

# Enabling Community Action

**7.00 Welcome:** Andrew Cassy, Chair of the Greenprint Forum and East Suffolk Partnership Board Member

**7.05 Love every drop:** sharing messages to help you raise awareness of the impacts of waste in sewers and how we can help reduce the instances of sewer blockages, Julie Leggett, Castle Point Voluntary Services on behalf of Anglian Water.

**7.30 Enabling Community Action** – Current resources we have to support community action to help people and the natural services we thrive on - with case studies.

**7.50 Break and Network**

**8.05 What more/less is needed to really help us and the natural services we thrive on** – open discussion session(s)

**Facilitator:** Wil Gibson, **Note takers:** Debbie Wargate and Tom Andrews

**8.40 Round floor update**

LB ESP Board: key outcomes

All events coming up and any support needs or celebrations



9 February 2015

Keep it Clear Presentation: Julie Leggett

Enabling Communities Presentation: Wil Gibson, Deb Wargate





# KEEP IT CLEAR



Registered Charity No. 1103968  
Company Registration No. 4856677



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I'm very pleased to have the opportunity of speaking to you all this evening. I'm here to talk to you about an Anglian Water environmental initiative called Keep-It-Clear. I'm not actually employed by Anglian Water, but by a charitable organisation called Castle Point Association of Voluntary Services (CAVS) for short, which is based in Essex.

This is a charity that provides a range of support services to voluntary and community groups to assist them with good governance and development of services. CAVS is one of the organisations that was commissioned by Anglian Water to help project manage this campaign and I'm involved as the Partnership Support Officer in Essex working with them.

# Partnership Support

- Keep-It-Clear designed to educate people, businesses and organisations on the correct disposal of fats, oils, grease (FOG) and un-flushable items as part of its [Love Every Drop strategy](#)
- Campaign began with 7 week trial in Peterborough 2011
- CAVS remit: Lowestoft, Ipswich, Norwich, various locations in Essex
- CAVS providing Partnership Support



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Keep-It-Clear is designed to educate people on the correct disposal of fats, oils, grease (FOG) and un-flushable items as part of its Love Every Drop strategy.

The KIC campaign very first began with a 7 week trial in Peterborough in 2011 where Anglian Water worked with Community Leaders and Volunteers to raise awareness of the campaign. Due to its success in reducing sewer blockages by 80%, the project was rolled out regionally and my remit covers: Lowestoft, Ipswich, Norwich, and various locations in Essex. The life of the campaign to my knowledge at present, is indefinite.

Water companies in the UK have reported 362,000 sewer blockages between 2013 and 2014, 70 per cent of which were avoidable.

# BUSINESS IN THE COMMUNITY

- CAVS recruited local volunteers as Environmental Ambassadors
- Carry out research and exploit opportunities to promote Keep-It-Clear
- Deliver talks to businesses and organisations in target locations
- Attend and support appropriate events
- FREE campaign Give-Aways to support key messaging
- Achieving outreach and cascading of information
- **SHARED RESPONSIBILITY**




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The image features a map of the United Kingdom with a callout to the East of England region. The East of England region is highlighted in orange, and the Huntingdon area is further highlighted in blue. The text 'Huntingdon' is written in blue next to a blue dot in the callout area.

- East of England - our unique region
- Largest geographical water company (18% of England and Wales)
- Most low-lying and flat – 30% of land below sea level
- Longest coastline
- Fastest growing – one million homes to be built in next 25 years
- Driest in the UK – some parts drier than middle east and Africa (just 600mm of rain each year)
- Most vulnerable to climate change

LOVE EVERY DROP. PUT WATER AT THE HEART  
OF A WHOLE NEW WAY OF LIVING.

Every day we:

Supply 1.2 billion litres of clean, safe drinking water

Collect and treat 1 billion litres of sewage & used water

Protect and care for our precious environment

# OUR PLUGHOLES AND TOILET BOWLS ARE FOR USED WATER, NOT RUBBISH

THOUSANDS OF BLOCKAGES A YEAR ARE CAUSED BY ITEMS THAT SHOULD NEVER BE PUT DOWN SINKS AND TOILETS  
HELP PROTECT OUR RIVERS, WILDLIFE AND THE ENVIRONMENT.



