

Yorkshire Forum for Water Customers

Minutes of Meeting 7 September 2017 Lateral House, City Walk, Leeds

Attendees:

Andrea Cook	Chair
Chris Griffin	Citizen's Advice Bureau
Dave Merrett	Independent Member
James Copeland	National Farmers Union
Janine Shackleton	Consumer Council for Water
Angela Collins	Consumer Council for Water
Melissa Lockwood	Environment Agency
Tom Keatley	Natural England
Alistair Maltby	Rivers Trust
Pam Warhurst	Pennine Prospects
Wendy Kimpton	Yorkshire Water (Head of Regulation)

Nicole Buckingham	Yorkshire Water
Ian Jones	Yorkshire Water
Donna Hildreth	Yorkshire Water
Matthew Rix	Yorkshire Water

Apologies:

Adrian Kennedy	Yorkshire Water
Joanne Volpe	Alzheimer's Society

Para
No

1) Welcome

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

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

- a) The minutes from the meeting held on 21 July 2017 were reviewed, amendments were requested to the wording in the action log.
- b) All actions were reviewed.
- c) Action 1 from the 7 April 2016 was discussed, the action is partially complete. The company will arrange sessions to visit the company's control room and call centre.
- d) Action 8 from the 15 September 2016 was closed.

Action 15 is an ongoing action.
- e) Action 5, from the 19 January 2017 was marked as complete and closed.
Action 7 was marked as complete and closed.

- f) Action 1 from the 16 February 2017 will be reviewed by the company
Actions 4, the company will agree with the sub group.
- g) Action 1 from the 6 April 2017 is outstanding, the company will arrange for a photographer to attend the next meeting.
Actions 5 and 6 were marked as ongoing and closed.
Actions 7 and 8 were marked as complete, the company will check the action is complete before closing.
- h) Action 2 from the 15 June 2017, was marked as completed.
Action 18, the company will circulate the draft version, the company will add it to the agenda for a future meeting.
- i) An update was provided on action 1 and 2 from the 21 July. The company are putting together an induction pack. The company have engaged with the candidate, the company are currently completing the procurement process. The chair and the company will agree a date for the candidate to attend a future meeting.
Action 3, the forum members have been unsuccessful in finding representatives for the small business federation and healthcare sector to date, the action is ongoing.
Action 4, the forum requested the wording was changed.
Action 5, the company circulated a briefing note prior to the meeting on the 7 September, the forum requested an additional briefing note to answer the query raised at the meeting.

3) Chair Updates / Forum Membership & Sub-Groups

The Chair provided an update on the CCG meeting that was held on the 9 August 2017. The secretary will circulate the minutes from the meeting.
CHALLENGE: Resilience – low cost versus best value – challenge efficiencies.

Action 1: Secretary circulate the minutes from the CCG meeting on the 9 August 2017.

4) PR19 – Programme, plan and key milestone update

- a) The company presented an update on PR19 – Programme, plan and key milestones
- b) A high level timeline was presented.
- c) A slide showing the programme plan and controls was shown, the detailed programme plan includes details of over 1,500 activities that are in place. Currently reported is the progress against activity at programme level on a monthly basis. The company asked YFWC for guidance on the level detail of detail they required. The forum advised that the areas they are interested in are; schemes with large capital investments, how the company achieved the level of priorities (resilience, statutory

requirements), areas of capital investment to address significant failures (eg. Saltend) and the wider programme choices and challenges.

YFWC asked the company how they could test that the plan is aspirational. The company informed the forum that there has been a step change from historical performance, a different approach has been taken to the plan and direct sight of what it is customers want delivering and for what price.

It was requested that the company highlight key milestones/points in the plan and return to forum in good time to allow the forum a view. It was requested that the company indicate early the areas that they may struggle to deliver and an additional steer given by the company Board.

YFWC requested that an early draft of the business plan is added to a future meeting.

