

Tool 1: Window Onto The Problem

THEME 1: PLANNING
PROBLEM STATEMENT: How do we value a WSUD Asset?
PARTICIPANTS from water authority and local government sector

Sore Points

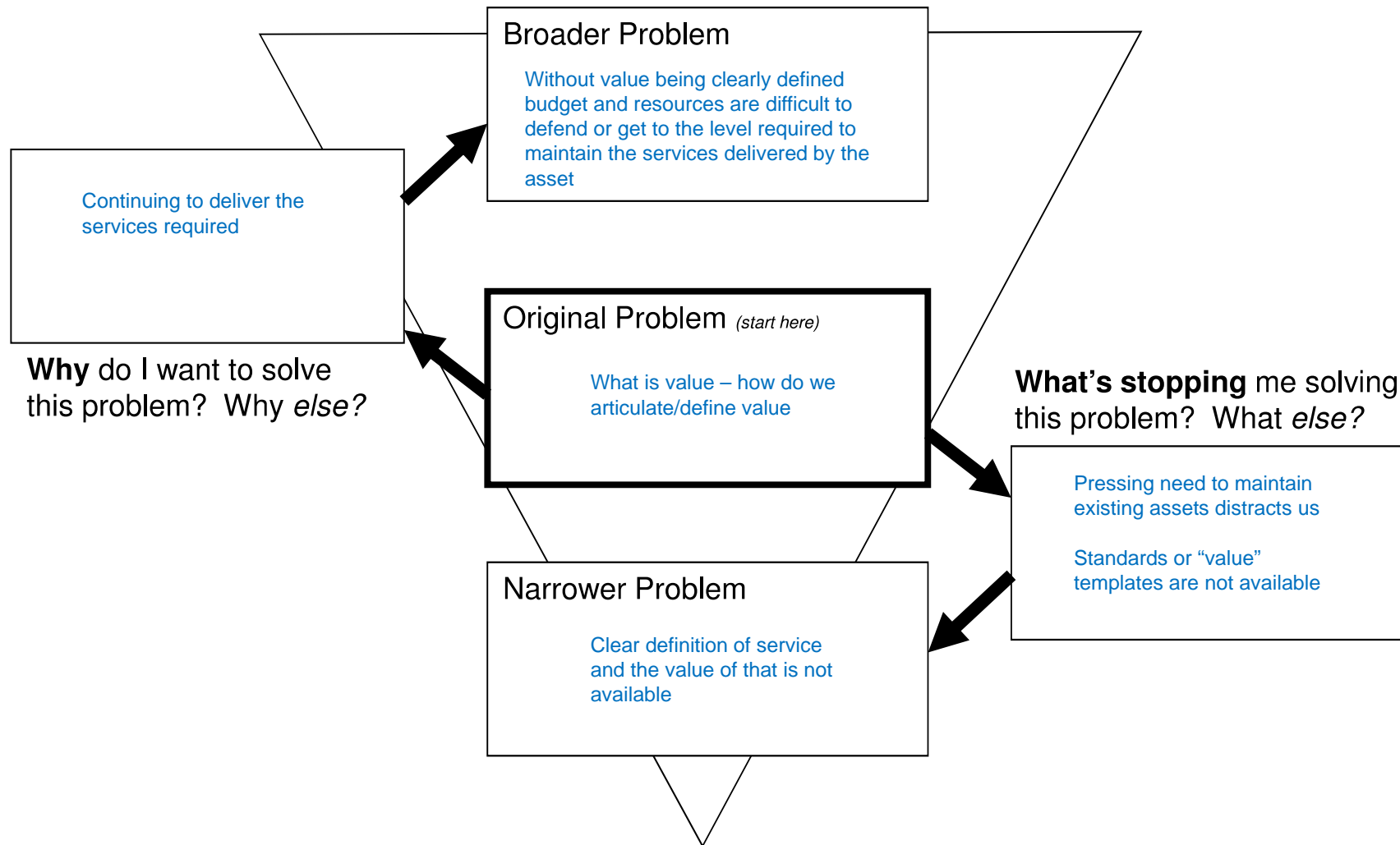
(Pay particular attention to the things that are not being used to their maximum effect, and negative things)

	Past	Present	Future
Around the system	External planners required WSUD without communicating why?	Regulation intent is not clear to asset owner	Network level of service doesn't diminish Who receives value of service assists in paying for service
System	Poor description and rationale for creation of assets – why they exist was not communicated to agencies	What is value? Costs, maintenance, renewal Level of Service (LoS) what is the service provided – pollutant removal, amenity etc All this is poorly defined across the system and for individual assets	Everyone understands the regulatory reason and level of service for all assets. Construction etc is captured and forecast Level of service is clearly understood
Within the system	Accounting system doesn't recognise these assets	Service is not clearly identified to the asset	Level of service is explicit. Recognition that the level of service may change

Tool 2: What IS The Problem?

