

Table of Contents

In the workshop we introduced you to the proposed measures and asked you to rank them from 1 to 6 where 1 was the most important to you, 2 was the second most important to y	...	1
In the workshop we introduced you to the proposed measures and asked you to rank them from 1 to 6 where 1 was the most important to you, 2 was the second most important to y	...	2
Thinking about the measures again we would like you to allocate % points to them to show how important they are to you. You have a total of 100 % points to give to the 6 measures	..	3
Is there anything missing from the list of measures that you think companies should be considering with regards to wastewater and sewage services? - Coded	4
In addition to the objectives and measures we have discussed earlier, Yorkshire Water (YW) also have a number of wastewater and sewage metrics which they measure their perfo	...	5
In addition to the objectives and measures we have discussed earlier, Yorkshire Water (YW) also have a number of wastewater and sewage metrics which they measure their perfo	...	6
Having read the above options, at an overall level, can you tell me which area of drainage and wastewater management should be Yorkshire Waters biggest priority?	7
Why is that? - Coded	8

In the workshop we introduced you to the proposed measures and asked you to rank them from 1 to 6 where 1 was the most important to you, 2 was the second most important to you etc. Please could you confirm how you ranked them from the notes you took. - . X)

		1	2	3	4	5	6	NET
Minimising risk of internal flooding of properties due to incapacity of sewers during heavy rainfall (1	% within row	66%↑	13%	8%	5%↓	5%↓	3%↓	100%
	n	41	8	5	3	3	2	62
Minimising risk of external flooding of areas of land due to incapacity of sewers during heavy rainfall (2	% within row	5%↓	29%↑	23%	24%	2%↓	18%	100%
	n	3	18	14	15	1	11	62
Improving resilience of the wastewater and drainage system to extreme events (3	% within row	5%↓	19%	19%	26%	15%	16%	100%
	n	3	12	12	16	9	10	62
Monitoring and improving wastewater flow and quality compliance to ensure treated water discharged to river / sea meet allowed standards (5	% within row	10%	15%	15%	13%	29%↑	19%	100%
	n	6	9	9	8	18	12	62
Improving the condition of the sewers e.g. by predicting blockages and / or collapses along the network (4	% within row	11%	23%	27%	15%	15%	10%	100%
	n	7	14	17	9	9	6	62
Monitoring and improving storm overflows on how they are operating and the effect this may have on the river water / sea water they are entering (6	% within row	3%↓	2%↓	8%	18%	35%↑	34%↑	100%
	n	2	1	5	11	22	21	62

Total sample; Unweighted; base n = 62; total n = 81; 19 missing

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

In the workshop we introduced you to the proposed measures and asked you to rank them from 1 to 6 where 1 was the most important to you, 2 was the second most important to you etc. Please could you confirm how you ranked them from the notes you took. - . X)1

	Proba- bility %	Base n
Minimising risk of internal flooding of properties due to incapacity of sewers during heavy rainfall (1	49%↑	62
Improving the condition of the sewers e.g. by predicting blockages and / or collapses along the network (4	14%	62
Minimising risk of external flooding of areas of land due to incapacity of sewers during heavy rainfall (2	13%	62
Improving resilience of the wastewater and drainage system to extreme events (3	10%↓	62
Monitoring and improving wastewater flow and quality compliance to ensure treated water discharged to river / sea meet allowed standards (5	8%↓	62
Monitoring and improving storm overflows on how they are operating and the effect this may have on the river water / sea water they are entering (6	5%↓	62

Total sample; Unweighted; base n = 62; total n = 81; 19 missing
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

Thinking about the measures again we would like you to allocate % points to them to show how important they are to you. You have a total of 100 % points to give to the 6 measures, you can give as many points as you would like to each of the measures - you can give some to all of them or only choose to share the points out to a selection, it all depends on what you think is important (the more points given the more important it is) however the total must add up to 100

	Aver- age	Base n
Minimising risk of internal flooding of properties due to incapacity of sewers during heavy rainfall	37.0↑	62
Minimising risk of external flooding of areas of land due to incapacity of sewers during heavy rainfall	18.3	62
Improving resilience of the wastewater and drainage system to extreme events	14.2↗	62
Improving the condition of the sewers e.g. by predicting blockages and / or collapses along the network	14.1	62
Monitoring and improving wastewater flow and quality compliance to ensure treated water discharged to river / sea meet allowed standards	9.6↓	62
Monitoring and improving storm overflows on how they are operating and the effect this may have on the river water / sea water they are entering	6.8↓	62
SUM	100.0↑	62

Total sample; Unweighted; base n = 62; total n = 81; 19 missing

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

**Is there anything missing from the list of measures
that you think companies should be considering with
regards to wastewater and sewage services? - Coded**

	%	n
No / Can't think of anything	65%↑	40
Education / Increase awareness of customers and future customers	6%	4
Minimising environmental impact	5%	3
Upgrading / Maintenance of sewerage system	5%	3
More frequent drain clearing	3%	2
Cost	2%	1
Sustainability	2%	1
Energy conservation	2%	1
Build more reservoirs	2%	1
Install more fat traps	2%	1
Quicker response times to issues	2%	1
Improving integration	2%	1
Improve filtration systems	2%	1
Businesses should have wastewater holders	2%	1
Divert rainwater from sewers	2%	1
Check out flows for excess waste	2%	1
Avoid sewage smells	2%	1
NET	100%↑	62

