The award-winning magazine from the Anglian Water @one Alliance
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@one

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Making great strides in Hartlepool

Read more about our £6.4 million filtration scheme on pages 12 and 13.

A piece of cake! Raising awareness of mental health. Page 4.

Getting active for WaterAid. Page 24.

Maintaining our gold standard

As we continue our journey into Year 4, we can reflect on a really positive performance over the first three years. Our track record so far in AMP6 provides a great platform for our transition into AMP7.

Over the next two years, we need to maintain this performance and take the opportunity to get up to speed and ready for AMP7. This includes continuing to deliver on time and recovering the recent decline in our overall efficiency position.

It's clear that AMP7 will present some exciting and interesting challenges. It will certainly be a larger programme. We are starting our preparation now and will use the next two years to really set out our stall for a strong start to AMP7.

As we do all of this, health, safety and wellbeing will stay front of mind. So, it's fantastic news that we've been awarded a RoSPA (Royal Society for the Prevention of Accidents) Gold Award for the third year running. The @one Alliance was also shortlisted for the recent Construction News Awards (Health, Safety and Wellbeing Excellence); great recognition in our most important area of performance.

These achievements recognise everyone's great work around health, safety and wellbeing and the progress of our LIFE initiative.

The @one Alliance is clearly leading the way in this area, which is something we should all be proud of.

We now need to focus on maintaining this gold standard as we look forward to the rest of Year 4, through to AMP7 and beyond.

Dale Evans, Director – @one Alliance.

A positive start to Year 4

As we complete the first quarter of Year 4, we have continued our positive performance from Year 3.

Our AFR has improved from 0.12 per cent to 0.08 per cent, which is frontier performance. This has been supported by an increasing trend of near miss capture, leading to targeted focus and support.

Our capital carbon currently stands at 58 per cent, which is slightly over our target of 56 per cent, while our operational carbon stands at 37 per cent against our target of 27 per cent. Though this puts us in a strong position in reaching our targets, we still need to work hard in this area during the remainder of Year 4.

Our commercial performance has declined from 28 per cent to 26 per cent and is an increasing area of focus to maximise our outperformance from all our projects being delivered to DM5. Customer scores are at 4.2 against a target of 4.5, indicating that we are still in a good position.

There's been great focus and leadership in reaching 35 per cent against our target of 50 per cent reduction in Time on Site, and this is a significant achievement.

As we move into Year 4, we need to hold onto this great performance and continue to focus on the delivery of our projects in line with their stretch targets.

Commercial Performance

Target (Frontier)	**30.5%**
Current position	26%

AFR

Target	**0.1**
Current position	0.08

Reduction of Time

Target	**50%**
Time on Site current	35%
Project Life current	13%

Customer SIM

Target	**4.5**
Current position	4.2

Carbon

58% 37%

Capital carbon	**Operational carbon**
Target 56%	**Target 27%**
Current position 58%	Current position 37%

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Academies join together to learn new skills

Our academy programmes were brought together in July for a training event looking at collaborative planning.

The sessions involved project delivery managers, technical managers, construction managers and project commercial managers. Teams took part in a 'sprint day', where they were asked to manage a 'project in a day' and present their solution to a mock governance group.

Lil Wade, Talent Manager, said: "This was the first time our academies had joined together and a real benefit was seeing a project come to life in a day, promoting discussion and building relationships across a number of roles and programme areas."

Attendees commented on the opportunities to see the benefits of collaborative planning as a team, considering all elements of a project, including customers, community and our LIFE programme.

Feedback included:

Adam Ford, Technical Manager, Water Non-Infrastructure:

"The academy gave an understanding of the governance process and the pressures that the team has to deal with when managing expectations of stakeholders, time management and quality issues."

Debbie James, Project Delivery Manager, Infrastructure:

"There was a huge amount of energy in the room – new skills were learnt and our understanding of the need for each other's contribution was increased."

Innovative technology gets Grantham Resilience pipeline off to a flying start

Tasked with enabling the 55 kilometre route planned for the Grantham pipeline in just six months, Elliott Harley, Design Manager – Infrastructure, turned to some impressive aerial photography technology.

The pipeline, which will stretch from Lincoln to Grantham, is part of the Water Resource Management Plan scheduled through AMP7, consisting of an interconnected network of pumping stations, pipelines and new storage tanks to keep water moving around the catchment area.

"Using digital aerial technology was the only way to hit deadlines, particularly for environmental and planning," said Elliott.

The team was given from April to October this year to complete exploratory work and map the pipeline. As drones can't travel far enough, a light aircraft aerial photography specialist was commissioned to map the route.

A buffer zone of one kilometre ensured there would be enough wiggle room to move the route if necessary. Around 16GB worth of high-resolution footage was captured in just two days, which was then plugged into Google Earth, showing the up-to-date route in real time.

"A specific lens picked up every water source, allowing us to plan surveys and tests quickly and accurately," said Elliott. "Without this, we could have missed the newt testing window and lost time. It's the first time we've used this technology for this kind of mapping project and it's been phenomenally successful, saving at least two month of legwork and money, too."

RAF Vulcan Bomber shows the detail picked up by the aerial photography.

Mental Health Awareness Week

Monday:
• Mental Health Toolbox Talk on site with LIFE-branded snack packs
• Cake and Chat with the Good Mental Health Ambassadors

Mental Health Awareness Week is a UK-wide event supported by the Mental Health Foundation. The aim of the week is to educate the public about mental health issues and to promote better mental health.

We ran a campaign at the @one Alliance from 14-20 May which focussed mainly on managing stress. Research has shown that two thirds of us experience a mental health problem in our lifetime, and stress is a key factor in this.

Anna Goley, Graphic Designer, who worked on promoting the campaign, said: "In order to highlight Mental Health Awareness Week, we decided to host a communications campaign including daily activities throughout the week in Thorpe Wood House, along with activities that sites could get involved with as and when suited them. We also used social media to help promote the good work we're doing in the @one Alliance to support the week."

Good Mental Health Lead, Kate Housley, worked alongside Anna to deliver the campaign. Kate led on the Employee Assistance Programme drop-in session and co-ordinated the event to ensure everything went to plan.

Kate said: "It's important employees in the @one Alliance are fully aware of the mental health support and resources available to them and the Employee Assistance Programmes are an integral part of that support system. If anyone in the @one Alliance wishes to find out more about what's available then they can contact myself or any of the Good Mental Health Ambassadors anytime and they will be able to signpost them to help available."

Anna added: "Our Good Mental Health Ambassadors hosted the 'Cake and Chat' morning on Monday to give support and chat to anyone who wanted to find out more about what they do."

Colleagues engaged well with the campaign, and the mindfulness session on the Friday had full attendance. Site teams were also engaged, in particular Grafham and Wing, which took part in the 'Curry and Chaat' on the Thursday. Gary Freeman, Site Manager for Grafham and Wing sites, was enthused by the important message about getting a conversation started around mental health, and he was really glad his teams had a chance to get involved with the campaign.