What Is The Problem?

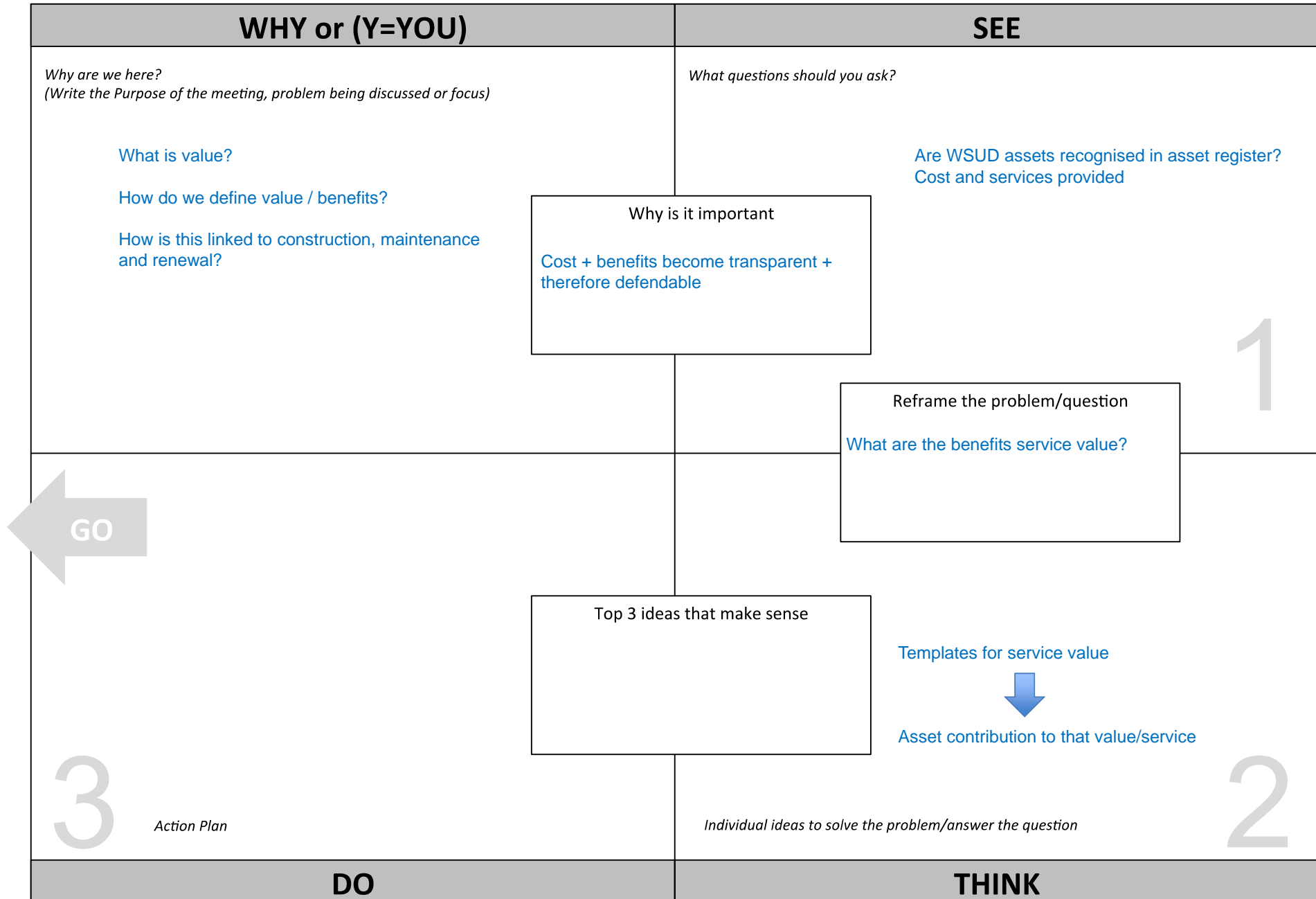
Notes: services include pollutant removal, flow mitigation, amenity etc



(NB: procedure may be repeated to broaden or narrow the problem to more levels)