Action 2: Chair requested early understanding of the key investments areas of the business plan is added as a future agenda item

5) PR19 Consultation Response

- a) The chair and company circulated the PR19 Consultation Responses prior to the meeting.
- b) The responses were discussed.
- c) The company proposed summarising their response and publishing it on the company website, the forum was supportive of the idea.

6) Willingness to Pay Update

- d) The company presented an update on willingness to pay.
- e) A challenge log has been created internally to capture all actions given by the forum in relation to the customer engagement and participation research, the log will be circulated by the company.

Action 3: Company to circulate the internal challenge log.

- f) Customer valuation and the movement between price reviews were discussed.
- g) Capital thinking recognises the multiple forms of capital that combine to give us the goods and service we need to improve the quality of our lives. It focuses on five areas; natural, social, financial, manufactured and human, despite the importance of natural, social and human capital and the flows of service and benefits they provide, their value is often overlooked in decision-making. The capitals will be integrated in to the Decision Making Framework (DMF).
- h) The link between asset performance with economic values to inform expenditure decisions – a five capital view for defining risks and assigning benefits was explained. YFWC asked how this was been taken forward, the company advised that it is new to them, they are in discussion with Ofwat and Defra and on a cultural journey to change.

- i) AECOM is a leading team of consultants and academics who deliver ground breaking research programmes that will help the company to better understand the value customers place on its services, the programme is incorporating best practice customer and economic research and will aim to set the bar for the industry in PR19 and future price reviews.

The programme involves six work packages, each of which will use innovative approaches to estimate the values customers place on the company's services, the results will be used to provide a more depth understanding of customer values that will inform the company's investment plan for PR19. YFWC asked if the customers participating in the research were informed or un-informed, the company advised that all are un-informed at the start of the research, information will be given to them during the process. The results obtained will be presented to YFWC.

Primary research has been broken down to three areas; stated preference, revealed preference and experimental techniques, each of these areas have two packages associated with them which make up the six work packages;

- (stated preference) first round and second round,
- (revealed preference) visitor survey and business survey, and
- (experimental techniques) behavioural study and trust survey

Work package one and two aims to estimate customer values for 13 key service measures.

Work package three aims to develop an economic model for quantifying the benefits of improvement in river water quality along different stretches of river and work package four aims to generate a preference for different levels of service by examining averted behaviour in terms of the actual expenditure incurred by businesses in Yorkshire on water services related to devices (e.g. pumps, water purifying devices or storage tanks).

Work packages five aims to pilot a new approach to understanding customer values and explore the impacts of different ways of framing questions. An example of interface for the online platform was shown, the forum asked if there was an alternative platform for customers who are metered, company advised yes. YWFC requested that the company must clearly demonstrate a better service at no additional cost option/view.

Work package six will explore whether there is a quantifiable relationship between service measure failures on levels of trust in the company and the monetary effects of this.

The forum requested that they be consulted on representation in each of the studies in future and that any new agenda items related to customer participation and engagement outline the numbers and types of customers included in the research including area of the region sampled.

7) Visitor Satisfaction Performance Commitment

- a) The information will be circulated to the forum.
- b) Any queries on the information provided will be emailed to the company.

Action 4: Company to circulate presentation slides.

8) Risk, strengths and weaknesses consultation

- a) The company provided an update and background information on the risk, strengths and weakness statement.
- b) The company are currently at research stage, research is being conducted through face to face focus groups, the online panel and the online survey.
- c) YFWC raised a concern that the methodology approach to engaging customers was not presented to the forum as the forum are fundamental to premise of the development approach. The forum requested the company provided assurance going forward that they would be included as part of the development of engagement activity and not just as recipients.

9) Non-Household retail engagement

- d) The company provided an introduction to the water retail market.
- e) The engagement proposal and next step actions were discussed.
- f) YFWC asked the company if they had experienced any lessons learnt since April and made suggestions on the methodology of initial retailer engagement.

10) Challenge Log

- a) The company will re-circulate the PR14 challenge log.
- b) A discussion was held around incorporating the challenge log in to the Report Writers role.
- c) The chair will work backwards through minutes to check all challenges have been logged on the challenge log.