**FACT!**  
A BABY, BY THE TIME IT IS 2 YEARS OLD, USES 4380 NAPPIES AND 17,520 WIPES  
*(based on an average of 4 nappies a day and 4 wipes per nappy change)*

**FACT!**  
THERE ARE 20,000 TONNES OF USED FATS, OILS AND GREASE IN ANGLIAN WATER SEWERS AT ANY ONE TIME. THAT'S ENOUGH TO FILL EIGHT OLYMPIC SIZED SWIMMING POOLS!

**PUT SANITARY WASTE HERE TO KEEP PIPES CLEAR**  
PADS AND TAMPONS GO IN THE BIN, NOT DOWN THE LOO

**RECYCLE OIL AND FAT TODAY. HELP PIPE BLOCKAGES GO AWAY**  
NEVER PUT FAT, OIL OR FOOD SCRAPS DOWN THE SINK OR LOO. THEY SHOULD BE RECYCLED AT HOME, TAKEN TO A HOUSEHOLD WASTE RECYCLING CENTRE OR BINNED DEPENDING ON WHERE YOU LIVE.

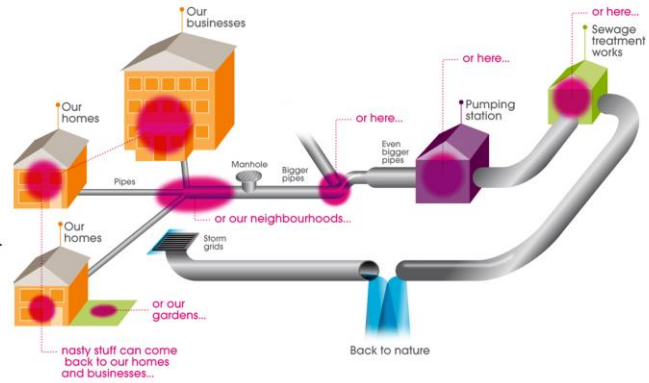
**BIN YOUR WIPES TO AVOID BLOCKED PIPES**  
SURFACE, MAKE-UP, CLEANING AND BABY WIPES SHOULD BE BINNED NOT FLUSHED

KEEP RUBBISH OUT OF THE DRAINS TO PREVENT BLOCKAGES, SEWER FLOODING AND NASTY SMELLS  
LEARN MORE AT [www.keep-it-clear.co.uk](http://www.keep-it-clear.co.uk)

# Sewer pipe & pump blockages - the problem

- There are more than 30,000 blockages a year in Anglian Water's sewer network, a problem that risks serious environmental pollution, sewer flooding and nasty smells in our homes and neighbourhoods
- More than half are avoidable
- More than 23.5% are repeat blockages
- 30% of all pumping station failures are the result of blocked pumps
- It costs over £7 million every year to flush the sewer network of FOG & unflushable items – a cost which contributes to customer bill increases – this money could be better spent on improving services to our customers
- The economic and environmental costs of sewer blockages in the Anglian Water region is too high – for all of us

What happens if neighbourhood arteries get blocked?



The sewer network plays one of the most important roles in the protection of public health. Yet it is in need of some protection.

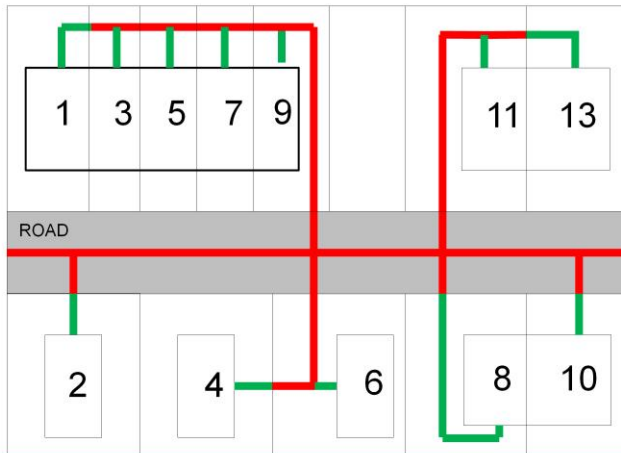
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## Who is responsible for dealing with sewer pipe issues?

