

Minutes of Meeting

Customer Forum Meeting 19th January 2017

G1, Livingstone House, Leeds

Attendees:

Andrea Cook	Chair
Melissa Lockwood	Environment Agency (EA)
Dave Merrett	Independent Member
Joanne Volpe	Alzheimer's Society
Wendy Kimpton	Yorkshire Water (Head of Regulation)
Nicole Buckingham	Yorkshire Water (Regulatory Project Manager)
Janine Shackleton	Consumer Council for Water
Pam Warhurst	Pennine Prospects
Tom Keatley	Natural England

Apologies:

Adrian McDonald	Independent Member
Becki Hart	CBI
Nick Bussey / Nici Pickering	Citizens Advice Bureau (CAB)
Alistair Maltby	The Rivers Trust
Annette Cassam	
Gill Gibbons	Secretary

Para No

1) Welcome

- a) The Chair welcomed Forum members to the meeting.
- b) Apologies were received, as noted above.

2) Review and Agree Minutes/Actions of the Last Meeting

- a) The minutes/actions from the meeting held on 15th December 2016 were reviewed.
- b) Updates:

15/12/16 –

The Chair provided feedback following discussions with the Director of Regulation on the positive challenges made by the Forum as part of Agenda Item 4 and the recognition of focus on corporate governance and the invitation to the Company Secretariat to attend a future meeting.

Item 4i: The Forum requested the wording in relation to the company's position to be reworded to 'The Forum acknowledged the company's disappointment and welcomed suggestions from the company on how it was planning to improve its position over the next 12 months.

Item 5f: The Forum requested a change to the text to ensure this fully reflects the discussion held in relation to enforcement and mediation actions relating to pollution

incidents and that where appropriate the company would look to take mediation action. It was agreed to amend Action 7 to:

Company to forward contact details to all Forum members of the relevant company expert with regard to enforcement undertakings.

13/10/2016 Meeting:

Action 11: Members discussed the need for a financial expert to support the Forum in understanding and challenging the robustness of the financial elements of the business plan including cost of capital and cost of finance. It was agreed that this should ideally be an individual or small company with some water industry knowledge. A number of suggestions were made.

ACTION 2: Company to contact Water UK to see if they can provide any consultancy contacts.

Action 13: Forum members acknowledged circulation of the company's Recreation Strategy. A member of the Forum commented that awareness relating to access and facilities of sites could be supported through the Alzheimer's and Dementia Friends networks in forum action which the company welcomed. The Forum questioned whether facilities at the top category of sites could be improved and whether the introduction of cafés/franchises could be used as a potential income stream which in turn could fund future improvements. The company agreed to beefed this into the current strategy. A representative for Pennine Prospects Forum formally made a declaration of interest due to her existing work with the company on the recreation strategy.

ACTION 3: Company to check and inform the Forum on the route for feedback to the recreation strategy.

- c) The Chair noted concerns from some members that the current meeting invitations made it difficult to differentiate between actual and potential meeting dates and enable the actual dates to be held and prioritised.

ACTION 4: Company Secretary to review current administration of meeting dates and invites and provide members with confirmation of actual dates.

- e) There were no further amendments requested to the minutes and actions.

Actions Review List

- a) **17/09/2015 - Action 23: ONGOING**
- b) **17/03/2016 - Actions 2, 6, 8 & 9: COMPLETE**
- c) **07/04/2016 - Actions 1 & 7: ONGOING**
- d) **26/05/2016 - Action 7 COMPLETE**
- e) **15/09/2016 - Actions 13 & 20: COMPLETE**
- f) **13/10/2016 - Actions 7 & 13 : COMPLETE/NOTED**
- g) **15/12/2016 - Actions 1-4, 8-13 COMPLETE**
- h) **19/01/2016 - Actions 10 -11 COMPLETE**

3) Forum Membership / Chair Updates

- a) The Chair formally welcomed Pam Warhurst the representative from Pennine Prospects to the Forum.
- b) The Chair updated members that a representative from the CBI would not be joining the Forum due to the Company's decision to leave the CBI. The Chair raised a concern regarding the current lack of business representation on the Forum and noted that she

would be looking at contacting the Small Business Federation. The Chair also confirmed that she had now received updated contact details for the Councillor for Bridlington North and would now be progressing this.