Action 5: Company to re-circulate the PR14 challenge log.

Action 6: The chair to review all previous minutes and add challenges to the challenge log.

11) AOB

- a) Draft Water Resource Management Plan is a Defra requirement, the plan will be sent to Defra in December. If Defra are happy with the plan they will publish the plan for a three-month consultation, after the consultation the comments will be incorporated and the plan will become final. All water companies were invited to an Ofwat session to answer questions. Ofwat were satisfied with the process of the plan to date and the company do not need to return for a second visit. The forum asked if their role on the Draft Water Resource Management Plan is to provide commentary or be consultees, the company informed the forum that they are planning to create a customer friendly version which would summarise the document and explain the process to publish on the company website.
- b) An update was provided on the Waste Diverted from Landfill Performance Commitment, the auditor had raised a concern over the company converting dry tonne solids to wet tonne solids. The company have reviewed the methodology and are confident in the way the figure is reported as it matches company methodology. A response has been sent to Ofwat and the company to date have not had a response. The company informed the forum that it had been transparent with customers on the way that the performance commitment is reported in the Annual Performance Report, the company offered to circulate this information.

Action 7: Company to circulate commentary from the APR on the Waste Diverted from Land Fill Performance Commitment.

- c) A decision was taken not to review the October Agenda at the meeting due to the agenda requests that had been made by the forum to the company during the meeting. The company and chair will review Octobers Agenda via email.

9) Date of Next Meetings

Thursday, 12th October 2017 (in lieu of August)

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

Thursday, 14th December 2017

Venue: TBC – Leeds centre

The meeting closed at 14:45

Actions:

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 (16/02/17):</u> This will now fall within the remit of the proposed Sub-Group</p>	Potentially October 2017 Meeting

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>	COMPLETE

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> <p><u>Post Meeting Update (06/04/17):</u> This will be particularly useful for Pennine Prospects and CCW's Local Consumer Advocate (in relation to customer engagement specifically). Natural England confirmed they were sufficiently knowledgeable</p> <p><u>Post Meeting Update (07/09/2017):</u> The company will arrange sessions to visit the company's control room and call centre.</p>	Partially Complete

7	Look Forward: Chair and Director of Regulation to liaise with regard to membership from the Small Business Federation and others to fill current vacancies	DUPLICATED ACTION: REFER TO ACTION 4 – 15/06/17

Summary of Actions: 15th September 2016

No	Action	Comment
8	Forum Membership: Forum Secretary to issue a formal invitation to join the Forum to Cllr Chris Matthews (Bridlington North) Post Meeting Update (16/02/17): Chair confirmed she had now issued the invite direct to Cllr Matthews but, to date, had had no response	Closed
11	High Level Strategy/Strategic Direction: Company to update the Forum at a future meeting.	DUPLICATED ACTION: REFER TO ACTION 15 – 15/06/17
15	PR19 Timetable: Company to outline the Decision Making Framework at a future meeting 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	Ongoing

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

No	Action	Comment
6	Forum Members to provide biogs and photos to Company for development of Customer Forum section on YW website by the end of January 2017 Post Meeting Update: Photos taken at the meeting on 19/01/2017. Secretary to check when remaining members available	DUPLICATED ACTION: REFER TO ACTION 1 – 06/04/17
10	Halcrow to attend a future Customer Forum meeting to discuss PR19 assurance process Post Meeting Update: Company confirmed this is currently pencilled in for the June meeting to align with their annual performance update to the Forum	COMPLETE
11	Company to confirm if budget is available for the Forum to commission its own engagement activity Post Meeting Update: Company noted this and confirmed that funds can be made available, however, the Forum needs to indicate scope/scale of funding required. Further discussion to be progressed regarding a financial expert	NOTED

