

WATER RANGERS

Tees Nature: Local Partnerships Conference 2018

Vicky Cairns

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SECTION 1

NWG - WHO ARE WE

Northumbrian Water Group (NWG)
operates under two trading names in
two operating areas:

- **Northumbrian Water (NW)**
2.7 million customers
water and sewerage
- **Essex and Suffolk Water (ESW)**
1.9 million customers
water only



Our VISION

“ To be the national leader in the provision of sustainable water and waste water services. ”





SECTION 1

WHAT'S THE WATER RANGERS INITIATIVE

- **Community initiative** introduced in 2014 to proactively monitor the condition of watercourses and to report potential pollution threats at the earliest opportunity.
- Currently, **56 locations identified as pollution 'hot spots'** in the region and implemented into Water Ranger routes which volunteers patrol.
- Volunteer Water Rangers receive training on environmental issues so they know what to look out for. **Volunteers also report third party issues to us which we pass this information on to partners.**



SECTION 1

HOW IT'S DEVELOPED

- **Increased number of routes** – our routes range North from Ashington, to Darlington in the South, to Haltwhistle in the West, Saltburn-by-the-sea in the East.
- **Over 74km of combined route distance.**
- Improved route maps and asset information.
- **Increased team of volunteers** including assistants.
- Increased **partnership working** and support.



SECTION 2

SOME OF OUR HIGHLIGHTS

- **Over 60%** of the original Water Rangers still very actively involved.
- **Award-winning scheme** –
Water Industry Achievement Award - Community Project of the Year 2016.
- Nominated for;
 - Big Bang Award for Innovation 2016
 - The Constellation award for collaborative working 2016
 - Utility Awards – Community Initiative Of The Year 2016



SECTION 2

SOME OF OUR HIGHLIGHTS

- Total number of patrols is over **5,100** with more than **270 issues** reported since the scheme started. **20 of those issues have lead to self-reports to the Environment Agency.**
- **Achieved NPS** (Net Promoter Score) ranging from **+80 to +86** from mood surveys carried out with the Water Rangers.
- **3 successful celebration events** with our Water Rangers, partners and Technical Teams to say thank you and provide and an opportunity to meet and share stories.



SECTION 3

PARTNERSHIP WORKING – WATER RANGERS

- Everyone can play their part in helping to protect the environment - being our extra eyes and ears, reporting any potential pollution threats so they can be dealt with quickly > **0345 717 1100**.
- There are multiple benefits working in partnership – we want to do more of this and raise awareness about pollution including how to report it.



SECTION 3

PARTNERSHIP WORKING – WATER RANGERS

- Water Rangers tell us they are interested in doing more, and want to expand the scope of their activities to deliver **multiple benefits** for the environment, communities and to our partners.
- We are currently developing a **new strategy** for Water Rangers and building an expanded scope and coverage for our future ambition.
- We want to **explore partnership working opportunities** and likewise, we would like partners and the communities we serve, involved in Water Rangers and other community initiatives such as **Rainwise**.

SECTION 3

PARTNERSHIP WORKING - RAINWISE

- A **proactive approach to flood risk reduction**, working with communities to reduce the risk of sewer flooding to customers' properties.
- We work in **partnership with communities** and stakeholders to identify areas at risk of flooding to prevent surface water from entering our sewer network and to explore and shape flood risk reduction schemes.
- Approach combines physical installations with **awareness initiatives** and **engagement activities** to help communities become Rainwise.
- Physical measures use sustainable drainage solutions (SuDS) wherever possible, delivering **multiple benefits** for the environment.



THANK YOU!

