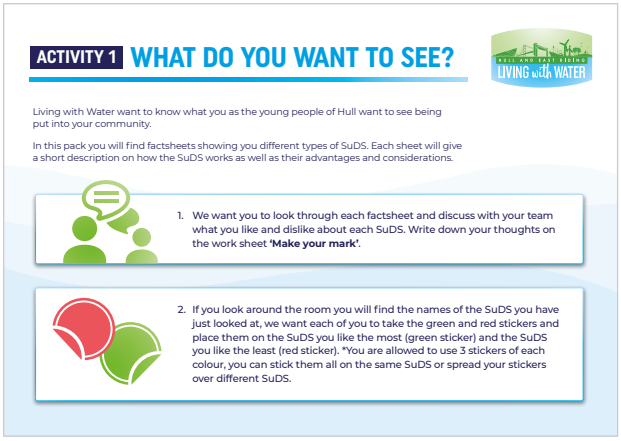
- **256 hours of education and engagement logged**
- **Co-creation of designs**
- **Community solution acceptance**

The event successfully engaged with 57 young people. The first half of the event taught them about flood risk and what they can do to build resilience, and highlighted the partnership aims. This was followed by a co-creation workshop gathering their opinions and preferences on the different types of SuDS. The data collected from the event was logged and shared with the design partners to inform their plans for delivery.

Young people learning about SuDS.

Better Together: Community Engagement

Living with Water partner members attending the event.



Value of partnership working

Working in partnership with the Hull Young People's Parliament has provided access to the opinions of a part of the community who are not usually reached through conventional community engagement events.

The event improved the participants understanding of local flood risk and potential solutions, as well as highlighting what they can do individually to increase their own resilience to flooding. This should help encourage participants to feel empowered and potentially promote continued engagement with the LWW partnership in the future.

Hull City Council has also highlighted the lack of skilled people to design, build and maintain SuDS features in the future. This event has showcased this skills gap to young people, which may encourage more people to consider this as a career path.

Ardsley Reservoir

Collaborative partners:
Groundwork Yorkshire Trust.

Yorkshire Water contribution:
100% (£23,553)

Year completed: 2020

Project summary

Ardsley Reservoir is a much-valued recreational amenity, cherished by the local community who, for example, gave it a 98% visitor satisfaction score. The site has a small car park, a well surfaced footpath, a 1.3 mile walk and a small woodland to the north. However, a minority of people misuse the site through vandalism, antisocial behaviour and also open water swimming which is prohibited due to safety risks. These instances have led to some members of the local community expressing dissatisfaction that Yorkshire Water seemed to appear as ignoring these issues.

An opportunity was identified to work with Groundwork Yorkshire to engage with the local community, educate them about open water swimming and environmental concerns, and also to raise the profile of the site to encourage more families to visit and to deter antisocial behaviour. We recognised we could deliver much more by working with Groundwork Yorkshire who are well connected to community groups.

Ardsley Reservoir.

Benefits created through this project

Approximately 675 People engaged

23 engagement session at the reservoir held

We worked with Groundwork on a programme of engagement activities including Urban Rangers, Friends of Ardsley, Healthy Holidays and running a green social prescribing trial (a practice of supporting people to engage with nature-based activities to improve their mental and physical health).

The evaluation report shows that the project has resulted in a good rate of engagement with the messages we wanted to get across to the community around water safety, and general environmental education for the children, which we hope will leave a legacy of them being safe around water and more environmentally friendly.

Additionally, the green social prescribing trial has introduced a new audience to Ardsley Reservoir who we expect will continue to visit the site. We now have connections with the social prescribing organisations and plan to roll it out to more sites in the future now that we have a team of rangers in-house.

Value of partnership working

Working in partnership we were able to invest in expert local community champions. Groundwork Yorkshire have expertise in community engagement and were able to interact with the public as a charity in a way that Yorkshire Water was not. This has proved very effective for winning over the trust of the local community. While cases of antisocial behaviour have not disappeared, local MPs and many members of the community recognise that we have taken active steps to address this through working with others.

Experience Community Reservoir Access

Collaborative partners:
Experience Community.

Yorkshire Water contribution:
100% (£20,000)

Year completed: 2023

Project summary

As part of our commitment and duties under the Conservation, Access and Recreation Code of Practice, a number of our sites have been developed and opened up across the Yorkshire region over the past 20 years to encourage visitors to benefit from accessing the countryside.

Our aim was to be as inclusive as possible so a broad spectrum of visitors could benefit from this investment e.g. wide pathways, easy opening gates, smoother surfaces. To ensure that one of the target audiences was benefiting from these improvements, a local Community Interest Company called Experience Community was engaged to see if they could support with promoting these sites, by encouraging disabled visitors to come and visit through grading the pathways, as well as providing a critical overview of the sites to ensure they were fit for purpose.

Through developing our partnership with Experience Community, we can make improvements based on their feedback e.g. gate adaptation or removal, surface improvements and repairs.

