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TIDESWELL COMMUNITY TALK



Nisha Aslam – Stakeholder Engagement Manager
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Leanne Town – Education Officer

ABOUT US

We provide over eight million people across our region with fresh, clean drinking water every day – that’s about two billion litres. And when they’ve finished with it, we take it away again and clean and treat it before returning it safely to the environment.

To make sure that our customers can continue to enjoy our product for years to come we’re investing more than £6bn between 2020 and 2025 on new and existing assets like pipes, treatment works and reservoirs.

We do all this while continuing to offer one of the lowest average combined bills in the country.



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SUPPORTING YOUR COMMUNITY (SK17)

Our customers, and the communities we live and work in, are at the heart of everything we do. That's why we decided to support local charities and community groups with over £20million in the ten years from 2020. If you're helping to make a real and tangible difference in our communities, we want to know!

Our Fund is overseen by an independent Community Fund Customer Panel who review applications, so ultimately it's up to customers to decide where our money goes.



Charity	Funding	Objective
Citizens Advice Bureau	£10,000	To train volunteers to expand support for older people
High Peak Homeless	£5,000	Core funding to support their rent and insurance
Buxton Coderdojo	£3,5000	To run a coding club teaching young people new skills
High Peak CVS	£20,000	To trial a new programme to connect local businesses with CVS groups to share resources and skills – to help strengthen CVS's and give businesses volunteering opportunities near them



- £450 Million to be invested across the Derbyshire Region
- Aiming to reduce active spills from stormwater overflows by 20%
- 416 overflows will be improved by 2050
- Nearby works include £20 Million at Kilburn Sewage Treatment Works to achieve a higher level of treatment and improve the health of the Bottle Brook which feeds into the River Derwent.
- A £3.9m project to upgrade Whitwell Sewage Treatment Works to achieve a higher level of treatment.

INVESTMENT: DERBYSHIRE



WHAT THIS MEANS FOR TIDESWELL...

Severn Trent recognise that Tideswell is in a 'nutrient neutrality' catchment, so upgrades are being undertaken to reduce the offsetting measures in relation to this.

The storm overflow is on plan to be upgraded no later than 2030 on our Asset Management Plan. The minimum requirements to this will be:

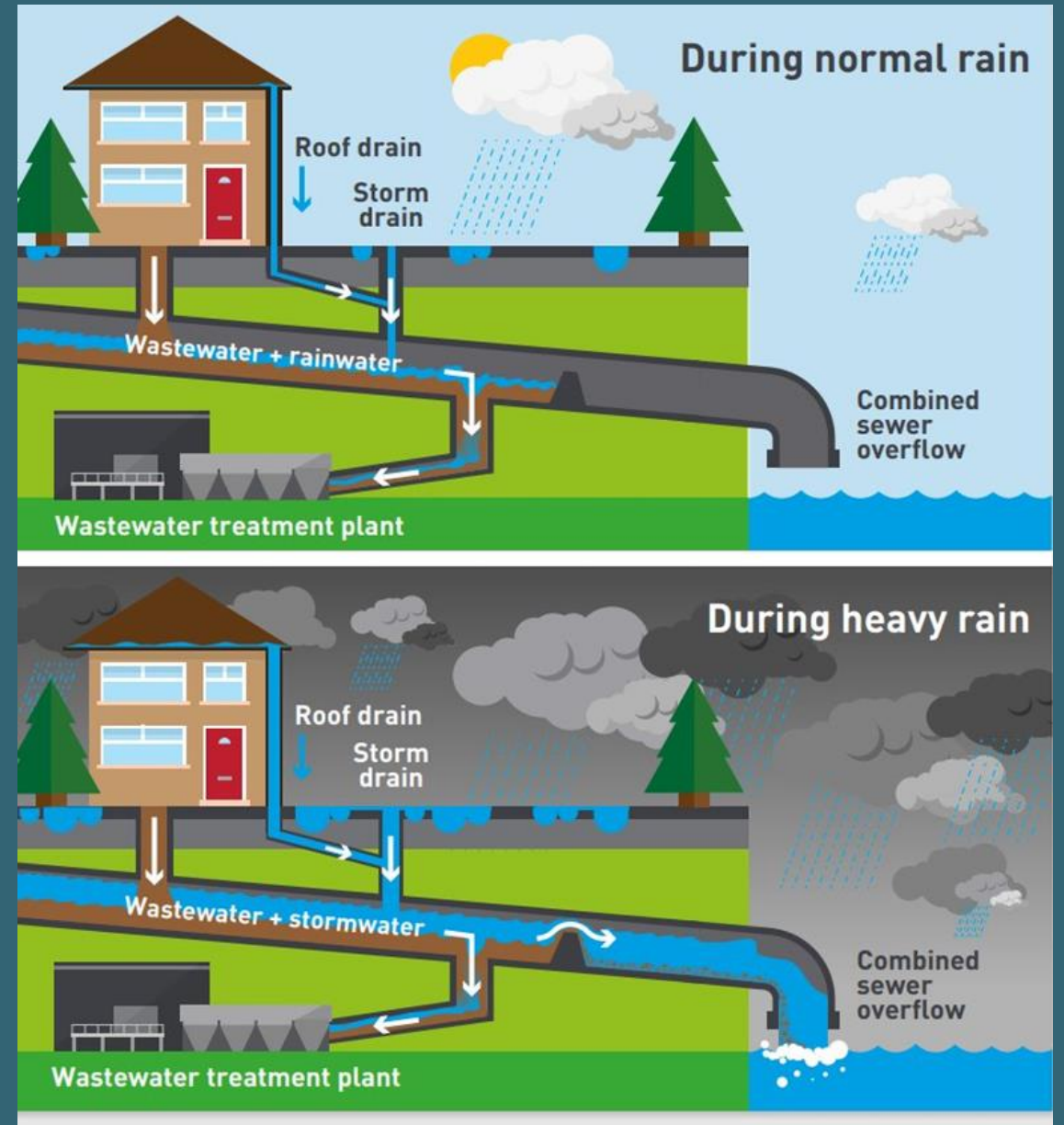
- No more than 10 spills per year on average
- No harm to the environment (which could require an even lower spill count)
- 6mm screens

