



Investing in our communities

Community Investment Programme
Summary 2014-2020



Water's just the beginning

Our commitment to Public Value is all about contributing to society while delivering life's essential service. Protecting the environment, enriching lives and helping those who need it most is at the heart of this commitment, and we're proud to be part of the communities we serve.

We work in five-year funding cycles (AMP periods), which we agree with our regulator Ofwat. At the end of our last funding cycle, we committed to investing £8.5 million in community-based initiatives within our region over five years. This was funded by our shareholders in agreement with Ofwat and formed the basis of our AMP6 community investment programme.

This report details some the fantastic partners we've worked with to make our community investment projects a success.

Did you know?
Our community investment programme has reached over one million people



£2 million for our Trust Fund

We provided £2 million for our Thames Water Trust Fund - a registered charity that provides critical assistance for our most vulnerable customers.

Our Trust Fund is split into two areas: the Organisational Grant Programme, which provides debt and money advice services to the local community, and the Hardship Fund, which helps people who are in need of more immediate support by providing grants towards essential household items.

Trustees can also offer help with fees for bankruptcy and Debt Relief Orders (DROs).

£6.5 million for community investment and education

We allocated £6.5 million to fund 60 community projects as well as our popular education centres.

Focusing on engagement, learning and environmental enhancement, we contributed to schemes in the following areas:



Education and engagement



Biodiversity and conservation



Sustainable urban drainage (SuDS) and flood alleviation



Improving green links on land and water



Encouraging communities to value local rivers



Heritage attractions with a link to water



Health through access to nature



Citizen Science river monitoring

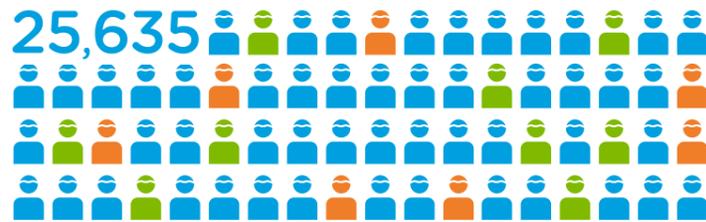
Highlights from 2014-2020

Our Trust Fund

Our Trust Fund is run by independent trustees who provide hardship grants for our most vulnerable customers and fund projects in debt advice organisations

Since 2014, our fund has:

Assisted **25,635** people



Offered approximately **£1.3 million** in hardship grants with an average grant value of **£228**



Supported **5,614** people with grants, bankruptcy fees or DROs



Supported **67** projects delivered by debt advice organisations



Employed **98** people and enabled **326** volunteers to deliver these projects



Expanded into geographical areas where no projects have been funded before



Reviewed and updated our eligibility criteria so that we can help more people

Working with young people

Since 2014, we've reached over 100,000 young people. The community investment fund has helped us to:

Deliver **31** school visits at Hogsmill Sewage Treatment Works, engaging an audience of approximately **744** children



Go above and beyond with extra sessions across **29** weeks, giving **696** more children the opportunity to learn about water



Reach approximately **20,000** teachers with our marketing campaigns



Charitable giving

In addition to our community investment programme, we've also:

Provided small grants to

£319,284

to local community projects



Supported employees in raising **£245,647** for charity (and match funded an extra **£169,249**)



Generated **£431,652** in employee payroll donations (and match funded an extra **£43,166**)



Working with communities

Since 2014, we've worked with partners to:

Create

49,000m²

wetland habitats



Open Europe's largest urban wetland



Spend nearly **54,000** volunteer hours on projects



Improve over **300km** of our rivers to protect wildlife and prevent flooding

300km



Release **188** water voles into new habitats



Upgrade

39km

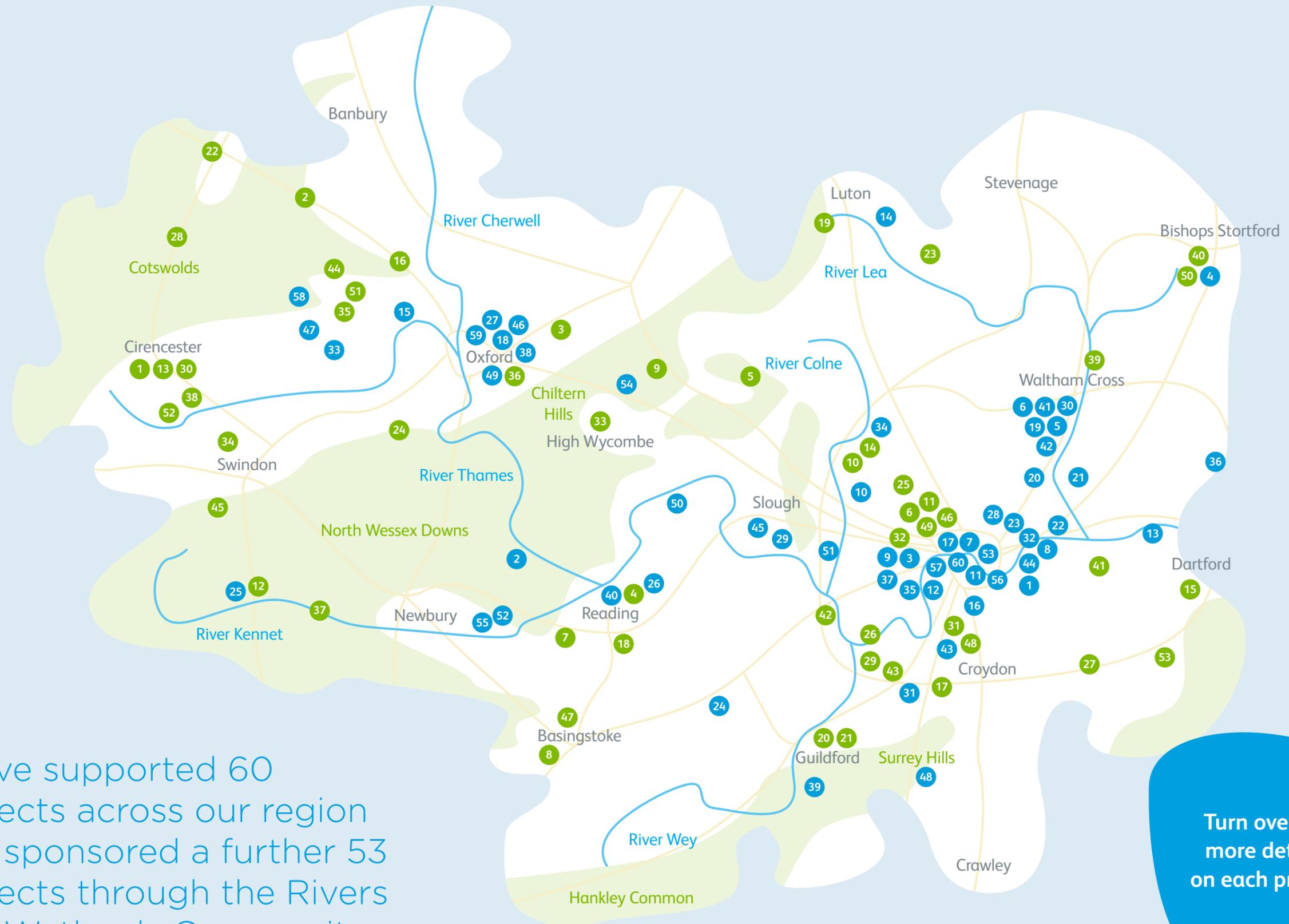
of pathways and cycleways



Create nine outdoor learning spaces



Discover our community projects regionwide



We've supported 60 projects across our region and sponsored a further 53 projects through the Rivers and Wetlands Community Days initiative.