Value of partnership working

Through working with Experience Community, we can ensure that sites, wherever feasible and practical, can support as diverse a range and representation of our customer base as possible. The advice and guidance provided through Experience Community comes specifically from wheelchair users, putting that user group's perspective on issues that need considering.

Benefits created through this project

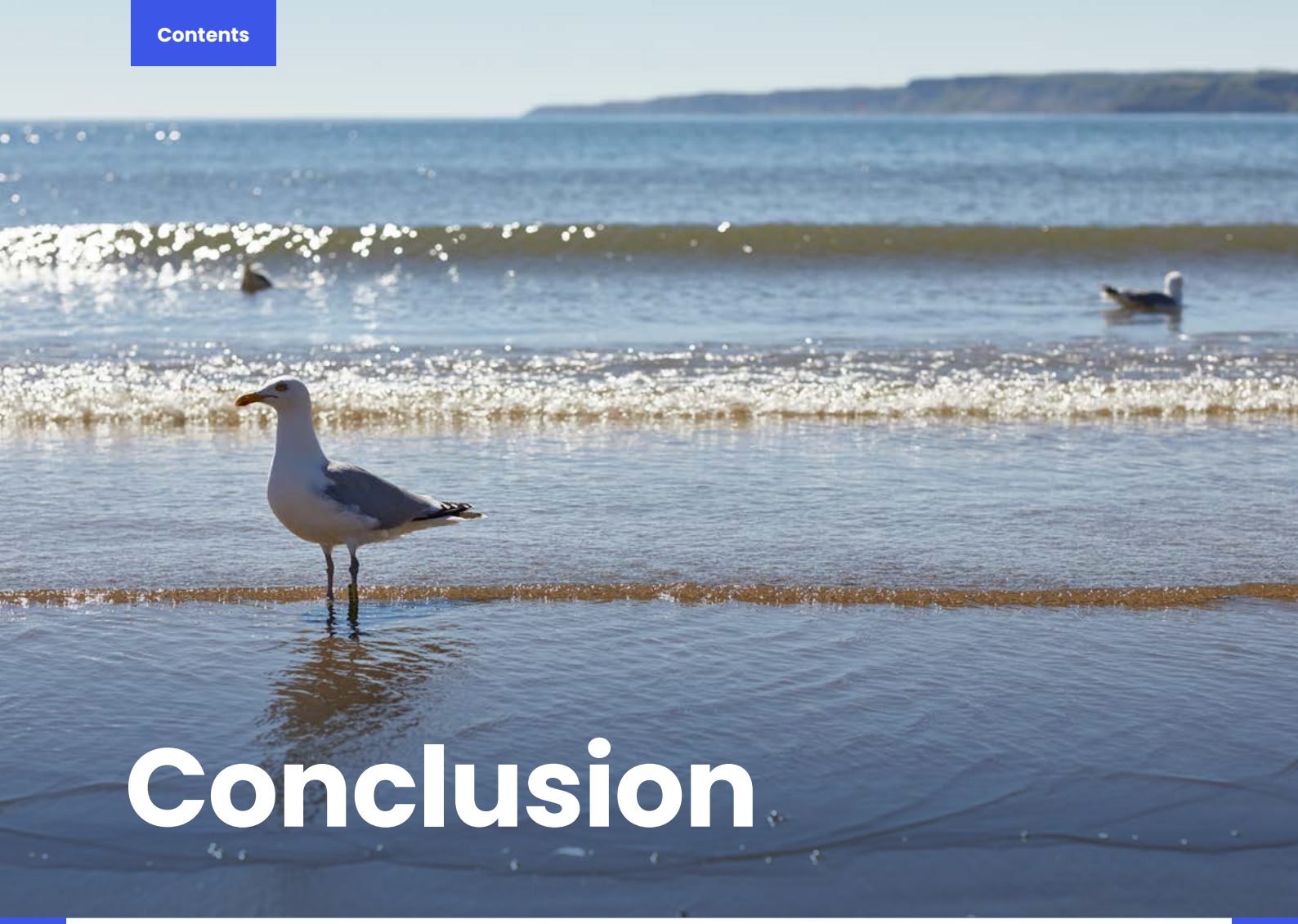
Knowledge gained for investment decisions

Graded routes for 7 of our reservoirs

Our funding has and continues to support the growth of the organisation, which has allowed them to build stability and expand their services and support to other organisations, including other water companies.

This partnership also ensures that this user group has increased awareness that these facilities are available, and that they have the relevant information to make an informed choice around how our sites meet their needs.

Experience Community event at Swinsty reservoir.



Conclusion

These projects illustrate the breadth of our partnership approach, showcasing how collaboration enables us to achieve far greater outcomes than working alone.

As our approach to partnership working has developed we have learnt many valuable lessons from working with others. By uniting technical expertise, volunteer networks and funding streams, we have developed innovative solutions to complex challenges, from protecting white-clawed crayfish through to reducing flood risk and restoring Yorkshire's rivers. The strength of these partnerships lies in shared resources, knowledge exchange and the ability to scale projects for lasting impact across the region.