The aim of this sheet is to get you to think about what your problem is, and at which level you are going to try and solve it

Tool 3: Make It Happen



Tool 1: Window Onto The Problem

THEME 2: DESIGN
PROBLEM STATEMENT: How to design effectively for maintenance
PARTICIPANT from the private sector

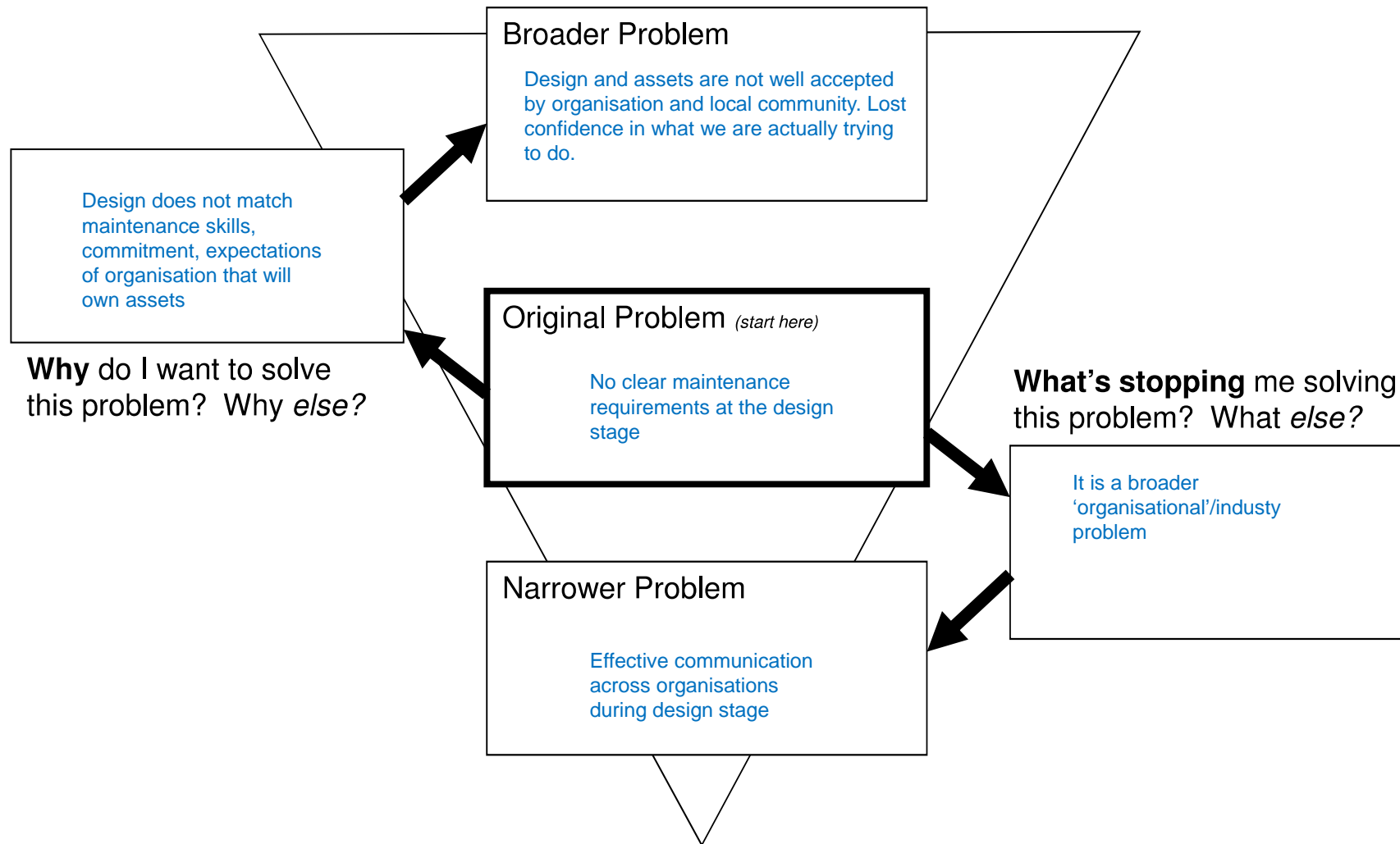
Sore Points

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	Past	Present	Future
Around the system		No clear maintenance requirements at the design stage	No specific standards for maintenance requirements
System		Understanding the requirements of immediate client (e.g. property developer) and organisation who become owners of assets (e.g. council). Often, not well defined at the start. How will costs and maintenance drive design – often not clear from the start of a design project	Same – nothing changed
Within the system		Maintenance and cost data not readily available	Knowledge and understanding lost when people move

Tool 2: What IS The Problem?