Summary of Actions: 15th December 2016

No	Action	Comment
2	<p>Minutes/Actions Review: Company to source photographer for YW website photographs</p> <p>Post Meeting Update (16/02/17): Forum Secretary to confirm who still needs to be photographed and organise accordingly</p>	<p>DUPLICATED ACTION: REFER BACK TO ACTION 1 – 07/04/16</p>

Summary of Actions: 19th January 2017

No	Action	Comment
5	Forum Member/Chair Updates: Chair to discuss time and commitment impacts with the CAB	Complete
7	Forum Sub-Groups & Terms of Reference: CCW to advise on the vulnerability and affordability sub-group to reflect on the work CCWater are undertaking	Complete
19	AOB – Member Inductions: Chair to discuss induction requirements with new members and feedback	REFER TO ACTION 1 – 15/04/17

Summary of Actions: 16th February 2017

No	Action	Comment
1	Company to update wording of the minute 5f from the minutes on 15 December 2016. Company to agreed wording with members of Yorkshire Forum for Water Customers	Response required 12.10.2017
2	<p>Forum Membership: Company to draw a list of benefits/negatives of having Non-Household Retail (NHHR) representation on the Forum</p> <p>Post Meeting Update (06/04/17): Company to circulate document direct to all members</p>	<p>COMPLETE</p> <p>Agenda Item: 21/07/17</p>
4	<p>Forum Sub-Groups: Company to amend timetable to show the Sub-Group meeting dates aligning with current specific deadlines</p> <p>Post Meeting Update (30/03/17): Company confirmed it required confirmation of the meeting dates to align accordingly. Forum to inform company when known.</p>	Ongoing
7	PR19 Plan: Company to provide further guidance on key dates for the Social Vulnerability & Affordability sub-group and Communications sub-group	

Summary of Actions: 6th April 2017

No	Action	Comment
1	Minutes/Actions Review: Company to arrange for photographer to attend site visit on 15 th June 2017	Outstanding, close on 12.10.2017

	<p>Post Meeting Update (15/06/17): Outstanding photographs required for Alistair Maltby, Nick Bussey/Chris Griffin and Pam Warhurst</p> <p>Post Meeting Update (08/09/2017): Outstanding photographs will be taken at the next meeting (12/10/2017).</p>	
2	Minutes/Actions Review: Forum Secretary to set up meeting between Chair and Company to discuss outstanding actions	COMPLETE
3	Forum Member/Chair Updates: Forum Secretary to contact colleague in relation to Councillor/Local Authority representation and report back direct to the Chair	DUPLICATED ACTION: REFER TO ACTION 4 – 15/06/17
4	Forum Member/Chair Updates: Chair to liaise with the company in relation to the Small Business Federation representative	DUPLICATED ACTION: REFER TO ACTION 4 – 15/06/17
5	Forum Member/Chair Updates: Communications sub-group to discuss further whether assistance from the EA communications team would be beneficial	COMPLETE/ONGOING
6	Forum Member/Chair Updates: Company to liaise with their Communications department in relation to dates of planned publications and strategy documentation, to allow sufficient time for input from the Forum	COMPLETE/ONGOING

Continued / ...

Summary of Actions: 6th April 2017 ... / Continued

No	Action	Comment
7	Corporate Governance & Finance Overview: Company to circulate its corporate values document to Forum members (via Forum Secretary)	Complete
8	Corporate Governance & Finance Overview: Company to circulate Board information to Forum members (via Forum Secretary)	Complete

Summary of Actions: 15th June 2017

No	Action	Comment
1	<p>Report Writer: Chair to contact potential candidate for the position of Report Writer</p> <p>Post Meeting Update (21 July 2017): A discussion was held with the company, the company will put together an induction pack. The Chair and the Company to hold a meeting to discuss the Report Writer role before a firm proposal is made to candidate.</p>	REFER TO ACTION - 1 21/07/2017
2	Chair's Update/Forum Membership: Chair / Secretary to discuss CAB attendance off-line	Complete