Turn over for more details on each project

Our community project breakdown

Key:



Education and engagement



Biodiversity and conservation



Sustainable urban drainage (SuDS) and flood alleviation



Improving green links on land and water



Encouraging communities to value local rivers



Heritage attractions with a link to water



Health through access to nature



Citizen Science river monitoring

- 1 Creekside Education Project with the Creekside Education Trust
- 2 Go Wild for Water with Beale Park Wildlife Park & Gardens
- 3 Healthy Living Through Gardening with the Community Activities Project Ealing
- 4 Biodiversity Water Vole Project with Essex Wildlife Trust
- 5 Firs Farm Wetlands with Thames 21 and London Borough of Enfield
- 6 Salmons Brook Catchment Healthy River Challenge with Thames21
- 7 Advancing Community Stewardship with the Zoological Society of London
- 8 Green Flag for London Waterways with the Canal & River Trust
- 9 The Children's Garden with Royal Botanic Gardens, Kew
- 10 Stanmore Marsh with Thames21
- 11 Water for Wildlife with London Wildlife Trust
- 12 Courtyard Project with London Wetland Centre
- 13 Thamesmead Thames Path Restoration with Royal Borough of Greenwich
- 14 Springs and Sources of the River Lea, Luton with Groundwork Hertfordshire
- 15 Woodstock Water Meadows with The Wychwood Project
- 16 The Lost Effra with London Wildlife Trust
- 17 Hurlingham Park Play Area with London Borough of Hammersmith and Fulham
- 18 Thames Water for Wildlife with the Freshwater Habitats Trust
- 19 Firs Farm Outdoor Classroom with London Borough of Enfield
- 20 Markfield Beam Engines Feasibility Study with the Markfield Beam Engine and Museum
- 21 Wanstead Park Feasibility Study with the City of London Open Spaces Directorate
- 22 Docklands Community Boat with Cody Dock
- 23 Cleaning Up History with the Museum of London Archaeology
- 24 Fleet Pond Restoration Project with Hart District Council and Fleet Pond Society
- 25 Durnsford Habitat Restoration and Community Project with Action for the River Kennet
- 26 Sandford Mill River Restoration with Twyford & District Fishing Club
- 27 The Water Hub with Earthwatch
- 28 Wild about Water at Camley Street Natural Park with London Wildlife Trust
- 29 Roundmoor Ditch Restoration Project with Thames21
- 30 Prince of Wales Community Wetlands with the Wildfowl and Wetlands Trust
- 31 Ashted Rye Meadows with Friends of Ashted Rye Meadows Wetlands
- 32 Totally Thames Education Programme with the Thames Festival Trust
- 33 River Churn Water & Rural Delivery with the Farming & Wildlife Advisory Group Southwest
- 34 Headstone Manor Park with Green Corridor
- 35 Community Learning Project with Friends of the River Crane Environment
- 36 Reconnecting with the Rom and Ingrebourne with the Thames Chase Trust
- 37 Restoring a Nature Reserve with The Environment Trust for Richmond-upon-Thames
- 38 Mapping and Improving our Watery Places with The River Thames Conservation Trust
- 39 Bramley Link - Flood Relief Channel and Fish Pass with Wey and the Arun Canal Trust
- 40 Lavell's Lake with The Friends of Lavell's Lakes
- 41 Pymmes Park with London Borough of Enfield
- 42 Saving our Vital Nature with the Canal & River Trust
- 43 Water Catchments for Communities with the Southeast Rivers Trust
- 44 Creekside - Ripples to Waves with the Creekside Education Trust
- 45 SUDS in Slough with Wildfowl and Wetlands Trust
- 46 Saving Oxford's Wetland Wildlife with the Freshwater Habitats Trust
- 47 River Coln Water & Rural Delivery with Farming & the Wildlife Advisory Group Southwest
- 48 Cranleigh Waters Community Rivers Project with Surrey Wildlife Trust
- 49 Rivermead Restoration Project with Berkshire, Buckinghamshire & Oxfordshire Wildlife Trust
- 50 Bisham Stream Feasibility Study with the Foundation for Water Research
- 51 Lower River Crane Feasibility with Green Corridor
- 52 Waterfront Project with Berkshire, Buckinghamshire & Oxfordshire Wildlife Trust
- 53 Outfall Safari - Spreading the Impact with the Zoological Society of London
- 54 Rare Urban Chalk Stream Project with the Chilterns Conservation Board
- 55 Thatcham Canal Side Towpath with the Canal & River Trust
- 56 Sing for Water with the Thames Festival Trust
- 57 Chiswick Boathouse with London Borough of Hounslow
- 58 Parish Field Woodland Walk with Milton Under Wychwood Parish Council
- 59 Thames WaterBlitz & Evenlode Catchment Champions with Earthwatch
- 60 Rivers and Wetlands Community Days with the Wild Trout Trust **Turn over to find out more**

Our Rivers and Wetlands Community Days

Rivers and Wetlands Community Days is an exciting new initiative led by the Wild Trout Trust, Angling Trust and the Environment Agency, promoting community participation in improving water environments in our region. We sponsor the project through our Community Investment Fund. Here are details of the projects completed so far...