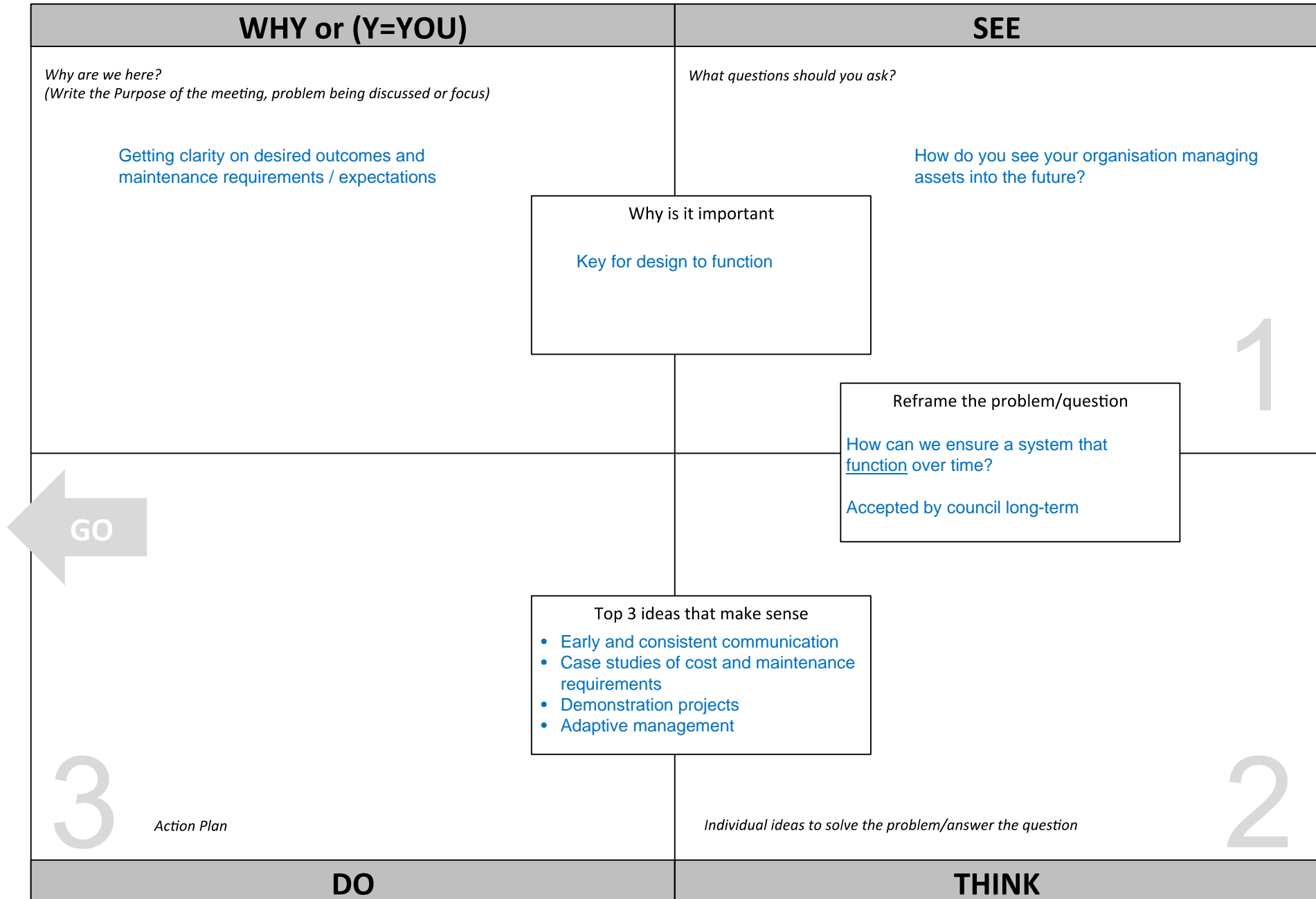
What Is The Problem?