Some interim work has been done last year to increase tank capacity by putting some redundant structures back into use as storm tanks. Whilst this won't deliver the full extent of what is required, it will help alleviate the severity.

Severn Trent are meeting with the Environment Agency next month with a view to getting agreement to include Tideswell in our next investment programme as a formal technology trial site.

WHAT IS A SPILL... AND HOW DO THEY IMPACT RIVERS?

- During heavy rain, our **Combined Sewer Overflows (CSOs)** will release water into rivers in what we call a 'spill'. This wastewater goes back into the water way to help prevent flooding in homes and businesses.
- These spills only occur when there has been heavy rainfall and the sewage treatment works, that would normally clean the rain and sewage, cannot cope with the input.
- **CSOs are an outdated design** and not made to cope with our increased population. Considering this, along with all the adverse weather, if we were building the sewage system again today, we would not use them.



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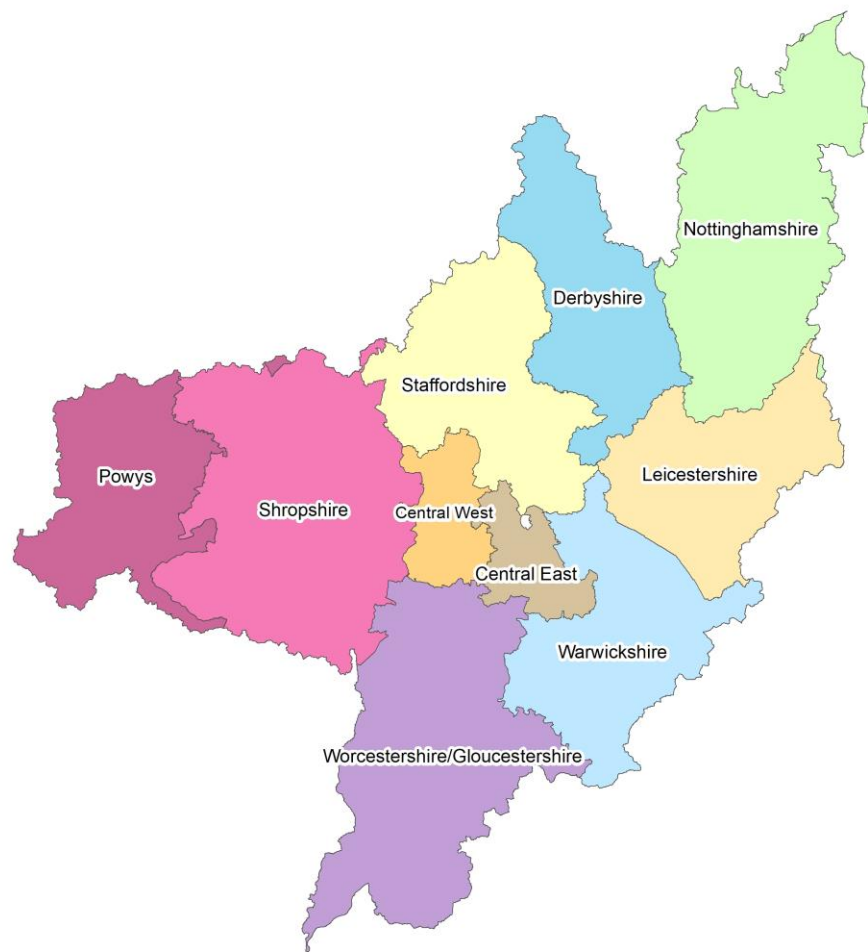
COMMUNITY FLOOD TEAM