Key:

							
Education and engagement	Biodiversity and conservation	Sustainable urban drainage (SuDS) and flood alleviation	Improving green links on land and water	Encouraging communities to value local rivers	Heritage attractions with a link to water	Health through access to nature	Citizen Science river monitoring

- 1 Healthy Churn Habitat Enhancement Project with Farming & Wildlife Advisory Group Southwest 
- 2 River Glyme and Floodplain Enhancement with the Cotswolds Rivers Trust 
- 3 Cuttle Brook Boardwalk with Cuttle Brook Conservation Volunteers  
- 4 Lower Loddon and St Patrick's Stream Restoration with Twyford & District Fishing Club 
- 5 Scotsbridge and Latimer Water Meadows Habitat Enhancement with the River Chess Association 
- 6 Brent Eel Recovery Project with the Environment Trust 
- 7 Ufton Ponds Restoration with Ufton Court 
- 8 Catchment Flood Risk & Woody Debris Project  
- 9 River Misbourne Habitat Creation 
- 10 Withy Beds Habitat Creation & Restoration 
- 11 Brent Action Days with Thames21  
- 12 Marlborough Waitrose Habitat Restoration Project with ARK 
- 13 Healthy Churn Project with Farming & Wildlife Advisory Group Southwest  
- 14 Oxhey Park River Colne Improvement 
- 15 River Darent Habitat Heroes   
- 16 River Glyme & Woodstock Water Meadows Restoration with Oxfordshire County Council   
- 17 Rye Brook Restoration Project with Surrey County Council 
- 18 Swallowfield Park Spawning and Refuge Habitat Creation 
- 19 River Ver Chalk Stream Enhancement Project with Hertfordshire County Council  
- 20 Wood Gets in the Wey Habitat Restoration with the Surrey Wildlife Trust 
- 21 Revive the Wye Community and Wildlife Enhancement 

- 22 River Evenlode Spawning Enhancement 
- 23 Improving Public Access to the River Lea with Wheathampstead Parish Council   
- 24 Letcombe Brook Improvement Project with Berkshire, Buckinghamshire & Oxfordshire Wildlife Trust 
- 25 The Yeading Brook Rehabilitation Project with the London Wildlife Trust   
- 26 River Mole Restoration at Norbury Park with the Surrey Wildlife Trust 
- 27 The Children of the Cray with Kent County Council  
- 28 Restoring River Windrush Riverbanks with the Gloucestershire Wildlife Trust  
- 29 Hogsmill Outfall Safari with the Zoological Society of London  
- 30 RWCDE Film with Farming & Wildlife Advisory Group Southwest  
- 31 Clapham Common Fisheries and Ecological Improvement Programme with Lambeth Council 
- 32 Brent River Action Days with Thames21  
- 33 Enhancing the River Wye & Funges Meadow Nature Reserve with Chiltern Rangers 
- 34 Whitehill Stream Habitat Improvement Works with the Wiltshire Wildlife Trust 
- 35 River Windrush Community Clean-Up with Witney Town Council  
- 36 Chalgrove Brook Habitat Improvements with the River Thames Conservation Trust   
- 37 Bearwater Community River Days Project with ARK  
- 38 Film on Upper Thames, WILD Project & Healthy Churn River Days with Farming & Wildlife Advisory Group Southwest  
- 39 Institute of Fisheries Management Lea Catchment Stillwater Workshop with the Environment Agency  
- 40 Habitat Enhancement Workshops on the River Stort with the Herts & Middlesex Wildlife Trust  
- 41 The Sutcliffe Park Autumn River Clearance with Thames21  
- 42 Clear-Up at Crane Bank with The Conservation Volunteers  
- 43 Working for the Wandle with Southeast Rivers Trust   
- 44 The Wychwoods Water Watch Volunteers with Wild Oxfordshire   
- 45 Markham Hill Stream with the Wiltshire Wildlife Trust  
- 46 Outfall Safari: Spreading the Impact with the Zoological Society of London   
- 47 Loddon Rivers Week & Beyond with the Hampshire & Isle of Wight Wildlife Trust   
- 48 Gatwick Stream at Riverside Garden Park with the Horley Piscatorial Society 
- 49 River Brent Restoration Project with the London Wildlife Trust   
- 50 Birchanger Wood Natural Flood Management Workshop with the Herts & Middlesex Wildlife Trust   
- 51 Restoring Riverbanks: Practical Community Days with the Gloucestershire Wildlife Trust   
- 52 Swill Brook Habitat Improvement Project with the Wiltshire Wildlife Trust 
- 53 Habitat Enhancement in the Cray with Thames21  