- c) The Chair updated members that Adrian McDonald, an independent member of the forum had decided to resign from the Forum, with immediate effect, due to work commitments. The Chair questioned whether this raised any further concerns with other gaps within the current Forum membership and would welcome thoughts/suggestions from members. It was agreed that new members would ideally need some policy/industry background or be an exceptional expert in their field due to timescales and the need to build knowledge moving into Price Review discussion. This was also noted as a concern in relation to the proposal from the CAB representatives to job share their involvement in the Forum. The Chair suggested discuss this with CAB offline.

ACTION 5: Chair to discuss time and commitment impacts with the CAB.

Action 6: Company to identify through their relationships with Sheffield and Leeds universities any potential members to join the Forum.

- d) The company noted that with the shift in focus by Ofwat for PR19 on demand side solutions and new approaches it would be useful to have new members with this type of knowledge to provide challenge to the company on its plans.

4) Forum Sub-Groups & Terms of Reference

- a) The Chair noted that the Forum needed to formally address whether it wanted to formally establish sub-groups for PR19 and what the focus of these should be. Forum members expressed concerns regarding time commitments and that further clarity on what was involved could help with this. It was discussed whether co-opting experts to support the sub-groups from outside the Forum could be beneficial. It was noted this is similar approach which the DWI is taking in its contact with CCG/Forums for PR19.
- b) The Forum initially identified two potential sub-groups focusing on environmental aspects including investment and meeting obligations chaired by Dave Merrett and a social vulnerability and affordability sub-group chaired by Joanne Volpe although further suggestions would be welcomed and this would continue to be discussed and convened as required.
- c) The Forum discussed the need for a financial sub-group. The Chair advised that as financing of the business plan is such a crucial area this would be difficult to do through a sub-group as all members need to be engaged on this. The Forum discussed potential concerns for PR19 including the possible tensions between Ofwat's drive to ensure bills continue to be lowered and how compatible this is with the potential willingness of customers to pay more, for example in relation to improving flood prevention. The company also noted that the impacts of retail completion on areas such as tariffing need to be understood.
- d) The Chair provided a draft of the updated Terms of Reference to members. It was noted that further content on how the Forum interfaces with Ofwat on regulatory issues and how the company is to be held to account needs to be further developed. The Chair agreed to also circulate the draft by email and asked for feedback from members by 27 January 2017 to enable a final draft to be circulated and signed off for the next meeting.

ACTION 9: Chair to circulate by email draft Terms of Reference and Forum members to provide feedback by 27 January 2017.

5) PR19 Strategic Approach and Resilience

- a) The company provided an overview of the strategic approach currently being developed for PR19 including some of the key challenges facing the Company in future years to be addressed including population growth, affordability and an ageing asset base. The company recognised that the right balance needs to be found between what needs to be done, what customers want and how this will impacts on bills and affordability. It was raised that there may be potential differences between Ofwat's expectations of the services customers in general want (nationally) compared to the priorities for customers in Yorkshire.
- b) Different approaches such as a focus on demand rather supply side solutions and the need to use what is available more efficiently were discussed. Forum members noted that a move away from single source solutions to a national approach could lend both credibility to proposals and help influence progress but acknowledged context and positioning would be important. The company confirmed this is something it is currently exploring.
- c) The approach the company is undertaking relating to asset resilience was then presented. This has become an increasingly important focus for government and the industry over the last few years and is a key driver for the PR19 process, although it was noted that there are a number of different types of resilience including financial and company resilience which can be explored in more detail at future meetings. This is also prompting companies to look at longer term planning in greater depth, anticipating challenges 25/50/100 years ahead with the recognition that the further in the future, the greater the uncertainty. The company confirmed it is currently developing a 25 year strategy for assets and asset investment which will then be translated into the 5 year business plan priorities for PR19. A longer term plan and resilience section also needs to be included in the next WRMP. Approaches to drainage are also a key area of focus and Water UK is currently facilitating a project with a number of different themes focusing on 21st Century Drainage. Forum members questioned the timescales for this in the context of PR19.

