



**Wessex Water**  
YTL GROUP

have your say...

# Results newsletter

**Survey No 20**  
**May**  
**2019**

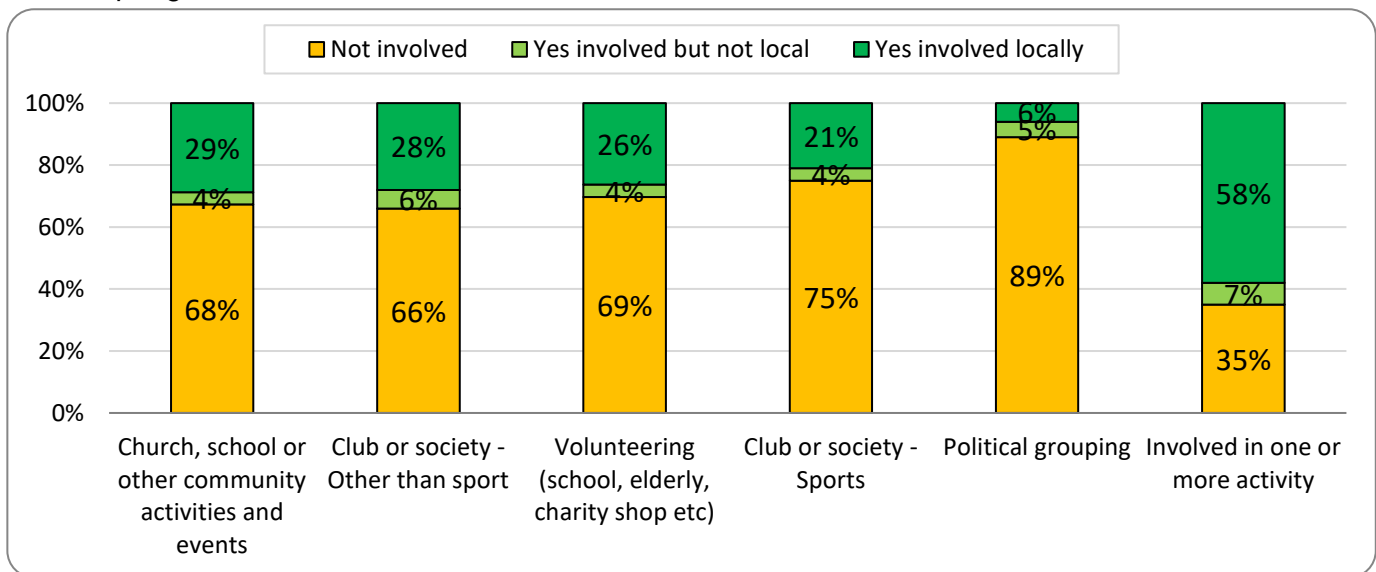
Thank you for taking part in our latest survey. We had a great response with 1,291 of you completing the survey. The winner of the prize draw for £200 was Mr Colebrook from Weymouth.

The aim of the survey was to gather your views on Wessex Water becoming more involved in the community.

Here's how you answered.

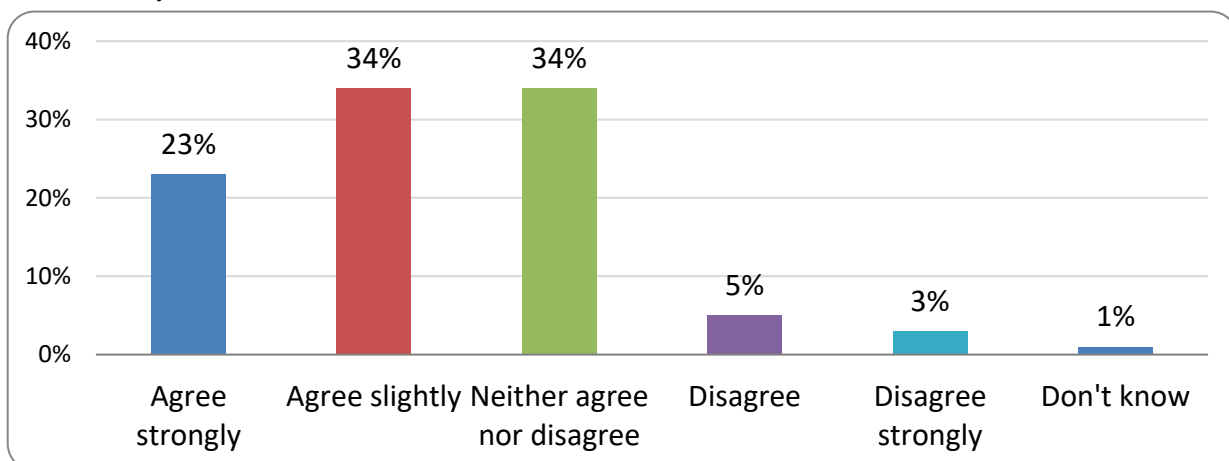
## Involvement in the local community

We wanted to know how involved you are in your local community. We asked whether you are a member of a club or help organise events.



