

Investment into Leeds water network



Project team introductions

Jeremy Dufour

- Project Manager

Dave Fellows

- Clancy Operations Manager

Jo Shippey

- Community Engagement Manager

Tracey Reid

- Communications Officer

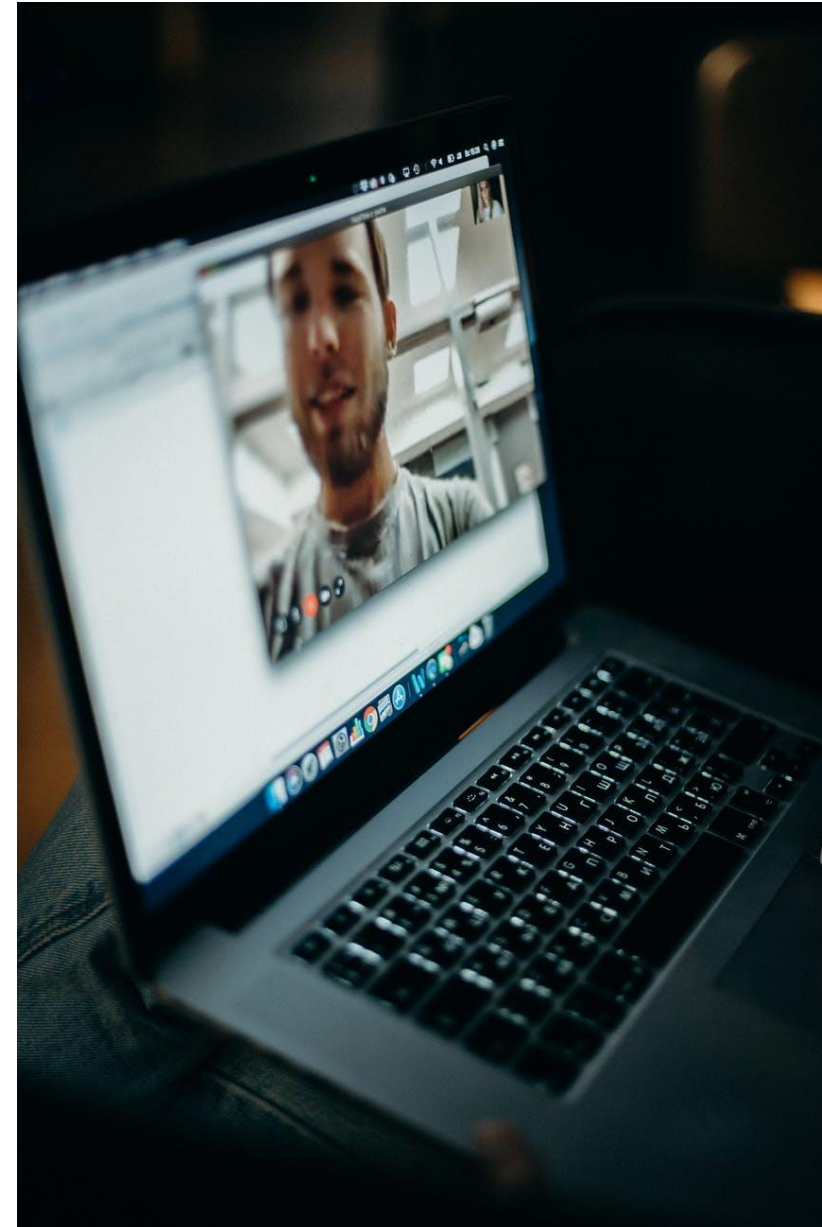
Elizabeth Faulkner

- Customer Liaison Manager



Housekeeping

- We politely ask all guests to keep their microphones muted during the presentation. We may answer questions you have within the presentation
- We will allow time at the end for questions
- If you have a question, please write it in the chat function
- If we are unable to give you an immediate response, we will provide a retrospective response
- We will welcome an open discussion during the question and answer session