Enriching community life

Many of the community investment projects we've helped to fund have gone on to win industry awards. Here are just a few of our favourites.

Firs Farm Enfield

In collaboration with London Borough of Enfield and Thames21, we supported the:

- restoration of more than 500 metres of the Moore Brook
- transformation of a once featureless playing-field boundary into new wetland habitats, which helped to improve overall water quality
- construction of flood defences for more than 100 homes as well as a section of the A10 dual carriageway
- addition of a new cycleway and network of footpaths, outdoor classroom and several seating areas to encourage visitors and create better green links between Winchmore Hill and Edmonton

Getting back to nature at Firs Farm



Canal & River Trust Living Waterways Awards 2017
Contribution to the Natural Environment

Lost Effra Lambeth

Lambeth Council won two awards for our joint work with the London Wildlife Trust to reduce flooding along the River Effra.

The River Effra was originally diverted into the sewer system during the Victorian period. This project helped to reduce the pressure on the system through a variety of water management schemes, including green roofs and sustainable community spaces, and by transforming lost land along the river.

Stanmore Marsh Harrow

This two-year project by Thames21 helped to restore the Stanmore Marsh wetlands to their former glory. It was shortlisted for funding by the Mayor's Big Green Fund in 2015, receiving more than 10,000 votes by Londoners who considered it their favourite scheme.

Salmons Brook Enfield

Our joint Thames21 project to improve the health of Salmons Brook received Highly Commended at the SWIG Awards 2017.



Working hard by the River Effra



Sustainable Water Industry Group Awards 2015

Best Public and Open Space

Public Sector Sustainability Magazine Awards 2015

Best Water Management Project



“A project that conserves and enhances the natural and built heritage, maintaining the distinctive character of the place.”



New London Architecture Awards 2018
People's Choice

Civic Trust Award 2019

Landscape Institute Award 2019

Green Flag Award® for London Waterways

Working in partnership with the Canal & River Trust, London Waterways Projects is a social enterprise that aims to support the community of people who live on and around London's waterways. Its hard work has been acknowledged with a Green Flag Award®, which recognises the very best of the UK's parks and green spaces.



Royal Botanic Gardens Kew

Ground Control brought to life the first significant development within the Kew Gardens estate for over a decade.



British Association of Landscape Industries Award 2020

Walthamstow Wetlands Walthamstow

Walthamstow Wetlands, Europe's largest urban wetlands nature reserve, opened in October 2017. It marked the very first time the wider public was given access to the site in 150 years.

At the wetlands, London Wildlife Trust works with Waltham Forest Council to deliver community engagement activities, volunteering opportunities and conservation work. As an operational site, our wetlands also supply 3.5 million people with drinking water.

Constructing the new water feature at Royal Botanic Gardens

What our partners have to say



Managing Woodstock Water Meadows

Woodstock Water Meadows with The Wychwood Project, Oxfordshire

“This fund has provided a step-change to the Wychwood Project as an organisation. Not only has it facilitated bringing a local amenity and wildlife site into better management, but it’s also enabled a significant positive change to a stretch of river, engaging many different stakeholders, providing match funding for a larger project and leaving a legacy behind. We could not have achieved this without the community fund input.”

Sharon Williams, Former Director, The Wychwood Project

Salmons Brook with Thames21, Enfield

“This new reed bed will not only be tackling the pollutants found in Salmons Brook, but it will also be a haven for wildlife and a beautiful place to visit.”