Gary said: "The response was great – teams engaged in talks and thought it was great to be promoting mental health in the workforce. It's important to try and get colleagues to talk more about mental health."

Throughout the week, we raised £343 for the Mental Health Foundation. A huge thank you and well done to all those involved in this important campaign.

Tuesday:
• Bake sale and raffle

Wednesday:
• Employee Assistance Programme drop-in session

Thursday:
• 'Curry and Chaat' in Thorpe Wood House canteen and on site
• Jo Southan, Barhale's Health and Wellbeing Advisor, attended sites to start the discussion on mental health

Friday:
• Mindfulness session

Keep an eye out

for our new environmental management system

Our new environmental management system is set to go live this summer.

Linda Dolby, Environment Manager, said: "Previously, all the @one Alliance partners were working to their own environmental standards and using different procedures.

"Over the past year, the Environmental team has spent time reviewing each of the partners' environmental management systems, taking the best elements from each and developing those into one system to meet the specific needs of our alliance.

"The new system will allow us all to work together on one aligned system and process.

"A similar system has already been put in place for safety – so this is a natural progression."

As part of their research, the team held a lengthy consultation process with all partners and carried out audits and inspections on several sites.

All relevant procedures, templates and guidance will be available on the system, which can be accessed via the SHEQ web portal where you can also find environmental Alerts, Toolbox Talks and other general information.

"The new system will be adopted by all new projects and we anticipate that everyone will be using the system by the end of this year," added Linda. "Colleagues can access the training video via the web portal to help find the document they need."

For more information, contact Linda on lDolby@anglianwater.co.uk.

> **"The new system will be adopted by all new projects and we anticipate that everyone will be using the system by the end of this year."**
>
> **Linda Dolby, Environment Manager.**

Mark Ward and Alex Harwood.

Left to right: Eleanor Atkinson, Eloise Meakins and Linda Dolby.

Who's in the Environmental team?

Michael Justice, Head of SHEQ

Linda Dolby, Environmental Manager – Non-Infrastructure

Alex Harwood, Environmental Manager – Infrastructure

Eloise Meakins, Environmental Advisor – Non-Infrastructure

Eleanor Atkinson, Environmental Advisor – Non-Infrastructure

Mark Ward, Environmental Advisor – Infrastructure

Focus on Safety, Health and Environment

The team are focussed on supporting everyone in the @one Alliance to improve our performance and ensure we prevent harm to people and the environment. We do a lot of things very well, but where we make mistakes, have incidents or significant near misses then we should always embrace these opportunities to learn and drive continuous improvement.

We are currently working with project and site teams to increase our level of near miss reporting, near misses are invaluable interventions to prevent incidents.

We should view near misses as learning opportunities and never as a criticism. We have a culture where we are rightly proud of what we do and how we do it, but that must not get in the way of reporting and learning.
Over the coming months we will be:

- Briefing everyone in the @one Alliance about the importance of near miss reporting; and
- Sharing more widely how the near miss information is used to guide management decisions.

Michael Justice, Head of Safety, Health, Environment and Quality (SHEQ).

Meet the team

We catch up with our Safety, Health, Environment and Quality (SHEQ) colleagues.

Mick Franks, Health & Safety Manager Infrastructure/Non-Infrastructure

- **Background:** 23 years in the Army - Corps of Royal Engineers - including planned Improvised Explosive Devices (IED) searches. I then worked on house building and major infrastructure projects within highways and rail, including the London Bridge Station Redevelopment.
- **Role:** Managing the Infrastructure Health & Safety team. I'm also managing the Non-Infrastructure Health & Safety team until we recruit a new manager. I ensure teams provide advice and guidance to the operation teams to deliver projects safely.
- **Focussed on:** Providing a consistent approach across all delivery routes with H&S Advisors applying our Safety Management System (SMS) on compliance site visits (inspections) and advisory visits. Using near miss and accident information from Advisors' reports to identify areas for improvement/learning.

Chris Taylor, Non-Infra Health and Safety Advisor

- **Background:** Construction, Civils and Utilities – I worked my way up from operative, ganger, working foreman, supervisor to site manager (14 years with the @one Alliance). Since losing my father in a tragic H&S accident on a farm when I was nine, I want to make a difference; that's what drives me most in my role.
- **Role:** Going to site to offer support, advice and a friendly face. I'm also a Good Mental Health Ambassador.
- **Focussed on:** Helping others and offering support. I hope people feel they can talk to me about anything, whether it's H&S, mental health or just airing frustrations. If colleagues go home to their families every day, we're all doing a great job here.

Linda Dolby, Environment Manager Non-Infrastructure

- **Background:** Economics & Environmental Management degree and MSc in Integrated Environmental Management. I worked within the gas industry for 12 years, mainly on high pressure gas pipeline projects around the UK.
- **Role:** Providing advice and guidance at the design stage, including supporting the Enabling Team. For example, supporting the application of environmental permits/consents, and waste and soil management planning. During construction, I lead a team of Environmental Advisors who undertake site inspections and audits and provide assistance.
- **Focussed on:** Implementing our Environmental Management System, maintaining high environmental standards and ensuring all teams have environmental support.

The rest of the team

Head of SHEQ – Michael Justice.
SHEQ Management System Principal Advisor – Helen Dempsey.
Environment Manager, Infrastructure – Alex Harwood.
H&S Principal Advisor – Jamie Parker.
Environmental Advisors – Mark Ward, Eloise Meakins, Eleanor Atkinson.
H&S Advisors – Sophie Potts, Stephen Beesley, Andrew Morris, Ian Goldsmith, Don Irvine.

Pictured above: Stephen Beesley, Joy Southall, Don Irvine, Eloise Meakins, Linda Dolby, Helen Dempsey, Mick Franks, Chris Taylor, Ian Goldsmith, Andrew Morris.

Collaborating to build the workforce of tomorrow

Our Operated Plant Managed Service Desk (MSD) team has been exploring ways to boost recruitment of skilled operators.

The MSD is run by Steph Carney, Managed Service Desk Manager, as a centralised point for managing demand for operated plant hire for infrastructure projects in the @one Alliance. It works with five national and regional partners – Middleton Aggregates, L Lynch Plant Hire and Haulage, Mervyn Lambert Plant, P Flannery Plant Hire and GB Digger and Plant Hire.

Based at Thorpe Wood House, the MSD is designed to help with forward planning and collaborative work allocation to gain better value and reduce our carbon footprint. It's part of the Integrated Procurement Team (IProcT), and includes Dean Reader, Hire Co-ordinator, who is sponsored by the five suppliers.

"Plant operators are a skilled resource that we're all committed to retaining and expanding," said Chris Candlish, Supply Chain Manager. "There's a reduced availability of suitable operators due to increased regional activity, natural wastage and a shortage of young people coming into the industry. We've set up a collaborative working group to work closely with our five providers and we're investing in bringing in more skilled operators with a firm commitment to apprenticeships by both suppliers and the @one Alliance."