Project overview

- Project will protect tap water supplies as the community grows
- Replacing ageing, burst-prone water main in Upper Street
- £460,000 investment
- Installing 535 metres of pipe



Project overview

- Work to begin on 24 July 2023
- Road closure in Upper Street between the junctions with Horseshoes Lane and Forge Lane
- Work will be phased within this closure to allow us to maintain access for residents and businesses
- Expected to last six months due to utility congestion in the road



Minimising disruption – road closure

- Due to the width of Upper Street, the safety zones needed, and the speed and type of traffic using the road we are unable to legally undertake this work under traffic lights ([Streetworks Code of Practice](#)).
- The road is heavily congested with other utilities therefore the main will need to be laid nearer to the white line of the centre of the road and may also cross from lane to lane where other service infrastructure dictates.
- The road will be closed in sections so we can keep access for residents and businesses. This means we will only ever be working between two junctions to try to keep disruption to a minimum but there will always be no through access.
- The direction of where people access may change as the works progress.



Road closures are always a last resort, especially given their impacts, but we need to ensure we keep our workforce and the public safe and within all legal requirements during the construction of the new main.

Minimising disruption – alternative options

- As mentioned previously, traffic lights are not possible due to required safety zones and the location of the main amongst other utilities
- With main laying works, we will have open excavations and it will not be safe to lift the closure to let people through when we are not on site.
- Switching traffic management can also lead to more confusion for drivers and residents as if its traffic lights one day then a closure the next, it is difficult to keep consistency in the way we manage traffic.
- We understand this is frustrating but the closure is in place to ensure the safety of everyone whilst we undertake the works.



Minimising disruption – working patterns

- Our team will complete the work as quickly and as safely as possible
- At present, we will work Saturdays where required but not on Sundays to give residents a break from construction noise.
- Where we can utilise the longer days and work some longer hours then we will look to do this. Standard working hours are 7.30 to 5.00 and we may continue longer in the summer days up to 7.00pm where possible.



Minimising disruption – duration

The six month duration includes:

- All excavation work to install the new water main
- Laying the new pipework and testing to ensure it is sound and safe to put water through for public use
- Transferring more than 70 customer services to the new main
- Undertaking a number of connections to our existing pipework
- Ensuring the road is returned to a safe condition.
- Excavations and main laying entails digging round and across other live services such as gas, electric, water, sewers, manholes, communication cables for example
- If there are 70 properties and all have a supply from each service that we have to cross, this could be nearly 300 services that we have to work around safely to install the new main. This takes time to identify these before we start to excavate.
- Our programmes look to include risk and account for any unforeseen issues as well, as we dig in the ground there will always be unexpected finds.
- Our team on site also have to deal with issues such as those not following diversion signs, or attempting to get through the closure.