Total sample; Unweighted; base n = 62; total n = 81; 19 missing

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

In addition to the objectives and measures we have discussed earlier, Yorkshire Water (YW) also have a number of wastewater and sewage metrics which they measure their performance against. Yorkshire Water record how many failures they have against each of these metrics. The aim is to reduce the number of failures. Therefore we would also like you to rank the following metrics in order of which you would most like YW to avoid happening. i.e. no.1 would be the worst thing that would happen, no.2 would be the second worst thing and so on. - . X)

		1	2	3	4	5	6	7	8	9	10	11	NET	Base n
Internal flooding of customer properties due to overloading from heavy rainfall (1	%	45%↑	18%	5%	6%	2%	10%	6%	5%	2%	2%	0%	100%	62
Internal flooding of any property due to blockages or sewer defect (4	%	19%+	15%	29%↑	23%↑	5%	3%	0%	3%	0%	0%	3%	100%	62
Internal flooding of infrastructure property (e.g. schools/hospitals) due to overloading from heavy rainfall (2	%	21%+	35%↑	13%	8%	3%	6%	6%	3%	3%	0%	0%	100%	62
Internal flooding of a business / commercial property due to overloading from heavy rainfall (3	%	0%	8%	18%	27%↑	15%	5%	11%	8%	2%	5%	2%	100%	62
External flooding of infrastructure property (main roads) due to overloading from heavy rainfall (5	%	3%	5%	2%	5%	21%↑	16%	13%	6%	19%+	3%	6%	100%	62
Pollution of a river with sewage due to a blockage or sewer defect (9	%	2%	2%	13%	6%	8%	10%	13%	10%	23%↑	8%	6%	100%	62
A deterioration in river water quality due to reduced quality of wastewater treatment works discharges to the river or sea (11	%	6%	3%	5%	3%	3%	13%	8%	5%	10%	21%↑	23%↑	100%	62
External flooding of any properties due to blockages or sewer defect (8	%	0%	10%	3%	10%	16%	15%	5%	18%	8%	13%	3%	100%	62
A deterioration in river water quality due to sewage spills from storm overflows (10	%	2%	3%	3%	5%	11%	6%	11%	11%	16%	16%	15%	100%	62
External flooding of a business / commercial property due to overloading from heavy rainfall (7	%	0%	2%	3%	3%	10%	8%	15%	16%	11%	24%↑	8%	100%	62
External flooding of a customer's garden due to overloading from heavy rainfall (6	%	2%	0%	6%	3%	6%	8%	11%	15%	6%	8%	34%↑	100%	62

Total sample; Unweighted; base n = 62; total n = 81; 19 missing
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

In addition to the objectives and measures we have discussed earlier, Yorkshire Water (YW) also have a number of wastewater and sewage metrics which they measure their performance against. Yorkshire Water record how many failures they have against each of these metrics. The aim is to reduce the number of failures. Therefore we would also like you to rank the following metrics in order of which you would most like YW to avoid happening. i.e. no.1 would be the worst thing that would happen, no.2 would be the second worst thing and so on. - . X)1

	Proba- bility %	Base n
Internal flooding of customer properties due to overloading from heavy rainfall (1	24%↑	62
Internal flooding of infrastructure property (e.g. schools/hospitals) due to overloading from heavy rainfall (2	24%↑	62
Internal flooding of any property due to blockages or sewer defect (4	21%↑	62
Internal flooding of a business / commercial property due to overloading from heavy rainfall (3	10%	62
External flooding of infrastructure property (main roads) due to overloading from heavy rainfall (5	4%↓	62
External flooding of any properties due to blockages or sewer defect (8	4%↓	62
Pollution of a river with sewage due to a blockage or sewer defect (9	4%↓	62
External flooding of a business / commercial property due to overloading from heavy rainfall (7	3%↓	62
A deterioration in river water quality due to sewage spills from storm overflows (10	2%↓	62
A deterioration in river water quality due to reduced quality of wastewater treatment works discharges to the river or sea (11	2%↓	62
External flooding of a customer’s garden due to overloading from heavy rainfall (6	2%↓	62

Total sample; Unweighted; base n = 62; total n = 81; 19 missing
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

Having read the above options, at an overall level, can you tell me which area of drainage and wastewater management should be Yorkshire Waters biggest priority?

	%	n
Preventing pollution / river water quality deterioration due to the quality of wastewater treatment works discharges	23%	14
Preventing pollution / river water quality deterioration due to the use of storm overflows	10%↓	6
Reducing sewer flooding	68%↑	42
NET	100%↑	62

Total sample; Unweighted; base n = 62; total n = 81; 19 missing
Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)

Why is that? - Coded	%	n
Could impact health	29%↑	18
Impact on environment / wildlife	24%↑	15
More impact on customers	31%↑	19
Prevents / Alleviates other issues	21%↑	13
Wrong to discharge from treatment plants	3%	2
Rivers should not be bloated	2%↓	1
Storms are less frequent	2%↓	1
Bigger picture	2%↓	1
Misc	2%↓	1
It's disgusting / wastewater	3%	2
Costs more to fix / put right	2%↓	1
Increased strain on existing drains/sewers	2%↓	1
NET	100%↑	62

Total sample; Unweighted; base n = 62; total n = 81; 19 missing

Multiple comparison correction: False Discovery Rate (FDR) (p = 0.05)