One of the group's commitments is excellent health and safety standards, with the MSD putting common plant standards in place for all partners. An ongoing review of these standards aims to continually improve them and reduce risk around people/plant interfaces.

The group also looks to improved emission standards and lowering our carbon footprint through increased fuel efficiency and reduced transportation.

Steph took a proactive role in establishing the MSD, with the help of @one Alliance partners, setting up agreements, systems and processes, and has been working with the College of West Anglia, City of Peterborough Academy and Cambridge Regional College to raise awareness of operator apprenticeships. A successful 'Apprenticeship Day' event with excavators and plant simulators was held at Cambridge Regional College in conjunction with Highways England and P Flannery Plant Hire, which generated more than 100 apprenticeship applications. More school and college events are now planned.

The MSD also supported the 'Stop. Make A Change 2018' event at Thorpe Wood House in April with a unit from P Flannery Plant Hire. The sessions showcased our commitment to promoting plant safety and good mental health.

"Our aim is more efficient working; ensuring we have a trained, skilled workforce and common industry-leading health and safety standards," said Chris. "The MSD allows us to say that this is our standard, which we can provide from our partners. It all ties into our one team delivery approach going forward into AMP7, focused on collaborative working and encouraging colleagues to think of our supply chain partners as being part of our delivery team.

"We've also been working with our @one Alliance partners and Highways England to improve communication on planned work to minimise resource and demand issues, and standardised specifications and safety requirements.

"Working together in this way, we can deliver efficiencies and continuous improvement with the best service for everyone across the whole region."

> **"We've set up a collaborative working group to work closely with our five providers and we're investing in bringing in more skilled operators with a firm commitment to apprenticeships, by both suppliers and the @one Alliance."**
>
> **Chris Candlish, Supply Chain Manager.**

Going organic

The site at Great Dunmow in Essex is the first plant in the UK to be fully operational and handed over using a new, chemical-free process for treating wastewater.

With thousands of new homes set to be built in an Essex town, the existing water recycling centre (WRC) at Great Dunmow would have been unable to cope with future demand. Stricter demands by the Environment Agency on the quality of water entering the River Chelmer also needed to be resolved. The solution? A new, non-chemical treatment process from Holland called Nereda.

When the current Great Dunmow Water Recycling Centre was installed 20 years ago, it was well equipped to deal with the flow from the neighbourhoods it served. Now, with 10,000 customers and a huge housing and industrial development being built in the town, even a diversion of some of the flow to nearby Felsted is no longer a viable option. But with major expansion necessary, it has provided the opportunity to transform the way waste is dealt with.

"We have been brought in to bring the works and its processes up to date," said Mark Allen, Site Manager.

The previous system involved waste passing through primary and final settlement tanks and the use of Kaldnes biological filters where the air and bacteria removed the ammonia from the waste before it reached reed beds ahead of dispersal into the River Chelmer.

The project, while the first of its kind for Anglian Water, is one of 50 using Nereda around the world.

Barry Oliver, UK Lead for system owner Royal Haskoning DHV, said: "We get data every hour on how the system is working at those projects, so we are able to feed that back to this site to optimise its performance here."

Work started at Great Dunmow in summer 2017, while the actual plant was started in May and is now operational – and set to be delivered for under £14 million.

"Relationships have been key. We can call each other at any time; there is a shared commitment to getting the job done. It's that early engagement and collaboration through the design which has meant the project has been largely seamless since it started."

Project Delivery Manager Richard Screaton.

(L to R) Phil Parker (M & E, Anglian Water), Barry Oliver (Royal Haskoning DHV), Paul Garner (Construction Manager), Arne Boersma (Royal Haskoning DHV), Richard Screaton (Project Delivery Manager), Michael O'Sullivan (UK Contracts Manager, EPS), Giulia Pizzagalli (Anglian Water Innovation), Steve Evans (Commissioning Engineer), Mark Allan (Site Manager), Alan Ford (EPS Technical Manager), Howard Messenger (Delivery Assurance Manager) and Paul Kerr (Anglian Water Works Technician – Process Controller).

One of the major challenges was managing the number of partners working together at the same time – a decision taken to shorten time on site. The small site had to be modified just to provide enough parking for the team, while large lorries had to be held nearby before they were called onto site when there was space for them.

But modern approaches to planning meant even those hurdles were smoothly overcome.

Michael O'Sullivan, UK Contracts Manager for EPS, who is based in Cork, Ireland, said: "We really are an international team. That has maybe made the project a bit more challenging but we have used technology such as 3D model sharing and a truly collaborative approach. This method of working has likely halved our time on site. It is such a tight site with lots of existing works which have had to remain operational. We have had to choreograph things very carefully so the works kept rolling, whilst keeping everyone safe."

A weekly collaborative design meeting ensured everyone was receiving the same information at the same time and monthly workshops cemented that collaboration.

Various partners from the supply chain have worked as part of the delivery team to deliver this project, including R G Carter Civil Engineering, Glasswell & Last, Saviour Engineering and Max Wright.

Glasswell & Last Electrician, Charles Collier, installing lighting to the control panel.

Working in close contact from the start – and throughout the project – has seen beneficial relationships formed.

Extensive work before the site team moved in also shortened the length of time the site had to be under construction.

"We used to design everything from new and build it on site," said John Hutchinson, Site Engineer. "Now, we use off-site construction of our designs and simply install them on site. It's like buying off the shelf, like a flatpack project. It saves time and money and ensures better quality control as they are built in a factory rather than out in the elements. With a small site like this, there would be too many workers in a confined space to manage health and safety properly without this way of working."

Facts and figures

- The old plant handled 45 litres per second
- All new equipment is required to be protected against flooding approximately 1.5 metres above ground: in some cases, this has meant mounting key plant on raised platforms
- The new plant will handle 57 litres per second
- 60 per cent of waste was being diverted to Felsted to ease pressure on Great Dunmow
- The Nereda system uses around 30 per cent less power as it is not running constantly.

Innovative

Nereda is a new and innovative technology which uses a non-chemical process that treats both the ammonia and phosphorous in the water. Waste is treated in batches, rather than continuously, giving more time for the bacteria to do its work so that no chemicals are needed. It also means it uses less energy and so has a smaller carbon footprint.

The process is continuously monitored and the 'recipe' can be adjusted by the inventors back in Holland to optimise performance. This involved a high level of collaboration and support from Anglian Water's Cyber Security and Telemetry teams to ensure the security and resilience of the connections.

Barry Oliver and Arne Boersma (Royal Haskoning DHV) and Michael O'Sullivan (EPS UK Contracts Manager).

EPS Mechanical Supervisor Barry Conroy stud welding.

R G Carter (Civils) Foreman Dean Lamb checking finished concrete levels.

All hands to the pumps

Jansen Broddle tracking the directional drill head.

