

DWMP NEWS

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INTRODUCTION

Hi everyone. Welcome to our latest DWMP Newsletter. We hope you still find these newsletters useful; please let us know if you have any feedback. Feel free to contact us by email at dwmp@nwl.co.uk with suggestions or comments.

UPDATE SINCE LAST NEWSLETTER

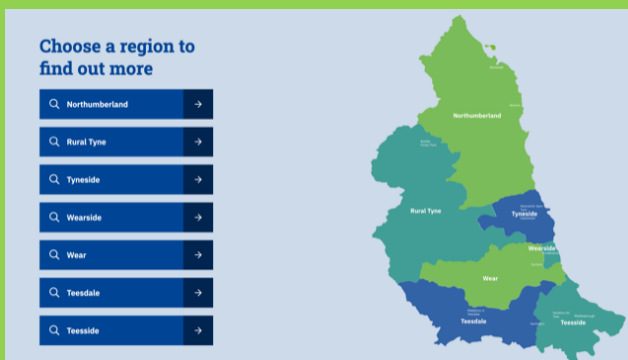
Since last July we have carried out extensive stakeholder engagement, which is explained further in the newsletter. We have also published the first phase of the DWMP customer portal.

CUSTOMER PORTAL

The customer portal is now up and running on our website. The link is below along with a screenshot of the front page. The portal allows customers to click on any seven of the strategic planning areas to find out more information about the environment, flooding and pollution within that specific region.

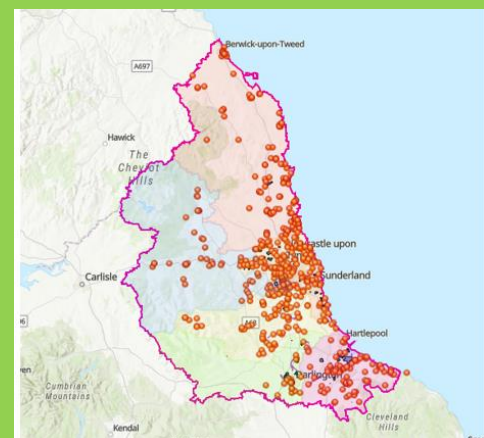
Our next plan of action is to contact customers to seek feedback on how the portal looks and what they would like to see in it once the DWMP is complete.

<https://www.nwl.co.uk/dwmp>



STAKEHOLDER ENGAGEMENT WORKSHOPS

More than 150 people were invited to the Stakeholder Engagement workshops, and we have been able to identify over 700 issues/opportunities on our stakeholder portal map (see below). These have been categorised into three separate groups; impact, inform and record, and are clearly colour coded on our map. During the workshops, information was gathered for all areas of the strategic planning regions, not just the information involving those which have been identified as risk areas.



The engagement workshops have also allowed Northumbrian Water to communicate with a wider range of stakeholders including representatives from drainage, infrastructure, environment and service providers. With the support of external stakeholders through collaborative working, Northumbrian Water will be able to produce green/blue short-term solutions which can be fed into a long-term plan in the future.

After the workshops we asked participants to complete surveys for feedback and learning.

Our next step is to identify areas where collaborative working can be incorporated to enhance the solutions for areas of risk.

Get in touch if you would like more information:

dwmp@nwl.co.uk

This newsletter will also be posted on our website at:

<https://www.nwl.co.uk/dwmp>