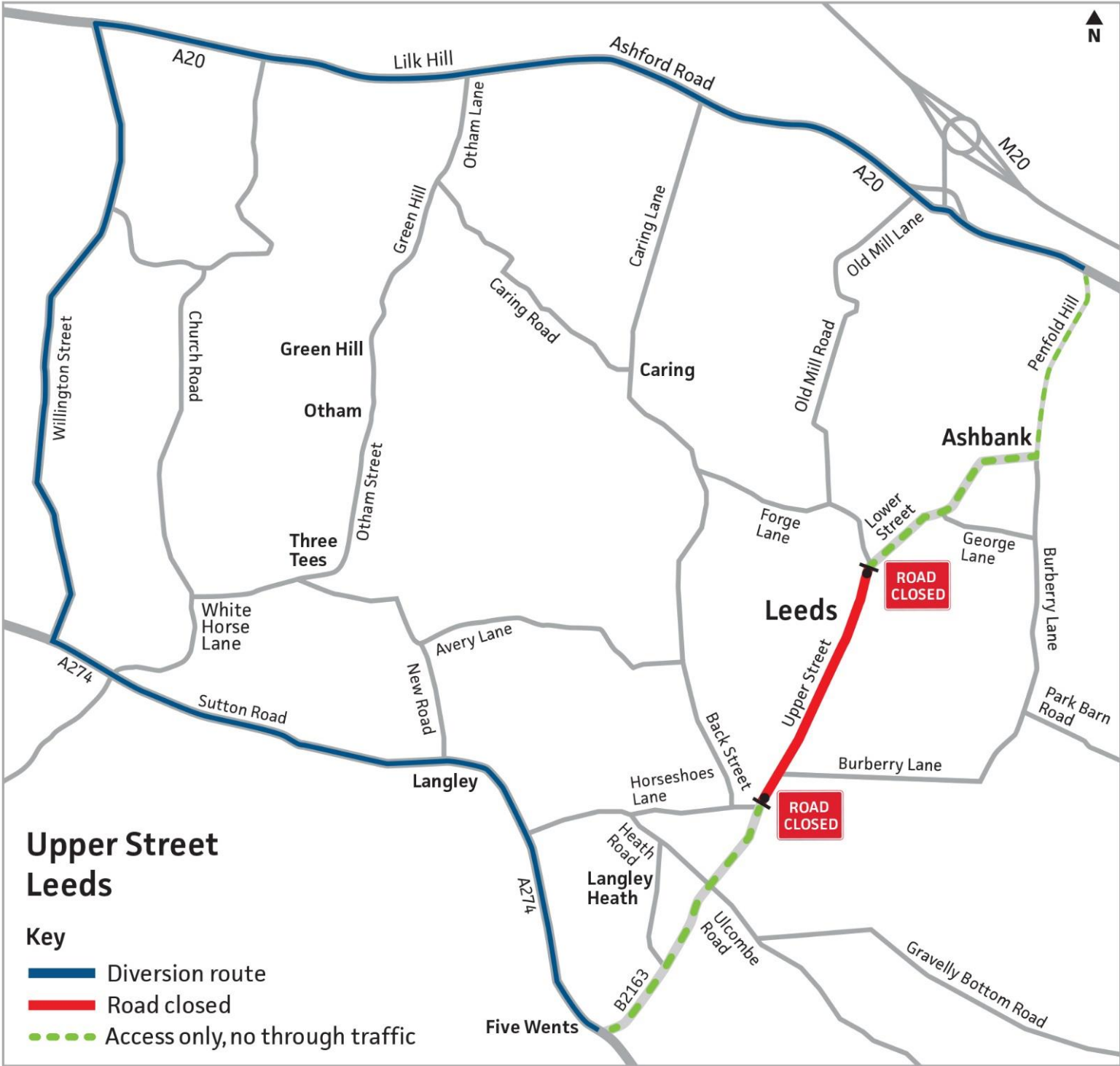


Minimising disruption – signage

- We have reviewed signage with the view to adding a number of other bespoke signs stating roads are not suitable for diverted traffic, no through road or no turning areas.
- We try to do all we can to try to discourage road users from using the smaller lanes and to use the official diversion.
- The diversion route is chosen to cater for all traffic.
- We try as hard as possible to pick up side roads and discourage their use.
- We can only look to discourage as much as possible and enforce this message through our communications and signage.
- There will be three electronic signs in place for the duration of the project at locations agreed with Kent Highways.
- Advanced warning signs will be put out ahead of work displaying contact details
- Signage is monitored on a regular basis
- Spare signs will be available and although we can secure these, there will always be those who will move or steal signs no matter what we do.

