

# DWMP NEWS

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## INTRODUCTION

Hi everyone

First of all may we wish you and your families a happy and healthy new year.

Welcome to our fourth DWMP Newsletter. We hope you still find these newsletters useful and welcome any feedback. Feel free to contact us by email at [dwmp.nwl.co.uk](mailto:dwmp.nwl.co.uk) with any suggestions or comments. This newsletter will also be posted on our website at:

<https://www.nwl.co.uk/services/sewerage/drainage-and-wastewater-management-plans/>

## UPDATE SINCE LAST NEWSLETTER

We have collated the feedback from Phase 1 of our customer research, where customers were given the opportunity to co-create the way the DWMP is shaped. We started with an introduction to DWMP in terms of problems we face and what we can do about them. The results showed a tendency towards personal issues in the short-term with long term concerns being focused around environmental issues.



We now have an informed group of customers who will continue with us on our DWMP journey. Going forward, we plan to introduce our strategic partners into the customer research activities to start to broaden the discussion.

## CUSTOMER PORTAL

We have started a series of workshops with our customers aimed at designing the customer portal. The feedback is now being used to develop a draft portal which will be shared with the customers during January and February for User Testing. From that we will be able to refine the design to be something that our customers find accessible and useful.

## NATIONAL PICTURE

The BRAVA National Planning objectives have now been uploaded on Water UK's website and can be found at the link below:

<https://www.water.org.uk/wp-content/uploads/2020/07/BRAVA-planning-objectives-for-the-first-cycle-of-DWMPs.pdf>

All of the water companies have now submitted their BRAVA outputs to the BRAVA Task and Finish Group, who collate the numbers for national reporting.

The National Project Steering Group met on 4 December. Keep an eye out on the Water UK website for minutes of the meeting. Previous meeting minutes can be found [here](#).

## BRAVA

We are pleased to say that we have completed BRAVA.

The technical team worked so hard throughout a year like no other to complete a really challenging element of the DWMP programme. We are now busy running areas through the Problem Characterisation which is a more detailed approach to understand the nature of the problem.

At the same time, we have been developing the methodology for Option Development and Appraisal, where the outputs from the BRAVA and problem characterisation provide an indication of the planning approach to be taken which is appropriate to the complexity and scale of the risk identified. We are taking forward several "pilot" areas to assess the robustness of the proposed methodology.