Action 10: The company to provide further information on Water UK's 21st Century Drainage Programme.

- d) The company presented its approach to climate change to illustrate in more detail the approach to resilience being taken. This included revising the work done at PR14 which focused on reviewing strategic risks to identify the highest priority areas which in turn helps to make a more determined assessment and identify true risks to inform investment proposals and decisions. There are a number of ongoing studies to support this work and inform the business plan proposals. The Forum questioned whether current work nationally on climate change to update scenarios was being taken into account. The company confirmed work with Water UK and at a regional level would help to inform the right direction but recognised there were still uncertainties. The Forum questioned the impacts of agricultural and horticultural change on planning.

Action 11: The company to circulate further information on this to the forum on how agricultural changes are taken into account as part drought and investment planning.

6) PR19 Outcomes Consultation Response

- a) The company provided an overview of their findings and proposed response to the PR19 Outcomes consultation. It was agreed that the focus for this item would be on specific areas requiring response and the company would provide further information to the Forum on what this means in relation to performance commitments and ODI's for discussion under a future item.
- b) Members were provided with a reminder of the four key areas the consultation covers and what the proposals under each of these areas could mean:
 1. More stretching and powerful performance commitments;
 2. Supporting customers and CCGs in more depth;

3. Reflecting resilience in outcomes; and
 4. Making performance commitments more transparent to customers
- c) The company noted that in the consultation Ofwat had been clear on elements they don't want to see developing from their changes i.e. not too long, technical or compels/opens up caveats or judgement calls to confirm performance levels.
 - d) The Forum questioned what the introduction of common commitments could mean. The company confirmed while the common commitments could be required by all, companies would still be able to set bespoke commitments in line with what their customers wanted to see which the market research will help inform.
 - e) The company's response had been developed based around four key challenges: will the consultation proposal benefit our customers; are the consultation proposals straightforward and practical; what options and alternatives should we add; and how do the common Performance Commitments based on comparative assessments reconcile with customers preferences and regional priorities.
 - f) The company confirmed that its planned response would generally be in support of Ofwat's proposals but highlighted areas where there were concerns e.g, over complexity and customer impacts. The deadline for the response is 31 January 2017 and this will be shared with Forum members.

Action 12: Company to circulate final PR19 Consultation response.

7) Length of River Improved Performance Commitment

- a) The Chair brought members' attention to an email received from Ofwat in relation to the company's length of river improved performance commitment. Ofwat wanted to make the Chair, and subsequently the Forum, aware of discussions taking place between the company and Ofwat in relation to this performance commitment. Ofwat's email noted that there were potential changes in how the company was planning to meet this performance commitment and there was an expectation that the company would be engaging with the Forum on this.

ACTION 13: Forum Chair to circulate the email from Ofwat for Forum members.

- b) The company confirmed that following the PR14 Final Determination the NEP Phase 5 was published by the Environment Agency in 2015. The changes within this led the company to identify a concern that it would struggle to meet the performance commitment lengths as originally planned. This was discussed at the time with the Forum, prior to the company discussing this with Ofwat. Ofwat highlighted that the process to change agreed performance commitment levels would be very difficult therefore the company decided to look at how the performance commitment level could still be met. Further internal review and assurance work identified the shortfall to be less than originally anticipated and plans were identified to enable the commitment to be met. The company consulted with the Forum on this during late 2015. The company wrote to Ofwat to confirm this in April 2016.
- c) During January 2017 Ofwat have subsequently contacted Yorkshire Water to confirm that this was still the planned approach for delivering the commitment and to confirm what its engagement plan would be for discussing and communicating this with stakeholders and customers. At this time they also wrote to the Forum Chair.
- d) The Chair reflected that this felt a positive step in Ofwat's direct engagement and work with CCG/Customer Forums. She had confirmed that this has been previously discussed with the Forum and that this was not a surprise and that the company's concerns and subsequent plan to aim to meet the performance commitment as originally set had been reviewed and accepted by the Forum. The Chair proposed that she would work with the company to identify and provide the relevant documentation and evidence to respond to Ofwat. The Chair also agreed to respond directly to Jon Ashley at Ofwat to confirm this. It was also highlighted that

the Customer Engagement team had been asked to review the willingness to pay research carried out during PR14 to develop this performance commitment to understand the level of detail customers were engaged to.