- 58% of you get involved in the local community (taking part in one of more of the listed activities). The most popular was involvement in church, school or other community activities and events (29%), clubs or societies (other than sport) (28%), and volunteering (26%).

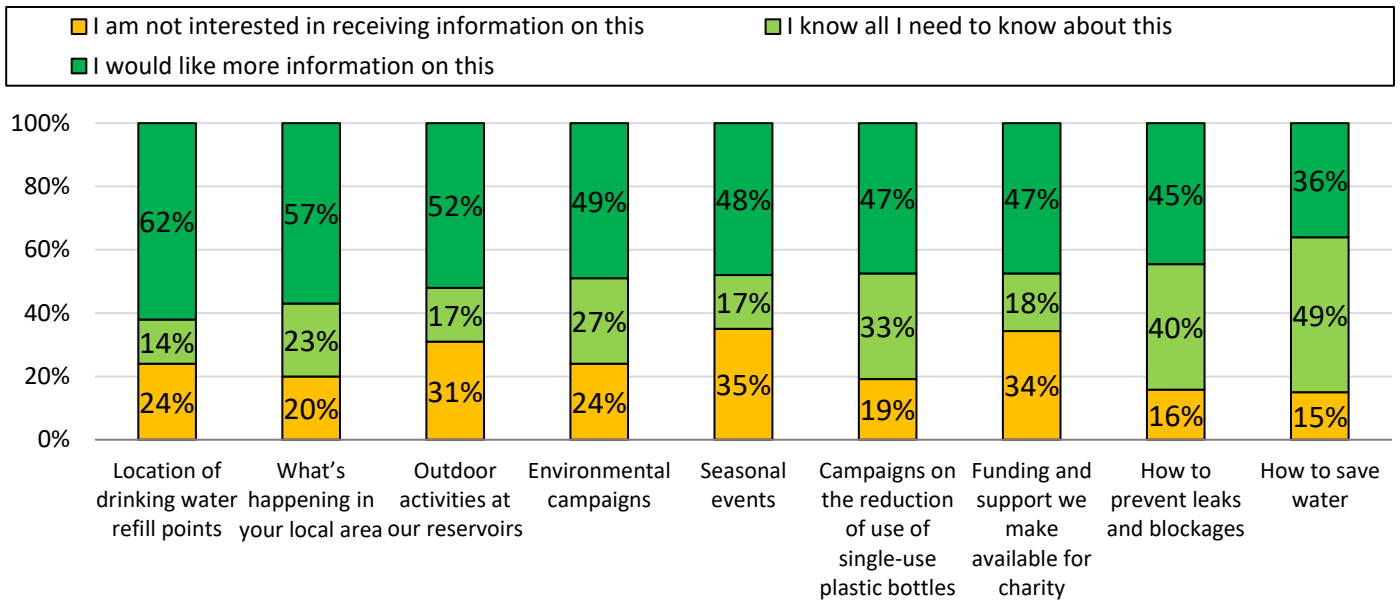
We then asked you to what extent you agree or disagree that Wessex Water should become more involved in the local community.



- 57% of you agreed (strongly or slightly) that Wessex Water should become more involved and just 8% disagreed.