We have found that working with others builds trust with groups and communities, increases reach in terms of engagement and promotes sustainability of the project outcomes. Our financial and technical contributions supports partners in building resilience and capacity, which has allowed for longer-term planning and the unlocking of additional funding streams.

Building on these successes, we are expanding our partnership approach over the next five years to accelerate conservation efforts and drive systemic change. Initiatives such as Great Yorkshire Rivers, in collaboration with the Environment Agency and The Rivers Trust, focus on removing artificial barriers to fish movement, improving river connectivity and supporting native species.

Similarly, the Yorkshire Crayfish Forum continues to safeguard the region's crayfish populations, ensuring long-term recovery through strategic conservation actions. Our commitment to collaboration also extends to water quality improvements, with projects like the Bathing Water Partnership which applies research findings to enhance bathing water standards and inform investment decisions.

As we enter a new phase of partnership-driven work, we welcome new collaborators who share our vision for a thriving Yorkshire, right for customers and right for the environment.

Appendix 1. Independent Assurance Report

1. Assurance summary

AtkinsRéalis has been engaged by Yorkshire Water to provide third party independent assurance on its Working with Others (WWO) Performance Commitment in line with its PR19 Final Determination. This included a specific requirement to commission and publish a report by an appropriately qualified third party to estimate the additional benefits delivered to customers as a result of the Company working with third parties and setting out any learning that would increase the benefits of partnerships in the future. In order to meet this requirement, we have carried out the following additional assurance beyond Ofwat's minimum requirements as we believe a pre-requisite to assuring the benefits and any learning has been to establish that projects meet the criteria for both the type of projects and also partnerships required under the Performance Commitment. This has also included assurance over the quantity of projects being reported each year, before we then consider the additional benefits and learning from the projects. Yorkshire Water has compiled a comprehensive report setting out its delivery of projects associated with the Working with Others Performance Commitment. We have undertaken assurance of the contents of this report, alongside assuring the information and data for the individual projects that have been reported over the five year period.

Based upon our assurance activities and information reviewed we confirm that:

- We have been given free access to relevant staff and information on request, including unrestricted access to all systems, files and documents that we requested once they became available for review.
- The processes, procedures and assumptions are robust, consistent with guidance, uncertainties have been declared and risks understood.
- Our professional opinion and feedback have been appropriately considered.

Based upon the assurance activities that we have undertaken, we confirm that:

- The cumulative number of projects delivered by Yorkshire Water over the five-year AMP7 is 46.
- Projects meet the definition of activities where the Company has contributed to direct financial and in-kind support, capital or operational programmes, investigations or and feasibility studies.
- Projects meet the definition of partnerships where the Company has engaged in activity with independent not for profit third-party organisations, agencies and/or individuals for the delivery of a shared objective.
- The estimate of additional benefits delivered to customers is a true and fair reflection of the outputs and outcomes from said projects. As part of our assurance activities we have identified additional benefits that were not being reported and adjustments have been made as a result of our findings. There is still the potential risk that some benefits have not been systematically captured, especially from projects delivered in the early years when the understanding around benefits capture was less mature, and therefore that the Company may be under-reporting but we think the materiality is relatively small.
- There is a strong body of evidence to justify the benefits from the partnership approach and lessons learned which can be applied to increase the benefits derived from projects in the future.

AtkinsRéalis

Glossary

AMP – Asset Management Period, a five-year regulatory cycle used in the UK water industry, where water companies plan and execute their investment strategies, performance targets, and service standards, as overseen by Ofwat. We are currently in the eighth Asset Management Period (AMP8), which runs from 2025 to 2030.

Defra – the **Department for Environment, Food and Rural Affairs** is a ministerial department, responsible for environmental protection, food production and standards, agriculture, fisheries and rural communities in the entire United Kingdom.

Environment Agency – is the statutory body responsible for ensuring the sustainable management of natural resources and protection of the environment, the prevention of pollution and environmental degradation, the preparation of Environmental Plans for the management and protection of the environment.

INNS – Invasive non-native species, are species introduced outside of their native range which cause significant environmental, economic and social impacts. Examples of INNS include giant hogweed, Himalayan balsam and zebra mussel.

Natural England – the government's advisory body for the natural environment in England, tasked with conserving, enhancing, and managing England's natural resources for the benefit of present and future generations.

Ofwat – the Water Service Regulation Authority, it is the economic regulator for the water and wastewater sectors in England and Wales.

Performance Commitment – the specific service measures and targets that water companies in England and Wales commit to deliver, which are used by Ofwat to measure company performance.

SSSI – Site of Special Scientific Interest, a designation used in the UK to identify and protect areas of land and water with particular importance for their wildlife, geology, or landform features.

WINEP – the **Water Industry Natural Environment Programme**. The WINEP is the programme of actions water companies need to take to meet statutory environmental obligations, non-statutory environmental requirements or delivery against a water company's statutory functions. It is developed jointly by Defra, Ofwat, Natural England and the Environment Agency but primarily regulated and run by the Environment Agency.

Thank you for reading

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