- Anglian Water
- Home owner/ occupier



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Public Sewers, normally under the road or pavement are the responsibility of Anglian Water. That is, any pipes shared with neighbours and any pipes outside your property boundary as the red lines show on the slide here.

Private Pipes are the responsibility of those of us who are property owners that lie within our own property boundary, which take waste water away only from our homes, as shown in the green lines here. Any pipes that don't connect to the AW system is also the owner's responsibility.

If the problem is in your drain or private sewer – then you need to pay for an independent drain clearing company and that can lead to expensive repair costs.



## Main causes of pipe & pump blockages

### FOG (Fats, oils and greases)



Food scraps

### Unflushables



Only human waste and toilet paper should go down the toilet!



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On this slide we re-emphasise about the major culprits causing sewer blockages:

Un-flushable items such as sanitary waste – And, many people are unaware that one of the biggest causes of blockages are wipes. Even the products marked 'flushable' do not break down or disintegrate in the sewer the same way as toilet paper.

**The only things that should go down the sinks and loos is human waste and toilet paper.**

We carry out a demonstration called the SHAKE TEST which I share with you now. So you can see what mean!

**DEMONSTRATION WITH BOTTLES – LOO PAPER & WIPE**

# WIPES - LABELLING



**Anglian Water are working to put a strategy in place to lobby MPs.**

**Working with Water UK and the SNAP group Sewer Network Abuse Prevention and Drivers for Change – a group brought together by Business In The Community.**

**Working with retailers and manufacturers – to urge retailers to assess and improve labelling.**



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With Manufacturers often labelling their products as 'flushable' it's understandable why we as consumers become confused.

I can tell you that AW are working towards putting in place a strategy to lobby MP's.

And that AW are working with Water UK and the SNAP group Sewer Network Abuse Prevention and Drivers for Change – a group brought together by Business in the Community.

They are working with retailers and manufacturers – to urge retailers to assess and improve labelling.

## Fats, wipes and sanitary waste build up over time and block pipes & pumps - stopping water flowing freely



The combination of **fat** and other materials such as **wipes, sanitary and food waste** creates **blockages in pipes & pumps** that lead to **sewer flooding and bad smells** in homes and neighbourhoods as well as **environmental pollution** - all this could be avoided if we **recycled waste** where possible or **disposed of items in the bin**



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The Pipes below are smaller than perhaps we think, about 4-6cm in diameter on average from our homes.

Anglian Water teams deal with pipe blockages every 15 minutes, 24/7

Pipes 4-6cm on average from home...

Food waste and fats in sewers also attracts rats and other vermin

Whacky facts

A baby, by the time it is 2 years old, uses 4380 nappies and 17,520 wipes (\*based on an average of 6 nappies a day and 4 wipes per nappy change)

There are 20,000 tonnes of used fats, oils and grease in Anglian Water sewers any one time. That's enough to fill eight Olympic sized swimming pools!

An average turkey, which feeds six people, produces  $\frac{3}{4}$  of a pint of fat

A staggering 250 tonnes of fat from roast turkey dinners goes down Anglian Water's drains over Christmas – that's equivalent to nearly a million blocks of butter!