Action 14: Forum Chair to respond to Jon Ashley at Ofwat to confirm engagement with the company in proposals to meet the Length of River performance commitment.

8) Risks, Strengths and Weaknesses Statement

- a) The company presented the updated Risks, Strengths and Weaknesses Statement for review and comment following Ofwat's assessment, to downgrade the company under its Company Monitoring Framework, which was previously presented to the Forum in December.
- b) Following Ofwat's review, the company had committed to revising and publishing an updated Risks Strengths and Weaknesses Statement by the end of January 2017. This was originally reviewed by the Forum and published in November 2016.
- c) The company provided Forum members with a page by page review of the revised draft Statement highlighting the key areas which had been revised or added to compared with the original. The company confirmed that the revised Statement would be reviewed by the Board in late January 2017, prior to publication on its website by 31 January 2017. Forum members questioned whether the text could be further summarised in parts and if the language and terminology used in some parts of the Statement was at the right level for customers. The Chair requested that future customer facing documents be put through the Plain English process and asked the company to look at utilising the Plain English campaign and diamond standard.

Action 15: Company to incorporate Plain English processes into future customer facing documentation

- d) Forum members were asked to review the revised Statement and feedback any further suggestions or material concerns to the company prior to publication.

Action 16: Forum members to feedback any comments to the company on the revised Risks, Strengths and Weaknesses Statement.

9) Customer Engagement Update

- a) The company presented the results from the first phase of the valuing water research activity. This was qualitative based which was undertaken prior to Christmas 2016 with the results to be used to help inform the next quantitative stage.
- b) The focus of the research was to understand where customers are currently from an economic and financial perspective and whether they are aware of the key challenges the water industry is facing. It also provided an opportunity to check and validate whether the outcomes and commitments set at PR14 are still relevant to customers and if there are any key areas of focus missing.
- c) The research identified a more positive outlook from higher income participants, however both lower and higher income groups noted economic uncertainty following the Brexit decision. Customers are generally positive towards the Yorkshire Water brand and feel the company provides good levels of service and value for money. Customers had a few concerns about how adequate the existing infrastructure is when considering population growth, as well as perceived inconsistencies in service across the region. Members questioned what the broad weighting was behind customers concerns.

Action 17: Company to check with the research supplier re the balance of positive comments versus the negative comments

- d) During the research, customers struggled to identify challenges water companies face, however when introduced to what the challenges might be, population growth resonated the most. Flooding also came out as a common key concern at this stage and an area for focus how this would be tackled by companies in conjunction with other agencies.
- e) The company confirmed it had previously circulated the stimulus and questionnaire for the quantitative phase to Forum members and, following feedback, a number of changes had been made. It was confirmed that the same research supplier would be undertaking the quantitative research phase. The company suggested that the research supplier could also provide in putwhen presenting the results back to the Forum in April. The next stage will also include a number of stakeholder interviews with the results from this stage completed by the end of March to present back to the Forum in April.

Action 18: Company to circulate the list of stakeholder organisations participating in the research.

Any Other Business

- a) February Agenda- Agenda Items for the February meeting were discussed and it was agreed to focus on the PR19 detailed plan, Corporate Governance and review of the Draft Assurance Plan (pre consultation). It was agreed the Chair would consult with new members to understand their needs prior to any induction training being provided by the company.

ACTION 19: Chair to discuss induction requirements with new members and feedback.

ACTION 20: Company Secretary to liaise with Dave Merrett to organise the Environmental sub group in April.