WONDERFUL ON TAP



NEW COMMUNITY FLOOD TEAM



COMMUNITY FLOOD TEAM

Build trust and resilience through engagement

Support Operational response

Support customers

Community Flood Team

Strengthen partnerships

Education

Promote sustainable behaviours

*Our purpose is to **build trust, resilience, and understanding** between Severn Trent and the communities we serve by proactively engaging on issues of flooding.*



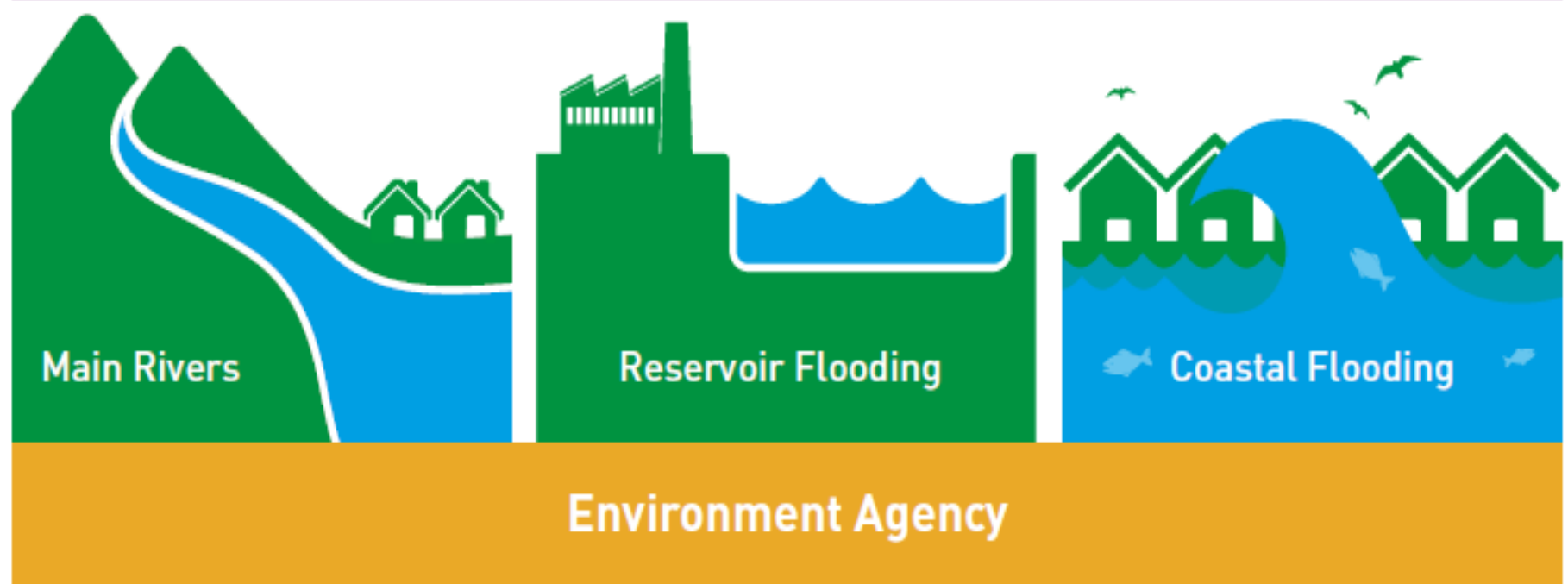
HOW WE'LL DO IT

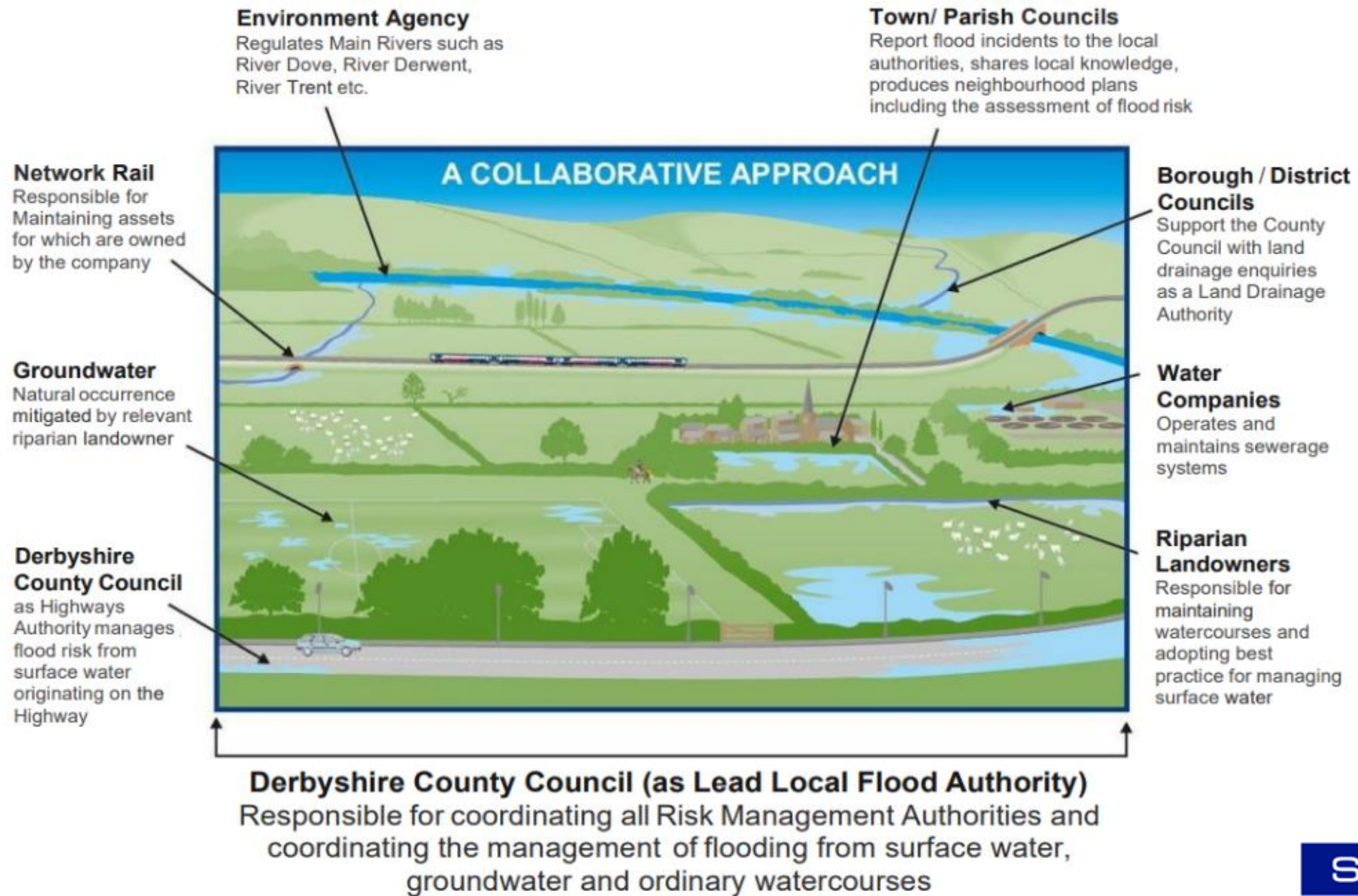
Reactive & Proactive Approach

- **Supporting and working** with existing community networks
 - e.g. Flood Wardens, Flood Actions Groups, etc.
- **Attend community drop-ins** and add value through our messages
- **Direct customers** to the correct organisation by attending and triaging reported flooding
- **Participating in:**
 - Community flood meetings
 - Local Authority-led flood boards / panels / groups
 - Local Resilience Forum Flood Groups
- **Supporting customers** who have received mitigation measures