Thanks to great teamwork and working with customers, the WRI team at Fulmodeston and Barney, Norfolk, are three months ahead of schedule on their project.

In rural Norfolk, septic tanks in residential gardens are commonplace. But for residents in one village, it was time to get connected to Anglian Water's sewerage network. That meant laying thousands of metres of gravity collection pipework and pumping mains over 52 weeks, while keeping disruption to 200 homes to a minimum.

For some, dealing with dirty water through tanks in the garden has served them well enough for many years. But for others in the Fulmodeston and Barney areas of Norfolk, being connected to the existing sewerage network was a far more attractive proposition.

"Some residents will have their septic tanks emptied just once every few years at a cost of around £100," said Construction Manager Stuart Kempster. "But others will need them emptied several times a year; it depends how many people live at the property and how well the tank is working. By joining this new scheme, customers had the incentive of not having to pay anything in the first year for Anglian Water to deal with their sewerage."

That incentive, plus no longer having to personally deal with sewerage, encouraged 75 per cent of residents in the area to sign up to the first-time sewerage scheme.

The project involved laying nearly four kilometres of gravity collection pipework through which the dirty water falls to four new pumping stations where the flows are collected in large underground wells. The pumps in the wells then forward the contents through over four kilometres of pumping mains to the existing sewerage network and treatment facility.

While the end result will be worth it, the year-long project – at stage four assembly – has meant inevitable road closures and disruption to residents.

> **Directional drilling is becoming a more common technique, but not many use it for gravity sewers because of the accuracies involved. But for minimising disruption to residents and reducing the cost of excavation and infill for Anglian Water, it's ideal. This is what has enabled us to be ahead of schedule.**
>
> **Construction Manager Stuart Kempster.**

Facts and figures:

- The project is three months ahead of schedule due to unexpectedly good ground conditions allowing different installation techniques.
- Four new pumping stations have been installed.
- 75 per cent of residents have signed up to the scheme.

Customers come first

Great communication meant work could be scheduled around an important day for one family living among the project.

"We were made aware that one resident was due to walk his daughter to church for her wedding right when the work was scheduled on the pipe along that route," said Stuart. "We looked at the programme and were able to modify it slightly, delaying a section of work until after the wedding. We were also due to dig up part of their garden where the reception was to be held. There was a cost involved but it's negligible when you are talking about customer satisfaction. That's what we do, when we can."

Site Engineer John Meredith with happy local resident Susan Vaughan.

Minimising that disruption was a priority – and communication with residents key.

"The First Time Sewer team held a public surgery before work started to introduce ourselves to the community," said Stuart. "We invited residents to the village hall where we answered all of their questions. We spoke to them about road closures, diversions, how long we would be at each section and the implications of connecting or not. It was also a chance for them to make us aware of anything of note."

Without input from resident Susan Vaughan, (pictured above) the team would not have known there was an underground storm drain in the path of the works in her garden.

It was also discovered that one garden where work was to be carried out was home to a nesting brown owl (or tawny owl). So, working with an ecologist, the scheme was redesigned to avoid taking heavy machinery near to the site.

Careful planning and using techniques such as directional drilling – where pilot rods are pushed underground by a hydraulic ram to make way for pipework instead of digging up roads, gardens and fields – also reduced the impact on residents.

Strong relationships within the team has also helped to ensure the smooth running of the scheme.

Excavator driver Dan Ballantyne is from supply chain partner GB Digger Hire – one of our Managed Service Desk (MSD) partners (see our article on page 7) – which is supplying six machines to the site.

"We are part of the same team," said Dan, whose vehicle bears the Anglian Water Thumbs Up stickers to show solidarity with their partner. "We are involved every step of the way, from morning briefing through to the end of the day. We help each other out."

> **"It has been fantastic. The people are friendly, helpful. They answer all of your questions and allay your fears."**
>
> **Local resident, Susan Vaughan.**

Digger driver Dan Ballantyne, from supply chain partner GB Digger Hire, at work.

Stuart and James in front of one of the two directional drilling machines.

Putting the Heart into Hartlepool

The £6.4m filtration scheme at Dalton Piercy in Hartlepool has been designed and constructed to enhance the treatment of the borehole water supplied to our customers. The scheme's delivery was an important milestone in Anglian Water's long-term strategy to reduce the risk of discolouration of water supplies in Hartlepool, which supports the overall Outcome Delivery Initiative (ODI) commitments to customers and meets our regulatory obligations to the Drink Water Inspectorate (DWI).

In January 2016, the Drinking Water Inspectorate (DWI) issued an obligation to Anglian Water to provide manganese removal treatment for the end of April 2018. As part of this, there were other key obligations to meet, including confirming the type of treatment by June 2016 and completing the planning and design by December 2016. The scheme was handed over to the @one Alliance in February 2016 and the team assigned to deliver this challenge put its heart and soul into hitting all these deadlines.

"The filter plant scheme started around two years ago when we received notice from the DWI that we had to do something to filter manganese from the water," said Kevin Ensell, Strategic Water Operations Manager for Hartlepool Water. "The team was brought together quickly to find what the solution to this challenge could be. A particular benefit from the start was that we had many of the same people that had worked on the ultra-violet disinfection scheme in 2013 so this consistency was absolutely key to our success. We already had the trust in place between the operational teams and the design teams to find a solution quickly, identify the detailed design and then to move that forward. The design stage can be a significant cost, so having the same people in the room got us off to a flying start, got us ready for building and helped with our capital efficiency."

Kevin Ensell, Strategic Water Operations Manager for Hartlepool Water.

The designed pressure filtration system included:

- Pre-filter sodium hypochlorite dosing, with two 4m3 storage tanks, to oxidise the manganese
- 10no. horizontal pressure filters (3.5m diameter, 7.5m long)
- Backwash system taking flows from the current site storage reservoirs
- Dirty washwater management system consisting of four 8.5m diameter glass-coated steel tanks
- Connecting pipework and power/control interfaces.

As with most schemes, the team faced a number of challenges along the way.

Site Manager Mick Robinson explained: "The main challenges were that we had a DWI obligation end date of the end of April 2018, which had been agreed with the regulator. And although we got off to a flying start with design and mobilising teams to site, the principal issue came during construction when we were faced with the late delivery of key components. Although we put orders in with suppliers early, some of these components arrived two or three months later than planned - we should have had materials on site in June and July last year, but instead they were arriving in September and October. That alone placed huge strain on the construction programme to recover the time lost to meet the obligation date."

The late arrival of key components increased pressure on the team to find a different way of sequencing the assembly and commissioning to meet the challenging deadline. Ultimately, the team were still constructing in February with an end of April deadline.