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Tool 3: Make It Happen



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THEME 4: Construction and Maintenance
PROBLEM STATEMENT: How do we build WSUD organisational capacity and understanding?
PARTICIPANT from local government sector

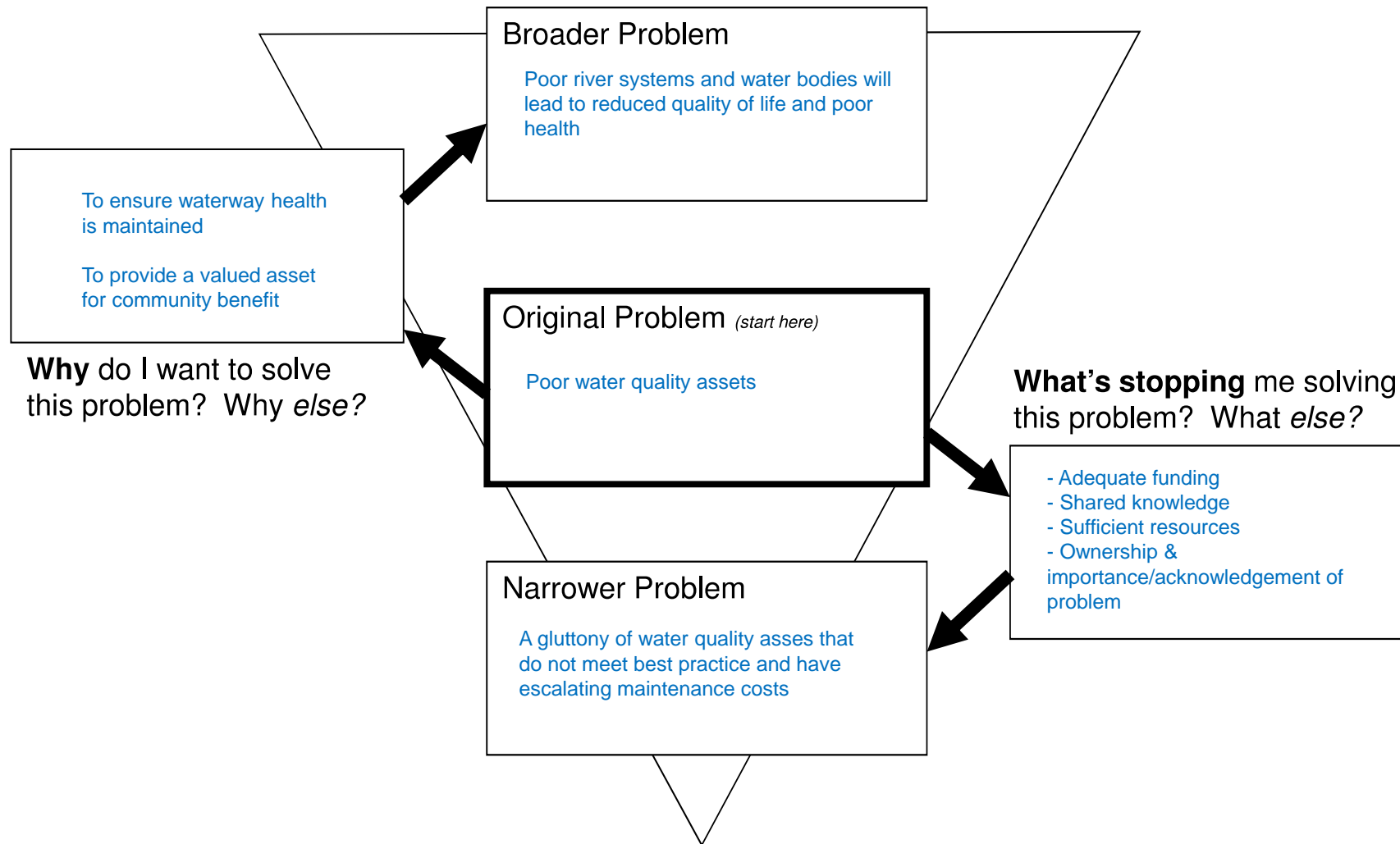
Sore Points

(Pay particular attention to the things that are not being used to their maximum effect, and negative things)

	Past	Present	Future
Around the system		<p>State legislation</p> <p>Council requirements to enforce Clause 56</p>	
System	<p>Hard engineering solutions</p> <p>No WSUD</p>	<p>Council does not completely understand WSUD, its obligations or responsibility</p>	<p>Poor water quality assets</p> <p>Increased funding requests to correct issues</p>
Within the system	<p>Gifted assets</p> <p>No testing/compliance at handover</p>	<p>Lack of funding</p> <p>Developing capacity of staff</p> <p>Not utilising existing toolkits</p>	

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What Is The Problem?



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