

WRMP Workshop 15/6/17 Feedback Report

Summary

8 stakeholders attended our Welsh Water Resources Management Plan workshop in Newtown on 15th June 2017. We had representatives from EA, NRW, Montgomeryshire Wildlife Trust, Welsh Government, DWI, CCG, and RSPB. 80 pieces of feedback were reviewed across the 3 main topics of: water resources, waste water improvements and catchment management, and our wider obligations. These have been summarised and split into categories as seen below:

Water Resources

Customer Engagement:

- Water is perceived as an abundant resource in Wales so changing customer mind set will be hard
- Engage with schools and local community groups
- Need to have really clear messaging with well-defined benefits of being water efficient
- Better collaboration needed with land owners
- Make more of your visitor sites to spread message on water cycle source to tap

Resilience:

- Resilience is seen as a big issue in the Powys area as there is only one single source
- Sustainable land management should be looked into
- Understanding of consumption in the area will be low due to it being a rural area, so harder to detect leaks and metering will be low

Water Quality:

- There is a significant increase in pig and chicken farms in the area, this will cause water quality issues

Waste Water Improvements and Catchment Management

Customer Engagement:

- Do customer tours of site improvements so they can see first-hand the work you're doing to improve the local environment
- Messaging should put more emphasis on the fact that a clean water environment reduces risks to water quality, which will ultimately lead to cheaper bills

Innovation:

- Need to be more innovative with your campaigns
- Look into what other sectors have done, need more innovative, catchment based solutions to demonstrate environmental leadership

Partnership:

- Work more closely with land owners, there could be lots of quick fixes here
- Do more 'soft' catchment approaches rather than improving treatment works
- Improvements shown have been treatment focussed, how about behavioural changes activities and landowner collaboration

Wider Obligations

Assets:

- Need to do a stock take of our environmental assets – use of natural capital
- Make sure all of your assets have multiple benefits
- There are good opportunities round Vyrnwy e.g. peatland restoration

Biodiversity:

- Top 3 priorities in relation to the new biodiversity duty were felt to be:
 - Invasive non-native species (INNS) – will be included in the list of NEP drivers.
 - Review of land management practices at our various sites to look for enhancement of ecosystems opportunities.
 - Partnership working