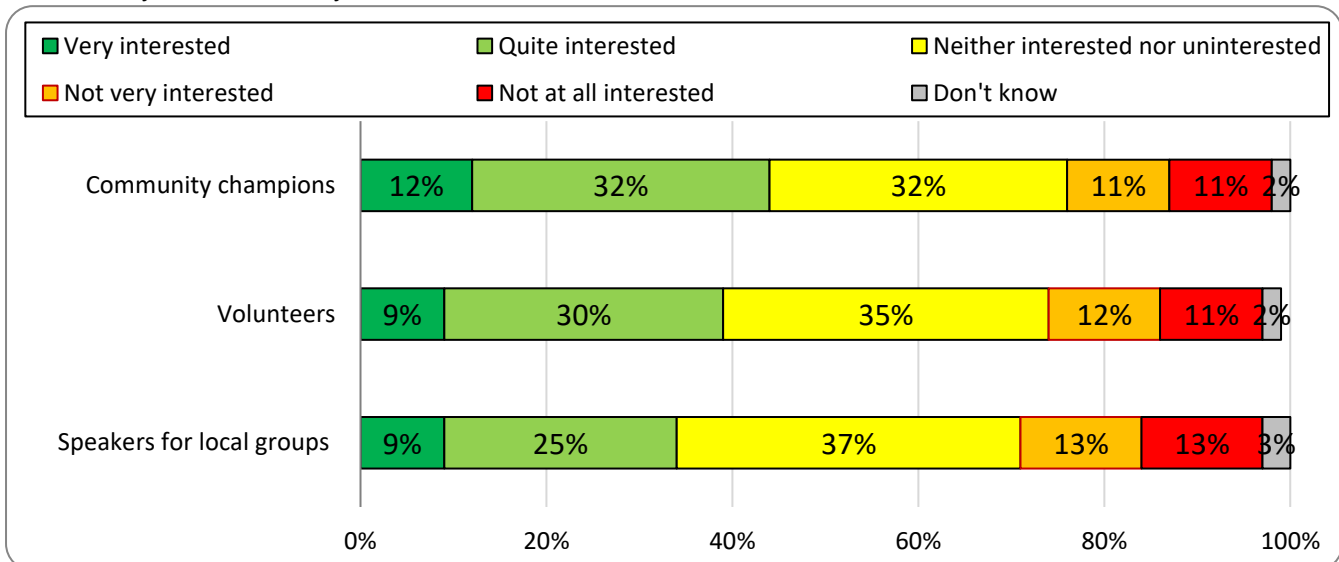
## Demand for information

We wanted to understand whether you feel you already have all the information you need on some specific topics, or whether you would like to know more.



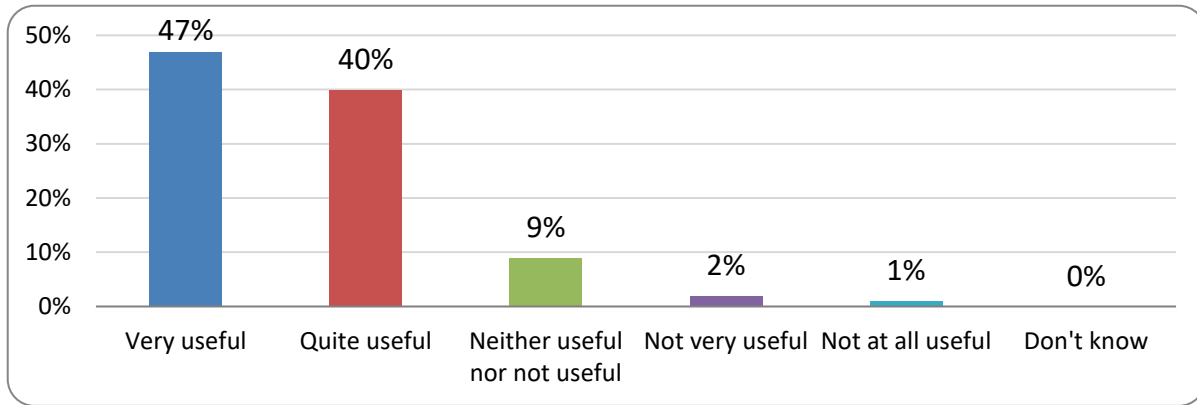
- The top three topics you said that you would like further information on are the location of drinking water refill points (62%), what's happening in your local area (57%), and outdoor activities at reservoirs (52%). We'll use this information to make decisions about the sort of information we send out to customers in the future.
- For those who would like to receive this information, the most popular way was by email (70%) followed by our magazine (38%).

We then asked how interested you would be to hear more about your local Wessex Water staff and people who work in your community.



- 44% of you were interested (very or quite) to hear more about our community champions, 39% about volunteers and 34% about speakers for local groups.

