

## PR19 Customer Challenge Group

**Meeting number:** 5

**Meeting Date:** 10<sup>th</sup> January 2018

**Paper No:** 3

**Agenda No:** 4

**Title:** dWRMP engagement update

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<b>What is this paper about:</b>	Proposed approach to engagement on our draft Water Resources Management Plan that we anticipate will be published on 31 <sup>st</sup> January 2018.
<b>What is the context of this paper:</b>	This paper follows on from the WRMP overview provided in November's meeting.
<b>What is the relevance of this paper:</b>	WRMP is a key part of the PR19 process that sets out Water Resources schemes and activities to be developed and implemented.
<b>Action needed from the CCG:</b>	Comments on the proposed approach and any ideas to enhance the engagement activity planned.

# WRMP19 research and engagement

Next steps

## Customer research for WRMP19 public consultation

- ICS has been provided with a summary of the WRMP research findings so far. The intention is they will carry out an assurance/gap analysis piece of work on what we need to do next in terms of WRMP research during the statutory consultation period.
- For the research sub group on 3<sup>rd</sup> January 2018 ICS will provide a report that summarises their credentials and the approach they will take to assurance/gap analysis of WRMP research.
- ICS will undertake the assurance/gap analysis piece of work on WRMP research by end of January 2018. That will allow us to then plan for delivery of their recommendations as to what additional research South East Water should do.
- It is expected that ICS will then carry out additional WRMP research in March 2018.

## Research Timetable

- ICS Review of existing research and gap analysis 15 Dec 17 to 10 Jan 18
  - Review and scope out research 10 Jan 18 to 31 Jan 18
  - Finalise approach with CCG input 10 Jan 18 to 28 Feb 18
  - ICS - additional research 1 Mar 18 to 31 Mar 18
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- Research will focus on testing acceptability of dWRMP19 strategy; further assessment of option preferences, levels of service and resilience; opportunity to discuss water efficiency and leakage assumptions and aspirations and delivery.

## Engagement activities during the consultation period

- Proactive media engagement
  - Popular press (print and broadcast)
  - Advertising
  - Parish/borough council magazines
- Social media
  - Twitter and Facebook
  - Mix of proactive and paid for posts
- Public exhibitions
  - Mix of locations across the region:
    - Broad Oak, Arlington, Aylesford, Farnborough, Basingstoke
- Stakeholders
  - Face-to-face meetings/workshops with groups such as; Parish Councils, MPs, environmental groups and vulnerable customer groups
  - The Source e-newsletter
- Letters to residents, businesses, stakeholders and tenants
- Dedicated webpage
- Internal communications
  - Spout
  - Gurgle
  - Staff briefings

## Consultation Timetable

- Publish dWRMP19 for consultation 31 Jan 18
- Stakeholder briefings / events 1 Dec 17 to 26 Apr 18
- 12 week public consultation starts 1 Feb 18
- Exhibitions /public events 1 Feb 18 to 26 Apr 18
- Customer research 1 Mar 17 to 31 Mar 18
- Consultation closes 26 Apr 18
- Publish statement of response and revised dWRMP19 1 Aug 18\*

\* Looking to compete earlier, by end of June 2018