"In an ideal world, we would have finished construction and then handed everything over to the Commissioning Team," added Kevin. "However, as time was so tight, the commissioning engineer had to commission whilst we were still in construction. If that wasn't enough to contend with, we also had the dreaded 'Beast from the East' hampering our efforts. We had crews of electricians, up to 15 at one point, trying to put wiring and tray work in place during some of the worst winter conditions the country has faced – and believe me, it was cold up here on the east coast. If it hadn't been for that commitment from the Tier 2 supply and constructions teams, working together as one team, then there is no way we could have met our deadline date."

The main challenge from an operations point of view was that Dalton Piercy is a very small site with historic treatment challenges that the new plant was designed to remove. Our Commissioning Engineer, Andy Gilbert, needed a significant volume of water to prove that the filtration system worked but availability of water was an issue. The turbidity issues the team had on site meant that they were unable to release water for commissioning over a period of weeks and days while the turbidity issues were solved.

However, credit to the entire team, the new manganese filtration plant was fully commissioned and entered into operation on 17th April.

Water

> We had crews of electricians, up to 15 at one point, trying to put wiring and tray work in place during some of the worst winter conditions the country has faced – and believe me, it was cold up here on the east coast

Kevin said: "The key to our success during delivery was the way in which the @one Alliance and operational teams worked together. Our approach was to have regular progress meetings on site to agree impact plans, make adjustments to the programme, solve construction problems together and ensure operations delivered what the construction and commissioning teams required at the time. Through all the adversity we faced, we were able to commission the site a week before the deadline. This just couldn't have been achieved without everyone involved pulling together, working as one team and having complete focus to get the job done."

To support keeping connectivity with the whole team, a live camera was installed focusing on the construction area. The time lapse footage from this will be reviewed in comparison to the 4D baseline model to understand what was different from the project rehearsal and why it changed. This learning will be embedded in future delivery.

Considering the locals

To put locals at ease, the site team kept villagers informed by contributing regular updates to the village newsletter. It also ensured that site traffic through the village was kept to an absolute minimum by active management of the supply chain deliveries. Two delivery routes into Dalton Piercy were identified and managed dependent on frequency, size and shape of load to keep disruption and impact to local residents to a minimum. This prevented the project experiencing any adverse public relations.

Staying one step ahead

The incident management training days were held in May and June. Their aim was to help managers understand the depth of how emergencies can affect the @one Alliance and the wider community and, importantly, the breadth of response by Anglian Water and all their teams, including the @one Alliance.

"No matter how well the business is planned, there will always be emergencies," said Mark Froggatt, Engineering Manager. "The only thing we can do is plan and be ready for any incidents that may occur.

"There are lots of challenges that can come up – including the weather – and we've always got to make sure we're prepared so we can spring into action to support the customers' needs.

About 30 construction, assembly and design managers, as well as future first-line managers, came along over the two days. Anglian Water's CEO Peter Simpson attended the event on both days.

"It was really positive and will definitely help me to approach things differently and think outside the box. I've never received training quite like this in 10 years and it was a refreshing, relaxed, fun approach.

Chris Lock, Category Buyer – Process Plant & Equipment Integrated Procurement Team."

The groups were a mix of colleagues who had and hadn't experienced an emergency situation.

"We wanted to see the dynamic and different views this would create," explained Mark.

"Previously, the @one Alliance had a set group of people who would provide support in times of emergency. The issue was, what would happen if they weren't there? The whole idea was to bring a greater awareness, with people prepared to engage and be trained in this area."

The incident management training days took place at the Gold Control Centre at Grafham Water.

Colleagues learnt about understanding and dealing with the 'perfect storm' of disaster recovery during two one-day sessions that explored how to deal with the highest level of emergency events.

Incident events are rated by Anglian Water as gold, silver and bronze, with gold being used for major incidents where customers' water supply has been compromised.

Attendees took part in 'Exercise Perfect Storm' – a team exercise where they experienced a theoretical emergency that tested their problem-solving skills.

"We were really careful to make it an event that people would enjoy but that would also be informative," explained Mark. "We gave them the toolkit to understand what happens in an event.

"We explored communication and the implications of working on one single issue that then turns into something much more serious. For example, ensuring we are aware of hospitals, schools and water-dependent customers. We're trying to make sure we can provide seamless support to Anglian Water when needed."

> **"I thought I was going to just another event to be told what I already know, but wow! – I learnt loads of stuff I didn't know. Thanks for inviting me to such an inspiring day."**
>
> **Harry Donney, Operations Manager.**

The events, supported by the Business Resilience team led by Jill Plover, generated a fantastic response.

"People said it was a really inspiring and very powerful day," said Mark. "We wanted to encourage people to see the bigger picture and were hoping to get some attendees to sign up after the events to agree to get involved. But everyone signed up to train to be a support manager or assist in the incident support centre, which was incredible. It was a big success and far exceeded our expectations."

Peter Simpson said: "Exercise Perfect Storm was a huge success. It was great to see everyone so engaged and enthusiastic, learning so many new things. Well done to Anglian Water Force (AWF) – our new team of volunteers that will be trained in helping our organisation respond to future incidents – and Mark Froggatt. I know that the @one Alliance will be working closely with the AWF to do more."

The team now aims to build on its success with more incident management training days planned. They've also been asked to extend the events to the wider business and other alliances.

"Everyone has a part to play," added Mark. "We want people to see the potential in managing events that are really defining. This is what impacts our customers and makes the difference between us hitting the headlines for the wrong reasons and the right reasons."

Constructive Collaboration – a new methodology for success

While the benefits of working collaboratively are well known to the @one Alliance, we're always looking for ways to increase effective collaboration and support our teams in their project and programme delivery.

Over the past 18 months, working with Andrew Wright, architect and founder of Constructive Collaboration, the @one Alliance has become an early adopter of Constructive Collaboration, contributing to its methodology and tools and participating in industry-wide engagement.

"We've been piloting Constructive Collaboration and contributing towards its development since 2017," explained Gary Slater, People Development Advisor leading the implementation in the @one Alliance. "It's now part of our Teams Toolkit, alongside High Performing Teams. We believe it gives our teams, including our supply chain partners, an effective way to understand how well they're collaborating and to identify, prioritise and resolve key issues on projects and programmes of work."

Characteristics

Constructive Collaboration has been developed around five key characteristics:

1. How we behave
2. How we work
3. Organising ourselves
4. Commercial structures
5. How we improve.

Each sector is broken down into a further five elements, presented as a 'Project Wheel'.

Before each session, every team member is sent a link to 25 key questions formulated to identify project status. At each session, the team splits into sub-groups to discuss and agree current status and issues. They agree five priorities for improvement then identify root causes and generate an action plan to address the challenges.

Why are we adopting Constructive Collaboration?

We want to create a workable and efficient collaborative environment for project and programme teams. Constructive Collaboration is one tool available to support our delivery teams. Benefits include:

- A honest and helpful forum that uncovers the realities of a project
- Resolving challenges and improving performance
- Indicating potential issues early
- Engaging entire team, including suppliers, giving everyone a voice.

Constructive Collaboration is being adopted by other leading infrastructure clients (including Heathrow Airport), allowing us to share and learn at an industry level.