Cllr Daniel Anderson, Enfield Council’s Cabinet Member for Environment

“Community interest in helping the charity to clean up our waterways is fantastic. The new reed bed is a great example of the practical things we can do to bring life back to our rivers - but there is still a huge amount to be done!”

Debbie Leach, Chief Executive, Thames21

Cleaning up Salmons Brook



Supporting Beale Park Education Centre

Beale Park Education Centre, Berkshire

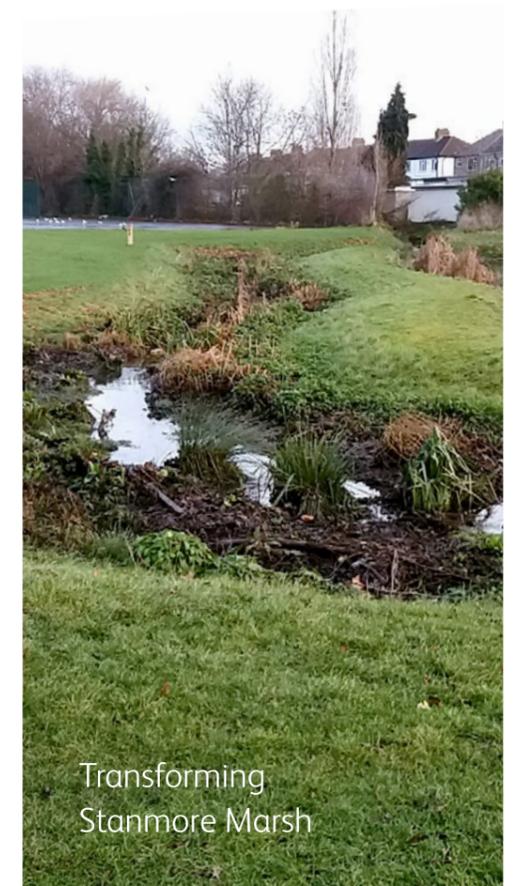
“The Park and its rich environment are home to a collection of animals, birds and plants and, coupled with the knowledge of our staff, sessions are guaranteed to be fun and educational. It’s an exciting time for the Park and, as a charity, this project is only made possible by the funding and support of Thames Water.”