7) Date of Next Meetings

Thursday, 16th February 2017

Venue: Room G1, Livingstone House, Chadwick Street, Leeds, LS10 1LJ

Thursday, 6th April 2017

Venue: Room G1, Livingstone House, Chadwick Street, Leeds, LS10 1LJ

The meeting closed at 14:00

Summary of Actions: 17th September 2015

No	Action	Comment
23	<p><u>Social Tariff & Customer Support Update:</u> Company / Forum Secretary to organise a Forum group site visit to its Contact Centre in Bradford</p> <p><u>Post Meeting Update:</u> Availability of the Managing Director is generally Thursdays/Fridays.</p>	Date to be confirmed

Summary of Actions: 17th March 2016

No	Action	Comment
12	<p><u>Vulnerability:</u> Chair to forward copies of Wessex Water literature on Vulnerability to Forum members and the company</p>	

Summary of Actions: 7th April 2016

No	Action	Comment
1	<p><u>Welcome:</u> Chair and company to arrange a formal induction for new Forum members</p>	To be arranged once new members convened
7	<p><u>Look Forward:</u> Chair and Director of Regulation to liaise with regard to membership from the Small Business Federation and others to fill current vacancies</p>	Ongoing

Summary of Actions: 26th May 2016

No	Action	Comment
6	<p><u>Regulatory Performance Review (Pollution):</u> Company to present project zero plans for pollution to the Forum as a future agenda item.</p> <p>Company to provide Forum with more information regarding their position relation to Fracking</p>	<p>Pollution Plan presented as part of the performance update 15th December meeting</p> <p>Information on fracking previously circulated</p>
7	<p><u>Regulatory Performance Review (Pollution):</u> Chair to discuss at future Forum/CCG Chairs meeting the conflicting messages caused by some performance commitments/ definitions and the expectations of Regulators</p> <p><u>Post Meeting Update:</u> Chair to update following October's CCG Chairs' meeting</p>	<p>COMPLETE: Chair provided update at the meeting on 19/01/2017 on latest Chair meeting held in January 2017.</p>
16	<p><u>AOB:</u> Chair to discuss the publication of Customer Forum minutes and papers on the company website with the secretary</p> <p><u>Post Meeting Review:</u> Company currently reviewing a suitable area within the company website. Photos taken for website at the meeting on 19/01/2017. Chair requested for this to be completed ASAP to ensure clear transparency and visibility.</p>	ONGOING:

Summary of Actions: 15th September 2016

No	Action	Comment
1	<p>Minutes/Actions Review: Company to liaise with DEFRA on receipt of a copy of the Metaldehyde consultation paper</p> <p>Post Meeting Update: No paper has been produced as yet, although the attached is a recent press release from the EA www.gov.uk/government/news/metaldehyde-advice-for-autumn-crops</p>	<p>Noted: Company will update the Forum once the paper is published</p>
2	<p>Minutes/Actions Review: Company to circulate the DEFRA Metaldehyde consultation paper to Forum members when received (<i>post meeting update as above</i>)</p>	
8	<p>Forum Membership: Forum Secretary to issue a formal invitation to join the Forum to the councillor of Bridlington North</p> <p>Post Meeting Update: Chair confirmed she now has updated contact details for the councillor of Bridlington North and would be reissuing invitation to contact him.</p>	<p>Ongoing</p>
11	<p>High Level Strategy/Strategic Direction: Company to update the Forum at a future meeting.</p>	<p>Future Agenda Item</p>
13	<p>PR19 Timetable: Chair/Forum Secretary to review meeting dates to ensure they are held bi-monthly, as from 2017.</p>	<p>COMPLETE: Invites issued 06/01/17</p>
15	<p>PR19 Timetable: Company to outline the Decision Making Framework at a future meeting</p> <p>Post Meeting Update: This will be presented aligned to the Willingness to Pay work and it will be updated into the Forward Look Timeline accordingly</p>	<p>Future Agenda item</p>
17	<p>PR19 Timetable: Chair to review the Ofwat document to establish the submission date (for the Forum report) before the next meeting</p>	<p>Off-line discussion Date to be confirmed – PR19 methodology may confirm this (expected Summer 2017)</p>
20	<p>AOB – Terms of Reference: Chair to draft an updated Customer Forum terms of reference for sign-off at the January 2017 meeting</p>	<p>Complete Draft terms of reference circulated by Chair at the meeting on 19/01/17</p>

Summary of Actions: 13th October 2016 (**Customer Engagement Workshop**)