- **Operational response** during incident

FLOODING IS COMPLICATED.....







Be Prepared:

Sign up for flood warnings:

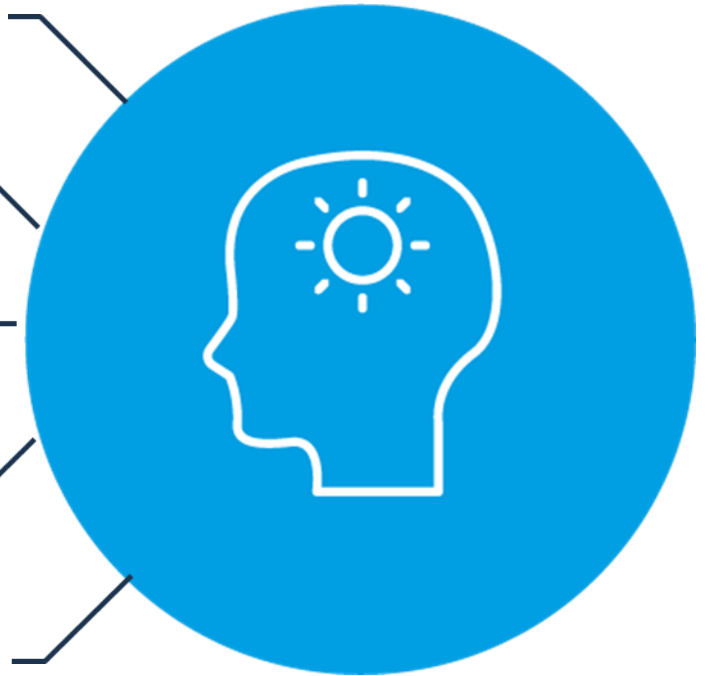
<https://www.gov.uk/sign-up-for-flood-warnings>

Listen to the weather forecast

Know your local radio station frequency

Find local support – flood group, social media

Save the number for Floodline: 0345 988 1188



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REPORTING AND RESPONDING TO SEWER FLOODING

- We have a range of ways customers can contact us:
 - 0800 783 4444 (24 hour)
 - Via Twitter (24 hour)
 - Via Website
 - Via WhatsApp
 - Via Facebook
- For customers who experience sewer flooding we will respond quickly (normally inside 4hrs) and undertake an investigation and clean up.
- We will also provide advice on next steps and for sewer flooding a GSS payment (refund of sewerage charges).



USEFUL LINKS:

- **Government websites:** [Community flood plan - GOV.UK](#)
- [FloodReady: an action plan to build the resilience of people and properties - GOV.UK](#)
- [Review published setting new course for mainstreaming property flood resilience - GOV.UK](#)
- [What to do before or during a flood - GOV.UK](#)
- [What to do after a flood - GOV.UK](#)
- [Get flood risk information for planning in England - Flood map for planning - GOV.UK](#)
- [Check for flooding in England - GOV.UK](#)
- [National Flood Forum – A charity to help, support and represent people at risk of flooding.](#)
- **Severn Trent Storm Overflow Map** [Storm Overflow Map | In My Area | Severn Trent Water](#)
- **Flood Mary** [Home - Flood Mary](#)
- **Insurance** [Flood Re - A flood re-insurance scheme](#)
- **Derbyshire info:**
 - [How to prepare for a flood | Derbyshire Local Resilience Forum](#)
 - [Flooding - Derbyshire Dales District Council](#)
- **Homeowners guide to flooding** [FloodGuide_ForHomeowners.pdf](#)
- **The Flood Hub** [The Flood Hub](#)

THANK YOU FOR LISTENING

Any questions?

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