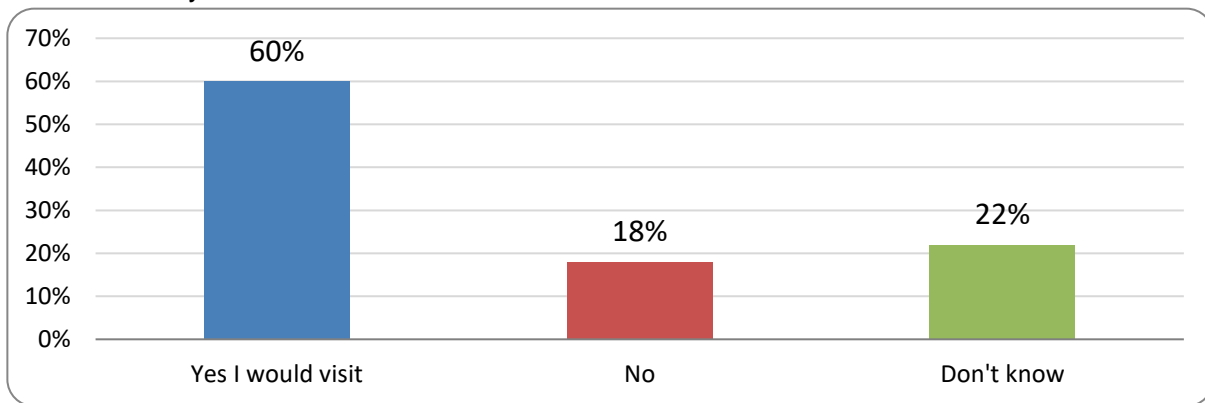
We also asked you how useful you would find it to see more information at the location of works about why we are digging up the road.



- 87% of you said that you would find it useful (very or quite) to see more information. We are reviewing our road signs and will look to improve the wording we use on them in the future.

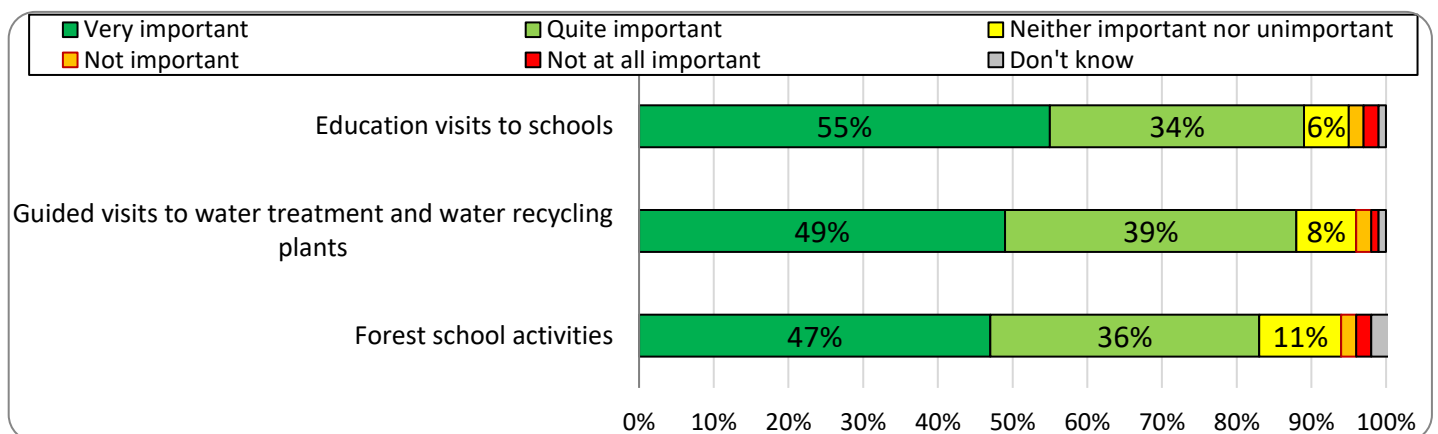
**Further learning opportunities for all**

We wanted to understand what your views are on us providing further learning opportunities for all. First, we asked whether you would visit our water treatment and water recycling centres if we opened them at certain times of the year to find out what we do.



- 60% of you would like to visit our water treatment and water recycling centres. As there is interest in finding out more about what we do, we're looking forward to opening more of our treatment and recycling centres to the public through 2020. We hope many of you will visit.