No	Action	Comment
6	<p>Forum Members to provide biogs and photos to Company for development of Customer Forum section on company website by the end of January 2017</p> <p>Post Meeting Update: Photos taken at the meeting on 19/01/2017. Secretary to check when remaining members available.</p>	
7	<p>Forum Members to discuss sub-groups and representation at the Forum meeting in December 2016</p>	<p>COMPLETE January 2017 agenda item</p>
8	<p>Chair to speak to the Company to confirm report writer for the CF report</p>	

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Summary of Actions: 13th October 2016 (Customer Engagement Workshop) / ... contd

10	<p>Halcrow to attend a future Customer Forum meeting to discuss PR19 assurance process</p> <p>Post Meeting Update: Company confirmed this is currently pencilled in for the June meeting to align with their annual performance update to the Forum.</p>	Future Meeting Agenda Item
11	<p>Company to confirm if budget is available for the Forum to commission its own engagement activity</p> <p>Post Meeting Update: Company noted this and confirmed discussion on-going to confirm available budget. Further discussion to be progressed regarding a financial expert.</p>	
12	<p>Forum Members to provide Company with questions or discussion areas it may want to ask customers, via the company's online community panel, throughout the price review process</p>	Ongoing
13	<p>Company to share its recreation strategy with CF when available</p>	COMPLETE Email circulated 17/01/17

Summary of Actions: 15th December 2016

No	Action	Comment
1	<p>Minutes/Actions Review: Company to amend the PR19 Customer Forum Agenda Plan to incorporate Water Industry National Environmental Programme (WINEP)</p>	Complete (Updated hard copy provided at meeting)
2	<p>Minutes/Actions Review: Company to source photographer for company website photographs</p> <p>Post Meeting Update: Identify any missing members and agree appropriate meeting to complete</p>	Attended Mtg 19/01/17
3	<p>Forum Membership: Forum Secretary to obtain telephone number for the councillor of Bridlington North and forward to Chair to attempt to make contact</p> <p>Post Meeting Update: Contact numbers forwarded to Chair on 06/01/17</p>	COMPLETE
4	<p>Forum Membership: Forum Secretary to forward future meeting dates to NFU Representative</p> <p>Post Meeting Update: Diary invites for all future meetings now issued to all Forum members on 06/01/17</p>	COMPLETE
5	<p>Company Monitoring Framework (CMF) Outcomes / Key Messages: Company Secretary to attend future meeting to explain corporate governance in more detail</p> <p>Post Meeting Update – Proposed agenda item for the meeting on 16 February however due to availability now proposed for April 6th Meeting.</p>	

6	<p><u>Company Monitoring Framework (CMF) Outcomes / Key Messages:</u> Company to feedback at a future meeting on the overarching review of assurance and reporting and improvement plan that is being developed by the company</p> <p>Post Meeting Update – Proposed to cover as part of RSW agenda item for the meeting on 16 February.</p>	
7	<p><u>Performance Commitments Update:</u> Company to forward contact details to The Rivers Trust forum members of the relevant company expert with regard to enforcement undertakings</p> <p><u>Post Meeting Update</u> Confirmed that Head of Legal is the contact regarding pollution and enforcement decisions from the company.</p>	Complete (see post meeting update)
8	<u>Performance Commitments Update:</u> Forum Secretary to add Resilience as a future meeting agenda item	COMPLETE
9	<u>Performance Commitments Update:</u> Company to provide information on energy generation in megawatts	Complete: (This was provided with the updated slide pack provided following the meeting)
10	<p><u>Performance Commitments Update:</u> Company to investigate solar power planning applications</p> <p><u>Post Meeting Update:</u> Company confirmed that it went to market in December for a PV development partner (PhotoVoltaic cells using solar power to generate electricity; they are a type of solar panel), to investigate, design and install new PV on or near YW land. This contract should be awarded in Q4 with delivery of new projects in 2017/18. Previous planning applications have been made by Kelda Water Services and this partnership will build on the experience of that project.</p>	COMPLETE
11	<u>Any Other Business:</u> Forum Secretary to amend both January & February 2017 agendas with suggested changes	COMPLETE
12	<u>Any Other Business:</u> Forum Secretary to distribute interim list of actions prior to the detailed minutes being circulated	COMPLETE
13	<u>Any Other Business:</u> Forum Secretary to draft and circulate minutes to members	COMPLETE