Jane Chapman, Director, Beale Park

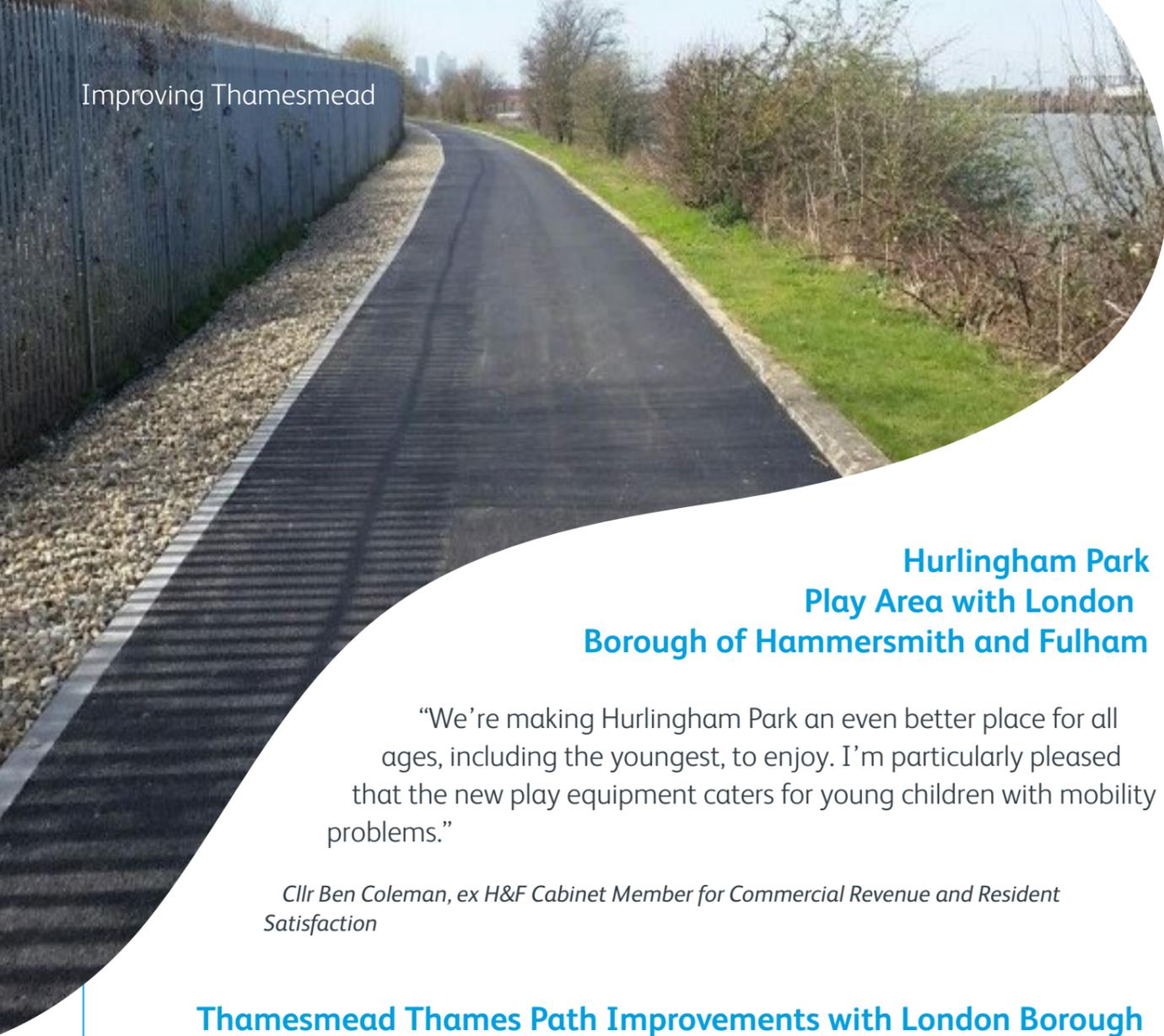
Stanmore Marsh & Queensbury Recreational Ground with Thames21, Harrow

“What a fantastic transformation! A few years ago, this was a dull and neglected piece of land, but today Stanmore Marsh is a beautiful, bright and welcoming open space – a ‘go to’ place for local residents and park users this summer with lots to see and do. Not just that, but new open space provides better flood alleviation. I would like to thank our partners and most importantly volunteers who have helped transform this disused open space and build a better Harrow for residents and the local community.”

Cllr Graham Henson, Harrow Council’s Cabinet Member for Environment



Transforming Stanmore Marsh



Hurlingham Park Play Area with London Borough of Hammersmith and Fulham

“We’re making Hurlingham Park an even better place for all ages, including the youngest, to enjoy. I’m particularly pleased that the new play equipment caters for young children with mobility problems.”

Cllr Ben Coleman, ex H&F Cabinet Member for Commercial Revenue and Resident Satisfaction

Thamesmead Thames Path Improvements with London Borough of Greenwich

“This [project] will open up a number of transport links and employment opportunities and help to improve the green open spaces and waterways alongside the path.”

Stephen Howlett, ex Chief Executive, Peabody

Ridgeway Path Improvements with London Borough of Bexley and Peabody

“I’m pleased to see work getting started at the Ridgeway to create a much safer and more usable connection between north and south Thamesmead. This project is a great example of what we can achieve for the community with the support of our partners.”

Linda Bailey, Bexley Cabinet Member for Regeneration and Growth

Ashtead Rye Meadows with Friends of Ashtead Rye Meadows Wetlands, Surrey

“Ashtead is so lucky to have the wonderful Rye Meadows Wetlands adjoining Ashtead Common, and Ashtead Residents Association is very conscious of and grateful for the work being done by volunteers on the wetlands to restore the biodiversity of the area and bring life back to the brook that runs through the land.”

Glynis Peterkin, Chairman, Ashtead Residents Association

“...This project is a great example of what we can achieve for the community with the support of our partners.”

- Linda Bailey



Increasing biodiversity at the Ridgeway



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