For more information, visit www.constructivecollaboration.com or email Gary Slater: gSlater@anglianwater.co.uk.

Feedback:

So far, Constructive Collaboration has been used with eight projects and programmes. Feedback has been really positive:

"A brilliant process that allows the team to see the key issues that are holding things back and allows us to act on them before the issues can impact."
Alan Saviour – Director, Saviour Engineering (Chalton WRC project sessions).

"This process is critical to our business and the way we want to operate. The communication the process sets up is phenomenal."
Allan Derby – Site Manager (Chalton WRC sessions).

"Constructive Collaboration creates an opportunity to be very honest. This leads to a discussion that peels away the misunderstanding of each other's worlds. It prompts team members to actively try and help each other out through the realisation that we are part of a community brought together to achieve a customer outcome."
Steve Parker – Integrated Project Leader WNI (WNI Programme of works sessions).

Focus on: Career development

We catch up with Elizabeth Chick to learn more about her career move from being a project coordinator to a delivery engineer.

What attracted you to your new role?
I had been a project coordinator since starting with the @one Alliance in May 2016, and although I enjoyed the role, I wanted to learn more about the industry and the different project areas within the @one Alliance. In order to do this, I trained as a facilitator and have facilitated many Plan for Stage, project rehearsals and Fit for Assembly meetings which have helped to develop my understanding of the processes and boosted my confidence. Becoming a delivery engineer seemed to be the next logical step in my career development.

How did the opportunity arise?
Some months ago, after our delivery engineer left to further her career within the @one Alliance, I took on certain aspects of the delivery engineer role for my project team. Both my @one Alliance and partner company line managers have encouraged and supported me with my progression into this role. Although I officially took on this role at the start of June, my development is ongoing whilst I continue to also cover some of the responsibilities of the project coordinator for the time being.

Any challenges?
Only one really… and that is making sure that I have the time to fulfil my development plan while still supporting my project team.

What have you learnt?
Regardless of age or gender, if you want to further your career within the @one Alliance, there is a great support mechanism to enable you to do so.

Did you need to retrain/gain extra qualifications?
No, although I am learning a lot in the role and I am currently completing the Association for Project Management (APM) introductory course, to gain a formal qualification.

What do you most enjoy about your job?
I love the interaction with the various areas that the role brings and that I am gaining knowledge on an almost daily basis.

"Regardless of age or gender, if you want to further your career within the @one Alliance, there is a great support mechanism to enable you to do so."
Elizabeth Chick, Delivery Engineer.

How does your role benefit the @one Alliance?
It's working with and supporting all the disciplines within the project area which ultimately supports the governance process.

Any advice for colleagues?
The @one Alliance affords you the opportunities to move forward with your chosen career path. There is a lot of in-house expertise and support which is readily available if you chose to embrace it.

What's next?
I still have a way to go yet, but ultimately, I would like to carry on gaining knowledge and experience in my current role and eventually look towards training as a planner ready for AMP7.

Elizabeth Chick, Delivery Engineer.

A Day In My Life

Charlotte Worthington, Customer Service Coordinator

Background: I've always worked in customer service and have a real passion for it. I previously worked as a team leader in customer services for a business-to-business exhibition retailer.

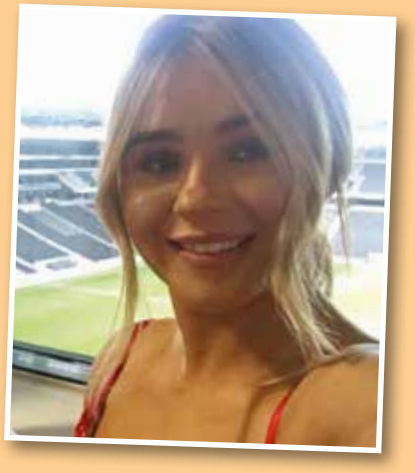
Role: I joined the @one Alliance in November 2017 – I am Customer Service Coordinator in Infrastructure working on the S101a First Time Sewerage Schemes.

Typical day: My job is to ensure the customer impact is considered throughout the design stage and work with the project team to look at ways to minimise disruption and reduce possible complaints. This includes engaging with residents to answer any questions or queries about how our works may impact them and look to resolve any complaints.

I work with the Anglian Water Customer Care Team and Operational call centre, which allows me to assist with responses to customers. I also analyse feedback by looking at how we can work collaboratively within the @one Alliance.

I'm office-based but try and get out to site as much as possible to meet the team and our customers.

Out of work: I'm very sociable and love spending time with family and friends. I attend gym classes throughout the week and have always been keen on travelling following my year-long trip to Southeast Asia and Australia.



I love exploring new places so try to squeeze in as many holidays and city breaks as I can. I've got a cat called Luna who I absolutely adore, she's three years old and is a little babe.

Carmen Young, Civil Engineer

Background: I was born in South Africa. I completed my degree there at the end of 2014 and worked for a year in an environmental firm. I moved to the UK just over two years ago to work for Mott MacDonald Bentley (MMB) in the @one Alliance. I've worked on the Heigham Water Treatment Works (WTW) membrane treatment plant for almost two years, initially in design and now on site with the construction team.

Role: I'm a civil engineer but currently working as a site-based quantity surveyor.

Typical day: I'm on site at 7am for the daily briefings and a breakdown of what will happen that day. I assist the cost manager with updating the forecast and actual costs for the project. If there are any queries from site for materials,

I follow them up to see when these are expected. There will likely be a query about the design that I either help with or follow up on to get the correct information to site.

I also like to get out to site once a day to see the progress.

Out of work: I live with husband Tristan (who also works for the @one Alliance) and we enjoy taking our dogs Luna and Ragnar for walks. I also play lawn bowls.

Mark Gray, Framework Manager

Role: I'm Framework Manager for Claret Civil Engineering Ltd, a Tier 2 civils partner with the @one Alliance, responsible for the delivery of the civil element of schemes.

Background: I qualified in civil engineering and have been in the industry all of my working life, graduating through the ranks at a local civil engineering company to project manager on multi-million pounds wastewater, highway and sea defence schemes. I joined Claret Civil Engineering in 1997, working on various schemes with Anglian Water.

Typical day: My days are always full and varied. I can leave home at the crack of dawn to attend a site visit anywhere within the Anglian Water region to solve technical issues or discuss a new scheme, or I can have a more sedate start at my office in Bury St Edmunds to attend to my other company responsibilities.

It's often a 6am start for a meeting at Thorpe Wood House to look at how we, as a partner, can contribute to the design, planning, analysis of the risks and potential opportunities on schemes, introduce innovation and manage the commercial issues on both current and future projects, which creates a very busy

meeting schedule. It's then back to the office to deal with the actions, catch up with emails and discuss the schemes in detail with my team.

Out of work: I enjoy weekends away to explore new destinations, walking with my wife and friends, spending quality time with our children and grandchildren and hopefully fit in some football and golf as well.