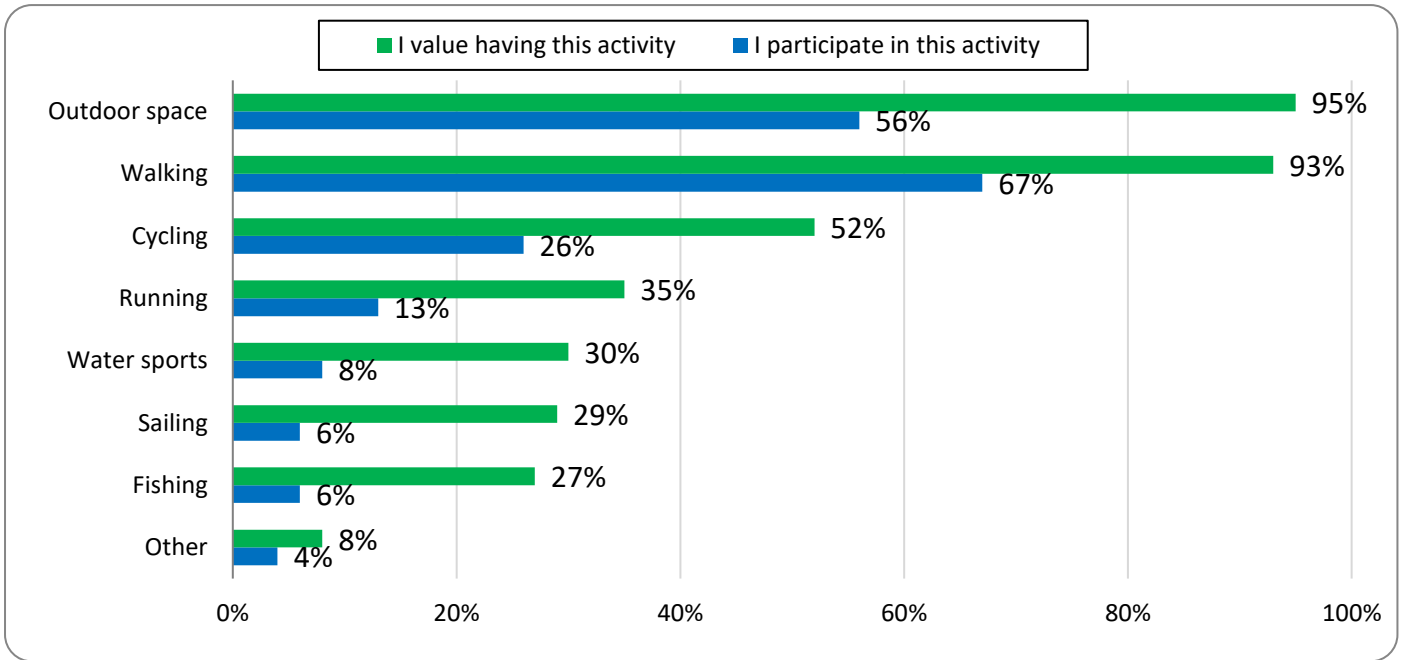
We then asked you how important it is that we should provide learning opportunities for young people.



- 89% of you considered it important (either very or fairly) for us to provide education visits to schools.
- 88% of you said it was important to provide guided visits to water treatment and water recycling centres.
- 83% of you said it was important to provide forest school activities.
- We're excited to be developing some of our key visitor sites and we are working on how we can get young people more engaged in our natural environment.

### **Valuing access to our natural environment**

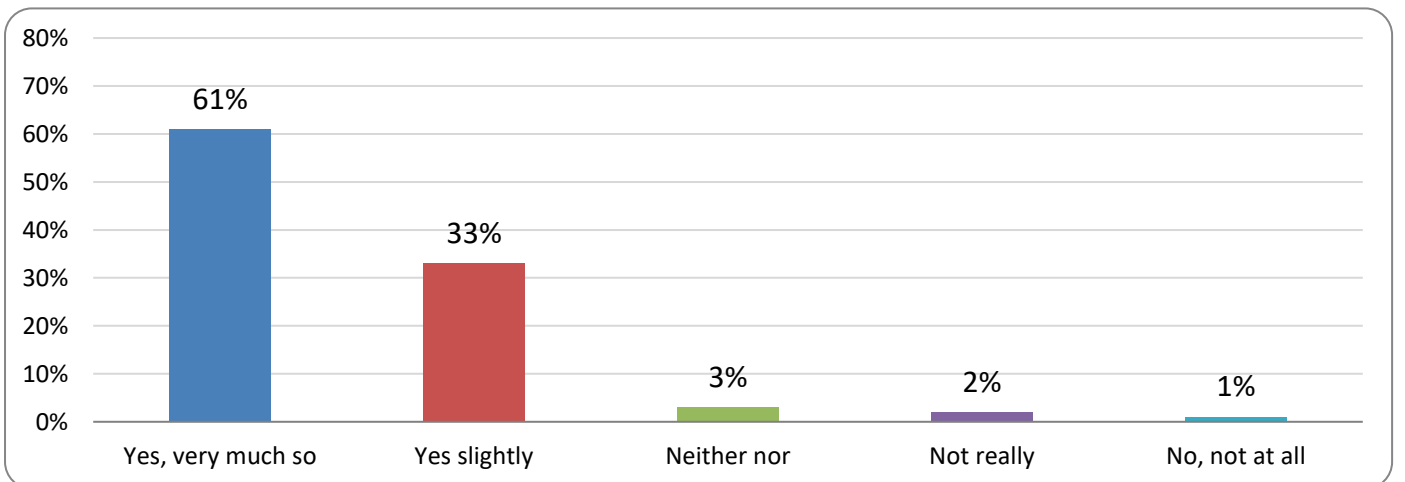
We wanted to understand how much you value access to our natural environment. We asked you which of the following you value and which you participate in.



