

Welsh Water

A new way of working in Rhondda Fach



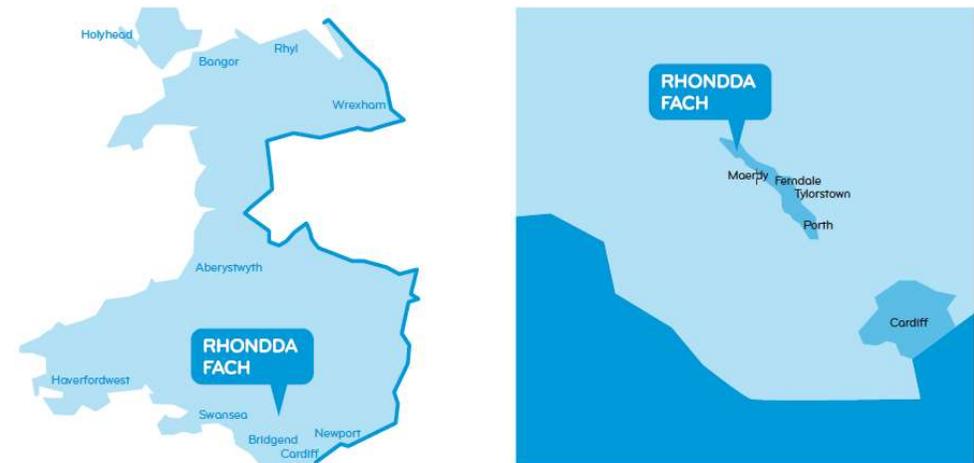


Why are we doing the work?

- Customer acceptability –
 - Complaints over appearance, taste and odour of drinking water
 - Currently bottom of industry
 - Financial penalties

The solution

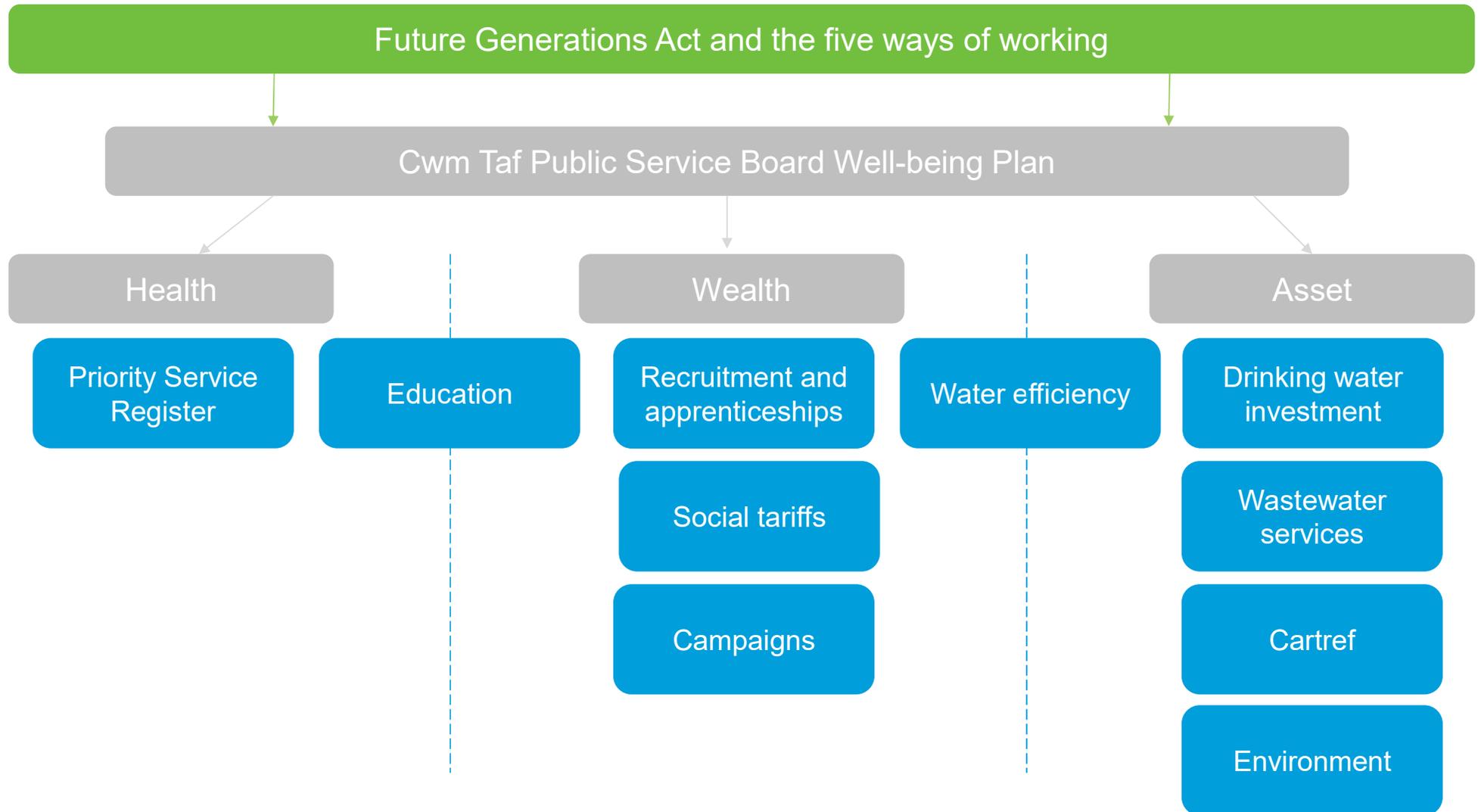
- Investing £23million between 2017 – 2020 to install almost 50km of brand new water main
- Already installed 17km of main



	WIMD	Income	Employment	Health	Education	Access to Services	Community Safety	Physical Environment	Housing
Ferndale 1	697	706	512	530	854	1811	596	1868	262
Ferndale 2	540	699	430	373	372	1026	857	1640	585
Ferndale 3	393	450	199	349	302	1603	1130	1101	1091
Maerdy 1	97	118	40	123	157	971	128	1802	1025
Maerdy 2	60	45	26	81	96	503	630	1873	1046
Porth 1	794	920	528	836	590	1717	316	942	1107
Porth 2	1166	1154	995	355	1119	1853	1325	1688	1377
Porth 3	482	435	440	628	425	714	362	1026	1011
Porth 4	374	423	279	270	419	1338	287	740	1075
Tylorstown 1	5	4	8	16	20	574	101	1843	506
Tylorstown 2	214	289	248	211	109	566	685	1747	294
Tylorstown 3	131	184	77	178	80	1201	371	1880	373
Ynysir 1	127	189	71	222	101	607	441	696	616
Ynysir 2	691	695	586	543	520	1697	867	546	1440

Rhondda Fach Welsh Index Multiple Deprivation (WIMD)

10% most deprived
10%-20% most deprived
20%-30% most deprived
30%-50% most deprived





Tylorstown Welfare Guild



Parkinson's UK



Customer feedback



Trivallis Business Class



Pontygwaith Primary



Customer feedback

- 28 local organisations and groups have been successful with our Community Fund - £10,900 so far.
- Over £73k saved for new customers identified as eligible for a social tariff.
- Identified 68 new customers to add to our Priority Service Register.
- 6 young people have completed the 'Get Into Construction' programme run in partnership with the Prince's Trust.
- Partnership working in Penrhys.
- First Facebook live event.



- Home audits
- School audits
- Exploring best practice with Preston City Council
- STEM event
- Prince's Trust development
- Future locations