Quick work at Winterton Holmes

Thanks to a huge collaborative effort, an energetic and well-coordinated team managed to commission a new water treatment works and install two new observation boreholes and pesticide spray buildings on six farms in just six months in North Lincolnshire.

Anglian Water's CEO Peter Simpson opened the new treatment works at Winterton Holmes on 30 April, congratulating the team on achieving completion two days ahead of the Drinking Water Inspectorate obligation date.

The previous works had been decommissioned after an Anglian Water routine inspection in 2012 revealed traces of pesticide in the water at two existing borehole sites – linked back to a spill at a nearby farm.

Alongside building a new water treatment facility, the team worked with adjacent farms to improve their pesticide handling to prevent contamination of the water supply. This involved designing and building bunded spray sheds to load and wash down pesticide spray vehicles.

Steve Parker, Integrated Projects Leader WNI, said: "The key to success was ensuring all the supply chain partners and stakeholders fully understood the project from day one. We kept in very close contact with weekly face-to-face meetings and daily teleconferencing. Any blockers were raised immediately and could be resolved without delay – normally within 24 hours.

"We couldn't have done it without a massive team effort involving design, procurement, construction, commissioning, operations, Anglian Water's legal team, and our supply chain. It's a great example of what we can do when we work together."

The scheme will also significantly reduce costs over the long term as the number of chemical dosing processes has been reduced by four.

Anglian Water's CEO Peter Simpson and the team at the opening of the new water treatment works at Winterton Holmes.

Communicating improves customers' impressions

Great teamwork has earned praise from residents for this water main replacement scheme in rural Suffolk.

The project is replacing nine kilometres of old cast-iron pipe from Aldham to Elmsett, which was prone to frequent bursts, creating a negative perception of Anglian Water.

From the start, the team lead by Andy Barnes, Project Delivery Manager, has been working hard to minimise disruption and improve customers' impressions with continuous, open communication.

Early contact was made with the Parish Council and local councillor about the plans, and they have frequent conversations and updates. The team has taken on board feedback and made several adaptations; for example, new road signage which shows the distance before road closures so that residents know how to access their property at any given time.

Site Foreman, Jack Gemmill said: "We regularly visit the local shop and chat to residents on the street and follow the local Facebook page to answer questions. We've had great support the customer service team too; they've organised customer drop-ins and a regular newsletter for villagers, and arranged free lessons at the school. There's been lots of feedback on the gang's professional but personal approach, as well as the speed of the work."

Letters of thanks and a great write up in the parish newsletter show the team is leaving Aldham on a very positive note:

"The team doing the work are brilliant. Helpful, courteous and on time."

"Please thank the guys on the road. They have been brilliant."

Winning them over at Burston

Initally, there was a bad reception from residents and the press about the installation of a new sewerage scheme at Burston in Norfolk. The team had a tough job, working in narrow roads in a residential area making it difficult to avoid some disruption, despite their best efforts.

But the team, lead by Project Delivery Manager, Pete Dobson, pulled out all the stops to make sure residents were left with a positive view of the works - now complete - and Anglian Water.

When 10-year-old Isabel from the local school wrote a letter to businesses in the area looking for funding for school yard improvements, the response was immediate.

"We always want to be good neighbours," said Charlotte Worthington, Customer Services Co-ordinator. "This is why we helped the school repaint their sports court and donated materials to improve their garden and local BMX track.

"Gestures like this help, but it's our teams on the ground that really make the difference. They've gone the extra mile on many occasions to ensure residents were left happy and, crucially, that they had reasonable expectations of what we are required to do."

Following an invitation to walk around the route with Mitchell Stacey, Site Manager, and Mike Damen, Reinstatement Manager, parish council representatives were able to appreciate the issues the team face.

The local parish clerk wrote:

"It was very interesting for us to see the situation through Mick's eyes, and we can more readily appreciate the problems from your perspective."

Our First Time Sewerage scheme at **Fulmodeston** and **Barney** has also gathered great customer feedback – see our feature on pages 10 and 11.

Inspiring the next generation

We had a great time in June supporting Anglian Water at the Mission Possible and Women in Engineering events.

Mission Possible

Young people were able to get their hands on a digger, simulator and our CAD equipment at this event supported by the @one Alliance with Anglian Water and two of our supply chain partners – P Flannery Plant Hire and Middleton Aggregates.

Aimed at actively inspiring young minds to consider the wide range of career opportunities in the industry, youngsters also got the chance to talk about apprenticeships in Anglian Water and the College of West Anglia (CoWA) and meet some of the Anglian Water Integrated Maintenance and Repair (IMR) Water Leakage team.

David Newsome, Collaborative Skills Programme Manager; Brendan Tully, Production Manager; Darren Sysum, Assistant Production Manager, and Sarah Charman, Collaborative Skills Coordinator, at Mission Possible.

Above: Sarah Charman, Collaborative Skills Coordinator; David Newsome, Collaborative Skills Programme Manager, and Declan Baker, Assistant Cost Manager.

Top right: Planners Funmi Odunaike and Sally Wiggins.

Right: Debbie Jamieson (DAC Technician) and Viktorija Vitkauskai (DAC Apprentice).

Women in Engineering

Our project teams and volunteers had a great time helping girls from primary and secondary schools across the Wisbech area to experiment with engineering. Tasks included building a house out of Lego and a water tower out of paper at this annual Anglian Water two-day event.

Debbie Jamieson, Digital Asset Creation (DAC) Technician, was impressed by the girls' enthusiasm. She said: "It was a very good event to get involved with. The girls were very well behaved, listened and enjoyed getting involved. Hopefully, it will interest more of them in engineering as a career."

Nilam Patel, Assistant Production Manager, who delivered a presentation to the girls, found it a rewarding encounter. She said: "The Women in Engineering day was a great opportunity to share my experience with the next generation and help them to understand that anything is possible."

Peterborough ICE event

Mark Froggatt, Engineering Manager, and a team of @one Alliance volunteers, took our customer service vehicle to Peterborough city centre. They were there to promote the engineering industry as part of this Institute of Civil Engineering (ICE) event and talk to people about the environment, sustainability and innovation. The event was organised by the JBA Trust, a charity which aims to enhance understanding and management of risks in the water environment.

Child's play: Engineers of the future?

Work experience pupil is 'Highly Commended'

We're thrilled to learn that 15-year-old Mateusz from Jack Hunt School in Peterborough was highly commended by his school, following a work experience placement with our Procurement team.

Mateusz joined the team for two weeks and was so enthusiastic and engaging that the team, along with our supply chain partner GPS PE Pipe Systems, created and presented him with a certificate. He then achieved a 'Highly Commended' award from the school based on our feedback.

Mick Roberts, Procurement Manager, was very impressed with his contribution. He said: "In the weeks he was with us, Mateusz displayed an enthusiasm to understand the procurement process, which in turn encouraged the team to offer a deeper insight to our procurement activities."