Anglian Water teams deal with pipe blockages every 15 minutes, 24/7

If you stacked every full waste skip that Anglian Water has to send to landfill every year on top of each other they would be almost as high as Mount Everest

## Simple steps you can take at home to keep your pipes clear



We share the key messaging, highlighting the simple measures that can be taken to dispose of waste correctly:

I talked about FREE campaign give-aways that aim to encourage behaviour change and this is what we have:

### **SHOW GUNK POT/SINK STRAINERS & LITERATURE HERE (as examples)**

Gunk Pots

Sink Strainers

Literature

Pencils

Bins

Chancers

**SHOW GUNK POT/SINK STRAINERS & LITERATURE HERE (as examples)**

# Developing Opportunities

- Worked with various organisations to-date and generated media publicity
- Housing Associations, (ELA) Eastern Landlord Association, Children's Centre's in Norwich, WI's, Essex Wildlife Trust, Youth Organisations in Essex, U3A, Local Community Groups, Schools Outreach.
- Need to expand awareness in Lowestoft, Ipswich and Norwich
- Ideas and Support to promote the initiative is welcome.
- **Strength in numbers and shared responsibility in the Community**



KEEP IT CLEAR

ry 2011 love every drop

Julie Leganlianwater

Enabling Communities Presentation: Wil Gibson, Deb Wargate



## SHARE BEST PRACTICE

More Information and video clips at:

**Keep-It-Clear.co.uk**

**Contact:**

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Tel: 01268 638416



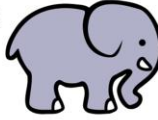
love every drop.  
anglianwater



# Key Issues/Assets for East Suffolk

Population growth + living expectations

~ 2,400 SCDC and 4,400 WDC  
children live in poverty



Coastal erosion

Too much water and too little

Fabulous natural environment which  
underpins our economy, health and  
happiness – but under pressure

Health

Fuel Poverty

75% businesses in East Suffolk employ less than 5 people,  
Over 99.5% of businesses employ less than 250 people).

The largest NEET challenges are in Lowestoft, Felixstowe,  
Beccles, Bungay, Saxmundham, Leiston

Deliberate  
Environmental Damage



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# Action taking place

Community plan  
driven

Community project  
driven

Organisations  
business plans

Crisis/issue driven



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## Support on offer

- **Legal structures and requirements**
- **Community plans**
- **Fund finding support**
- **Project development support**
- **Sharing knowledge, skills**
- **Provision of volunteering opportunities**
- **Supporting volunteer actions**
- **Technical support and advice**



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Alongside the commitment to economic growth and attracting inward investment into our areas enshrined in the Council's Business Plan is a commitment to promote and support the development of sustainable, healthy and active thriving communities while protecting, enhancing and making sustainable use of the environment we thrive in. Our challenge and yours as Wil have already highlighted is how to meet this ambition when nationally and locally resources are stretched or targeted by others at specific end goals. Our joint environmental action plan commits us to supporting partnerships and networks like this very Forum to help us in this and before we move onto the discussion which I am very much looking forward to I thought it would be helpful to summarise from Wil talks some of the support I think we offer. The first ones I am going to summarise very briefly. Community Action was formed on 1st April 2013 when ten Suffolk voluntary and community sector support organisations agreed to merge, creating a single charity and company. They now provide a range of free and charged for services including Insurance, IT, meeting rooms, community planning, funding, safeguarding and legal structures etc. for community groups. They don't work in isolation – SCC, SCDC and WDC Community Advisors and others come together through the East Suffolk Resource Forum to combine support and knowledge on our communities and organisations needs, wants and current action to try to maximise use of resources to meet needs. This is further supported by an East Suffolk Funding Team who pools expertise in fund finding to match it to need and funders spends. Becoming increasingly necessary as funders are looking to cover wider geographic areas with their funding pots. What do you need to know about these groups? only that

whether you talk to me, Gillian, Wil, Jo Maculum, Helen Johnston, Alison Wheatland or any other person we will be connecting via these groups as much as possible to try to give you one person to talk to and access to all. So where does the East Suffolk Greenprint Forum fit?