- The most valued elements of our natural environment were outdoor space (95%) and walking (93%), and the most participated in were walking (67%) and outdoor space (56%).

### **Importance of water saving**

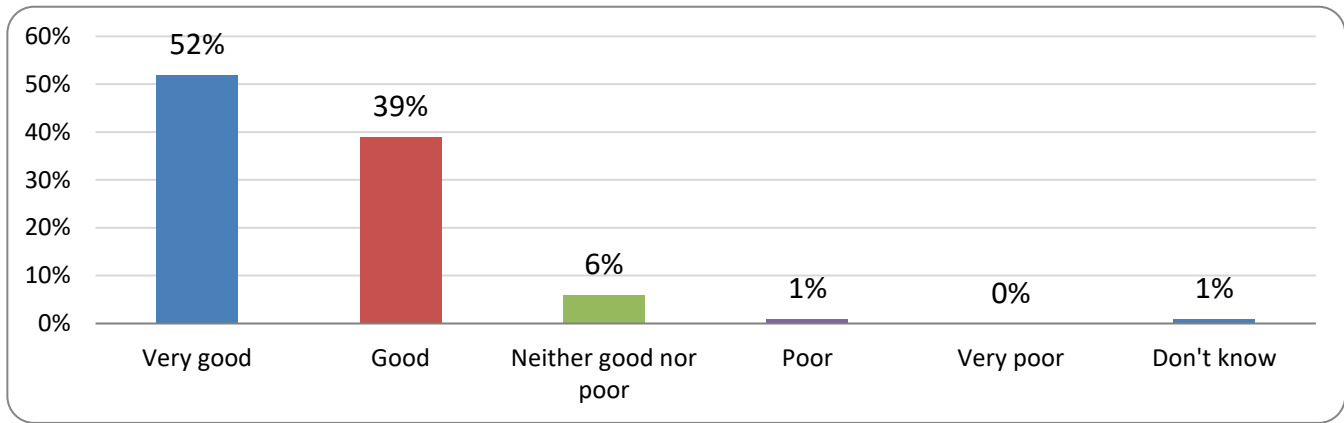
You were asked whether saving water was a priority in your household.



- 61% of you said that saving water was very much a priority in your household, and a further 33% of you said it was a slight priority. Just 3% of you said that it was not a priority.
- We want to help customers save water in their homes and so we provide free water saving advice and devices. These devices include save-a-flush bags (to reduce the amount of water you use per flush), shower timers, leaky loo strips (an easy way to check if your cistern is leaking) and tap aerators. You can order devices and see our top tips on our website [www.wessexwater.co.uk/savingwater](http://www.wessexwater.co.uk/savingwater)

### **Quality of water service**

Finally, we asked how you would rate the quality of your water service.



- 91% of you said that the quality of your water service was very good or good. Just 1% of you said that it was poor. We're pleased so many of you are happy with the service we provide.

### **What next?**

We are delighted that so many of you responded to let us know how you feel about Wessex Water being more involved in your community. We are looking forward to letting you know more about what we do and how we can work with local communities to increase access to public drinking water and provide opportunities to get out and about in our natural environment. We'd like to give you more information about the essential works we need to do in your local area to maintain your network of water and sewerage and keep local communities healthy. And we're working on how to make sure you keep updated with the information you need, for your area, in the way you'd like to see it.

**Thank you once again for being a member of 'have your say' and for taking part!**

Sue Lindsay  
Director of Customer Policy and Engagement,  
Wessex Water