

Rostholme Square – Sewer Rehabilitation Scheme

Client: Yorkshire Water

Location: Doncaster, South Yorkshire

Value: £400k

Duration: 5 Months

Project Background...

Rostholme Square is a small estate in Doncaster, South Yorkshire, with a history of internal and external sewer flooding. On behalf of Yorkshire Water, Barhale investigated the cause and developed a solution to resolve the problem. Intensive survey works were carried out, including flooding questionnaires sent to all the residents, giving a holistic view of the problem.

The study found that the existing sewer, located in residential gardens of Holly Drive and Rostholme Square, lacked the gradient to achieve self-cleansing velocities so would therefore get blocked, causing the flooding problems. The team also found that the sewer which connected to the downstream network was unable to cope with the flows, causing some localised area flooding in the highway.

The results of Barhale's investigation works altered Yorkshire Water's proposed solution of a pumping station to a gravity system, resulting in reduced cost and potential disruption. Our proposed solution was to relay the sewer to achieve the required gradient and divert the network connection point from its existing setting to another suitable point. This meant that the team also had to go through some allotment land.



Works carried out in gardens...

A total of 14 gardens and 2 allotments would have needed to be excavated and a road closure required to lay the 250m of 150mm and 225mm diameter sewer. The team therefore engaged at the earliest possible stages with all the landowners and residents to explain the project and understand the construction implications. This enabled us to ensure the health, safety and wellbeing of our site team and the local residents.

With support from Yorkshire Water and developing the customer communications plan, Barhale and our subcontract partner Indepth Civil Engineering employed S&D Landscapes and visited each customer to devise a reinstatement plan for each garden and allotment before any works were carried out. This meant the residents were reassured of our commitment to restore everything to its original state.

The visits also highlighted a number of access problems and the daily interactions that the team would need to have with the residents. The works were sequenced to try and minimise the overall impact of our occupation. Therefore we only entered the gardens in sequence of our works and gave at least one week's notice before entering the next garden. As the pipe laying gangs worked to lay the sewer, the team from S&D Landscapes prepared the gardens for reinstatement.

Customer and Community Engagement...

With these works being directly in domestic gardens, the team had a lot of interaction and communication with the residents. Working collaboratively with Yorkshire Water we developed the customer communication plan and followed this through the lifecycle of this project. Letter drops were extended to the wider community to advise of the works and the road closure.

Aside from the onsite interaction, Yorkshire Water's customer service team managed individual customers with updates over the phone and occasional visits to ensure everything was satisfactory. This was very much appreciated by the residents who thanked the team for treating them well as individuals as well as a community.



Customer Benefits/Feedback...

As a result of the teams' hard work and the collaborative customer planning, excellent praise was received from the local residents:

"I would like to thank all personnel from both YW and Sam's Landscape Gardens for the excellent work that they have carried out at the properties in Rostholme Square area. Firstly YW carried out the work in terrible conditions, but they worked through like true professionals. They are a credit to your company. Sam's Landscape Gardeners then took over, they too had to work in such horrible conditions, they worked without complaining, every night Mick would come round asking me and my neighbours if everything was in order for the night. The next day they were back on the job with their heart and soul in it making our properties immaculate for us all, they are a credit to Sam's company. It has been a great pleasure to have such nice people from both companies working on our behalf as a team. I am being sincere when I say thank you very much indeed from everyone involved."

Other residents provided the team with refreshments and would call in for a chat with the site team, enhancing both Barhale and Yorkshire Water's reputations of being community focussed organisations.