**Continue to encourage and strengthen the community groups who are acting to improve people's lives and the environment part of the East Suffolk Greenprint Forum and to increase membership of the Forum.**

	Quarter	Number	Difference
2011/12	Full year	95	
2012/13	Full year	104	9Increase
2013/14	Full year	122	18Increase
2014/15	Full year	154	32Increase
Suffolk			25
Waveney			17
Suffolk Coastal			100
East Suffolk			7
?			5
<b>Total members</b>			<b>154</b>



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The East Suffolk Greenprint forum provides an environmental link between public and voluntary organisations and community groups and is a hub for community groups to share skills and experiences around energy, water, waste, local food and nature; as well as being an incubator for local community action. While facilitated by the Councils we are run by a steering group of representatives from nature conservation organisations like the RSPB and Suffolk Coast and Heaths AONB , community groups – like Boyton and WALGA, Businesses like BT and local authorities. This Steering group based on requests and feedback from members sets an annual programme of knowledge share and action events, seeks to continually develop the membership to reduce the number missed communities, links into Partnerships such as the East Suffolk Partnership, the Suffolk Climate Change Partnership, and the East Suffolk Resource Network to influence policy and resource use and develops and delivers on projects. I have broken our action plan into slides for you. It is worth noting that these 154 member represent at least 88 distinct communities or organisations. Our action for 2015/16 is to continue to develop and deliver the events programme, use twitter, seek to engage Waveney Communities through practical action walks and sharing messages via partners and potentially Parish Councils to share learning and work with our housing teams to reach into those in need.

**Continue to support and promote the ESP, ECCE, ESRN, SCCP, SBP, Suffolk Nature Partnership Delivery Group, Being Well in the Wild and other relevant partner messages via our network**

Support the LiveWell Health Walk Programme by providing walks and activity as part of the East Suffolk Greenprint Forum programme

**Further develop local evidence on the health benefits of exposure to the natural environment**

Identify opportunities to help the groups that would benefit the most from getting outside but find it hard to do so



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**Engage and support 5 communities in the adoption of the Nationally successful Transition Streets social and environmental engagement project**

**Rendlesham Transition Group successfully** completed one course and continues to run events to try to engage the wider community.

**Boyton and Wenhaston** have undertaken their streets initiative. Wenhaston has provided their survey responses and a report has been produced for them.

**Felixstowe, Waldringfield and Framlingham remain stalled starters due to other time pressures on the main volunteers.**



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## Building on existing expertise and demand Develop an East Suffolk 'Thrivability' audit for Community Buildings

A new two year project offering communities in **Suffolk Coastal and Waveney** assistance to build resilience through their community buildings is underway. The project is being developed and delivered collaboratively between Groundwork Suffolk and Community Action Suffolk with support from Suffolk Coastal and Waveney District Councils and is funded by the East Suffolk Partnership and Suffolk Coastal District Council. Over 2 years the project will undertake 10 on site 'thrivability audits'. Furthermore, at least 20 additional communities will receive telephone and email ad-hoc 'thrivability' support through free support hotline. Kirsty Burns and Robert Horn work one day a week on this. Buildings given priority will be those showing the greatest need based on response to a survey carried out in April.



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**Further develop the concept of a commercial volunteer tourism offer to attract international and national visitors to the area.**

**Grant award to Suffolk Coast of £490,000 from DCLG's Coastal Communities Fund**

The Steering Group supported the development of the successful bid to the Dept of Culture and Local Government and the AONB is taking the lead on delivering two of its projects: A promoted circular walk going north of Southwold from the pier and a new working holidays initiative on the coast. The scheme is designed to create 6.6 Full Time jobs and support a further 140 as well as supporting practical conservation work and improving the visitor offer to the coast.



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## Thank you!

Total no. of Energy and Green Procurement Reviews carried out: 200 (120 SCDC, 80 WDC)

Total no. of Energy and Green Procurement Report and Action Plans dispatched: 200

Cumulative Identified Potential Cost Savings: £1,292,312

Cumulative Identified Potential Carbon Savings: 6,269.30 tonnes

Total no. of Support Forms received for Energy and Green Procurement reviews: 133

Total no. SMEs receiving follow up support: 192

Total no. of Charter reviews carried out: 100

Total no. of Charter reports sent to the panel: 100

Total no. SMEs receiving grants: 58



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