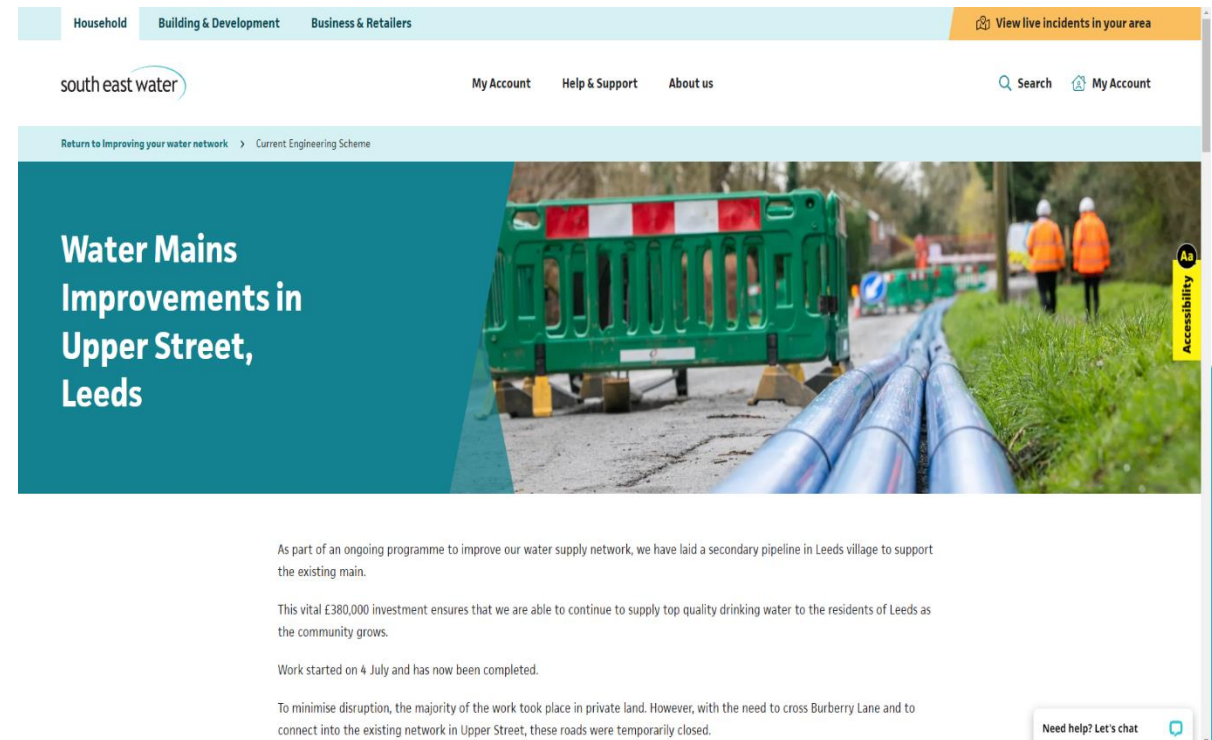


Diversion route



How we'll communicate traffic management changes

- Updates on traffic management implementations/changes will be available on our dedicated webpage:
southeastwater.co.uk/leeds
- Customers can also receive updates via our interactive map text/email service
- Updates via local media/social media
- Stakeholders will receive regular email updates throughout the project to ensure you are in the loop
- Further meetings can be arranged to discuss localised issues



Communication and engagement

- Engagement meetings
- Customer drop-in session
- Press releases
- Social media
- Video update
- Interactive map portal
- Customer letters
- Customer Liaison Manager
- Stakeholder email updates
- Dedicated web page
- Reactive media team on 24-hour standby



Next steps

Action	Date
Zoom meeting with surrounding parish councils	14 April
Issue customer letters	April
Make dedicated webpage live	Already live
Public meeting	16 May
Issue further press release prior to start date	Early July 2023
Social media messaging, radio ads	Late May/early June to begin
Begin construction	24 July 2023
Continue communications activities	Fortnightly / as need arises



Can you help us?

- We are still planning this vital project and are keen for you to help us.
- Please let us know if there are any significant community events taking place which we should be aware of – particularly if you are concerned about an increase in traffic.
- Are there any social media groups or local magazines we should contact to help us spread the word about this project?



Questions

- We will now go through any questions which have been submitted in the chat function
- Your microphone will also be unmuted so feel free to ask any questions in an orderly fashion
- If you would like a copy of this presentation, it will be made available on our dedicated webpage: southeastwater.co.uk/Leeds
- Thank you for taking the time to understand our plans for this vital project.



Thank you