Mateusz said: "In my first week of work experience I learned about the basics of Anglian Water and its part in the country as a massive business… In the second week, I got to go on two site viewings, which helped me build my confidence in front of people I've never met before… I really enjoyed my work experience and I'm hoping to go back and see all the amazing people in the Procurement team who gave me fantastic support throughout the whole time."

Mateusz with Mrs Pamela Kilbey, Jack Hunt School Headteacher (above), and with Mick Roberts, Procurement Manager (left).

Do you want to encourage the younger generation to have an interest in our industry? Contact Karen Sansum on **ksansum2@anglianwater.co.uk** or Caroline Cornish at **ccornish@anglianwater.co.uk**

The heat is on

Our apprentices got together to celebrate their first six months in training with a curry evening.

The event was held before the apprentices swapped placements and was an opportunity to celebrate their success and meet their new mentors.

David Newsome, Collaborative Skills Programme Manager, who organised the event, said: "It was a brilliant evening – it was evident that the apprentices have built some great working relationships with their mentors.

"It was also great to find out about the opportunities that our sponsored courses have given our apprentices, such as saving to buy a house or buying a car."

The evening, held at a local restaurant near Wisbech in April, let the group share stories about their experiences within the @one Alliance and IOS Alliance so far.

David added: "We're very proud of our apprentices; they're making fantastic progress and we wish them the best of luck with the next stage of their career."

On course for **success**

Students from the College of West Anglia.

Students on the AW Alliance-sponsored construction course at the College of West Anglia (CoWA) gained valuable practical experience before taking their final assessments.

While the first two terms of the course are spent working towards gaining their qualifications, much of the third term is dedicated to the practical side of the job.

"Experts from our alliances and partner companies teach the students everything they need to know to ensure they're competent from day one of their apprenticeship," said Sarah Charman, Collaborative Skills Advisor. "It's a great opportunity to be exposed to a variety of focussed skills that the alliances require, such as excavation, reinstatement and customer service. These sessions really provide a taster of the work they could be doing in the future."

The students attended their assessment day on 12 July, which determined whether they were offered a job with the Anglian Water alliances.

David Newsome, Collaborative Skills Programme Manager, said: "We're very proud of all of our sponsored students. The 12 July was a great day and all the students worked extremely hard to get to that point."

In total, 90 per cent of students interviewed have been offered a position in the alliances. Keep an eye out for them in the near future.

Making a **splash**

CoWA construction and engineering students took the plunge with a variety of activities at this year's Rutland Regatta. The students went out on the water in two duct tape canoes, one concrete canoe and one cardboard canoe.

"The engineering students were given a design project as part of the event," said Sarah Charman, Collaborative Skills Advisor. "All the students got stuck in, showed their competitive edge and had a brilliant day."

Piece of cake

Our partner Barhale has been helping out with a community project at the Queen Mary Centre, a community building in Wisbech.

Barhale has finished constructing a playground for children aged 2-6 plus a driveway for deliveries and a walkway for young people to the clinic entrance. Dylan Mason, one of our construction apprentices, who graduated from our sponsored course, was on hand to help build and construct the playground. Great work, Dylan.

Sarah Charman, Collaborative Skills Advisor, said: "Our engineering students got involved with fundraising for the project by holding a bake sale at Thorpe Wood House, which raised an incredible £110. Congratulations to everyone involved.

"This is a great example of working together and giving back to the community."

Bumper year for applicants

We have exciting news about our recruitment for 2019; our sponsored CoWA engineering course is oversubscribed, with the number of applications up 200 per cent on last year.

We've also been exploring new ways to stay in touch with people who've signed up to do our sponsored courses at CoWA, including sending them our newsletter and links to apprentice's videos as well as 'good luck in your exams' postcards.

The teams will be attending lots more events to boost recruitment in the months ahead, so watch this space.

Splashing out for a good cause

The WaterAid Rutland Regatta just gets better every year. This year's event on 14 June was bigger than ever and raised an astonishing £270,000 – over £120,000 more than in 2017.

Over 900 people from across Anglian Water, partner companies and guests enjoyed a great day in the sunshine. They took part in and spectating at an action-packed itinerary of events on and off the water and explored the Aqua Park.

Supply Chain Business Partner, Claudia Conti said: "The importance of clean water was certainly in focus this year – with so many people attending, we provided a giant water bowser on site to make sure there was enough for everyone.

"Our auction and raffle were a great success with people digging deep to help raise money for WaterAid and its work to provide people around the world with clean water, safe sanitation and hygiene.

"I want to say a massive thank you to all the volunteers and to our generous suppliers, too. We had a fabulous day and it was great to raise such a huge sum of money. We hope to continue the upward trend at next year's event on 20 June 2019!"

Canoe race: Alec Newson and Alice Thomas.

← Tug of War: Clair Knight, Dave Murray, Caroline Cornish and Chris Cox.

Raft race: Martin Kevill, Richard George, Craig Repton and Tracey Goddard.

Tug of War: Liam Bellamy, Junior Agboola, David Sheridan, Andy Hicks and Dirk Binns. →

Well done to all our winners on the day:

- **Concrete canoe** – Peter Simpson and Chris Newsome
- **Duct tape canoe** – Peter Simpson and Chris Newsome
- **Directors' race** – Wilo
- **Raft** – Barhale #2
- **Kayak** – SWECO's 'In Deep Ship'
- **Race of Champions** – Barhale #2
- **Tug of war** – Barhale

Dates for your diary

13 September:
The Fly Fishing Challenge at Rutland Water.
Contact: wateraidflyfishing@anglianwater.co.uk

14 – 22 September:
Four two-day sponsored cycle ride events at different locations.
Contact: awcyclerides@anglianwater.co.uk

18 October:
Race Night (includes dinner), The Sharnbrook Hotel, Bedford.
Contact: wateraidracenight@anglianwater.co.uk

21 November:
Quiz and evening meal, Peterborough Showground.
Contact: quiz@anglianwater.co.uk

Inspired to inspire?

It's been great to see some of our colleagues getting involved in fundraising events.

We'd love to take more of you along to future events. Why not have a think about how you or your team could contribute?

Check out our community engagement pages on the @one portal to see what's coming up or contact Karen Sansum, People Development Advisor, at ksansum2@anglianwater.co.uk.

We need volunteers for these two events:

- **9 October: Peterborough STEM Festival – Schools Challenge Day**
  Allia Future Business Centre
  Primary schools take part in four different challenges supporting the STEM national initiative. Anglian Water and the @one Alliance will provide a challenge in the area of engineering. We need volunteers to support the event throughout the day.
- **13 October: Peterborough STEM Festival – Family Day**
  Kingsgate Community Church
  Over 2,000 visitors are expected to attend this event, which aims to interest children and young people in STEM careers. We need volunteers to help set up and/or give support at our stands.

Email ksansum2@anglianwater.co.uk for more information.