Summary of Actions: 19 January 2017

No	Action	Comment
1	<u>Minutes/Actions Review:</u> A member of customer forum to contact the previous Financial Director at Yorkshire Forward to understand his interest in supporting the Forum from a financial perspective or if he has any contacts to suggest for this work.	
2	<p><u>Minutes/Actions Review:</u> Company to contact Water UK to see if they can provide any consultancy contacts.</p> <p><u>Post Meeting Update</u> <u>A representative from Water UK has sent some suggestion – passed to Chair</u></p>	COMPLETE

3	<p><u>Minutes/Actions Review:</u> Company to check and inform the Forum on the route for feedback to the recreation strategy.</p> <p>Post Meeting Update</p> <p>Discussed with a company employee the recreational strategy and policy are available on the company website under: https://www.yorkshirewater.com/byelaws</p> <p>The employee confirmed that feedback and recommendations can be provided directly to him at any time on the strategy and will be considered and included as appropriate as part of the periodic update to the strategy.</p>	Complete
4	<p><u>Minutes/Actions Review:</u> Company Secretary to review current administration of meeting dates and invites and provide members with confirmation of actual dates.</p>	A
5	<p><u>Forum Member/Chair Updates:</u> Chair to discuss time and commitment impacts with the CAB.</p>	
6	<p><u>Forum Member/Chair Updates:</u> <i>Company to identify through their relationships with Sheffield and Leeds universities any potential members to join the Forum.</i></p> <p><i>Post Meeting update</i> Following discussion suggested names for contacts from Bradford, Leeds or York universities.</p>	IN PROGRESS
7	<p><u>Forum Sub-Groups & Terms of Reference:</u> A member of customer forum to advise on the vulnerability and affordability sub-group to reflect on the work CCWater are undertaking.</p>	
8	<p><u>Forum Sub-Groups & Terms of Reference:</u> A member of customer forum to chair initial environmental sub-group in April with invitees to include various members of customer forum. Company to support planning sub-group meetings and ensure align with the current deadlines.</p>	
9	<p><u>Forum Sub-Groups & Terms of Reference:</u> Chair to circulate by email draft Terms of Reference and Forum members to provide feedback by 27 January.</p>	
10	<p><u>PR19 Strategic Approach and Resilience:</u> The Company to provide further information on Water UK's 21st Century Drainage Programme.</p>	Complete (circulated post meeting)
11	<p><u>PR19 Strategic Approach and Resilience:</u> The Company to circulate further information on this to the forum on how agricultural changes are taken into account as part drought and investment planning.</p>	Complete (circulated post meeting)
12	<p><u>PR19 Outcomes Consultation:</u> Company to circulate final PR19 Consultation response.</p>	Complete (circulated post meeting)
13	<p><u>Length of River Improved Performance Commitment:</u> Forum Chair to circulate the email from Ofwat for Forum members</p>	Complete
14	<p><u>Length of River Improved Performance Commitment:</u> Forum Chair to respond to Jon Ashley to confirm engagement with the Company in proposals to meet the Length of River performance commitment</p>	
15	<p><u>Risks, Strengths and Weaknesses Statement:</u> Company to incorporate plain English processes into future customer facing documentation.</p>	Update to be provided at 16 February Meeting
16	<p><u>Risks, Strengths and Weaknesses Statement:</u> Forum members to feedback any comments to the Company on the</p>	Complete Final RSW Documents

	revised Risks, Strengths and Weaknesses Statement.	published on 31.01.17 Agenda item for 16 February meeting
17	<u>Customer Engagement Update:</u> Action 17: Company to check with the research supplier re the balance of positive versus negative comments.	
18	<u>Customer Engagement Update:</u> Company to circulate a the list of stakeholder organisations participating in the research.	
19	<u>AOB – Member Inductions</u> Chair to discuss induction requirements with new members and feedback.	
20	<u>AOB – Environment Sub-Group:</u> Company Secretary to liaise with a member of customer forum to organise the Environmental sub group in April.	