3	Chair's Update/Forum Membership: Chair to attempt contacting Annette Cassam by telephone	ONGOING
4	Chair's Update/Forum Membership: Chair to chase-up Small Business Federation and local Councillor representation	COMPLETE
5	Chair's Update/Forum Membership: ESG Chair to circulate the notes of the ESG meeting held on 26 th April 2017 to all Forum members	COMPLETE
6	Chair's Update/Forum Membership: Forum Secretary to add an agenda item to the next meeting (21 st July) for an ESG meeting update	COMPLETE
7	Chair's Update/Forum Membership: Forum Secretary to set up a Vulnerability Sub-Group meeting in September 2017 Post Meeting Update (21/07/2017): Company to confirm to Chair dates are booked at Septembers meeting	COMPLETE?
8	Chair's Update/Forum Membership: Forum Secretary to set up a Communications Sub-Group meeting in September 2017 Post Meeting Update (21/07/2017) : Company to confirm to Chair dates are booked at Septembers meeting	COMPLETE?
9	Chair's Update/Forum Membership: Company to update and circulate timeline/forward plan with each set of meeting papers going forward	COMPLETE?
10	Terms of Reference: Chair to update the draft Forum ToRs with suggested amendments and circulate via email for final approval	COMPLETE
11	Terms of Reference: Once approved, Company to include Forum ToRs on company website	COMPLETE
12	High Level Overview: Company to inform Ofwat that, although there had been a step change in its use of Plain English for published documentation, the company realise there is still more to do in this regard Post Meeting Update: Company will have a discussion with Ofwat around separating out the data tables into a supporting document.	ONGOING
13	High Level Overview: Company to share the draft Annual Performance Report with the Forum as a matter of urgency	COMPLETE
14	High Level Overview: Company to confirm the current work status of Esholt THP Works	COMPLETE

	Post Meeting Update (13/07/17): Update on Esholt THP: 2017 has seen the THP performance improve dramatically. The first quarter brought a few reliability issues and a focus on digester health. However, the second quarter brought generation levels that had not been seen for over 700 days, with July seeing the plant currently running at its maximum specification throughput and generation regularly exceeding business plan levels. The challenge for the second half of the year is to utilise the improved reliability of the THP to ensure we are able to sustain generation performance and outperform business plan	
15	High Level Overview: Company to review its measures for the next AMP (2020/25) in relation to sewer flooding	NOTED To be presented at a future meeting as part of the PR19 update
16	Halcrow Assurance Report: Company to prepare a note to Ofwat in regard to Landfill performance commitment data, to be reviewed by the Forum prior to submission to Ofwat	COMPLETE?
17	Halcrow Assurance Report: Company to review its SIM reporting to make it more accessible for customer reporting	NOTED
18	Natural Capital & Five Capitals Work: Company to liaise with the Forum on its 'Capitals' strategy prior to publication Post Meeting Update (13/07/17) & (21/07/2017): The current plan is that the company are aiming to have an initial draft to share, via email, in August and ask for feedback/comments Company will then present an updated version at the September meeting Post Meeting Update (07/09/2017): The company will circulate the draft version, the company will add it to the agenda for a future meeting.	Draft to be circulated, future agenda item
19	Natural Capital & Five Capitals Work: Company to liaise with the Forum on the current status of its Strategic Direction Statement and when the Forum will be included in this process	NOTED

Summary of Actions: 21 July 2017

No	Action	Comment
1	Report Writer: Company to put together an induction pack.	
2	Report Writer: Chair and company to hold a meeting to discuss Report Writer role before firm proposal is made to candidate	Ongoing

	Post Meeting Update (07/09/2017): The company are putting together an induction pack. The company have engaged with the candidate, the company are currently completing the procurement process. The chair and the company will agree a date for the candidate to attend a future meeting.	
3	Chair Update/Forum Membership: Forum members to make enquires about vacant positions for representatives from the Small Business and Healthcare sectors Post Meeting Update (07/09/2017): The forum members have been unsuccessful in finding representatives for the small business federation and healthcare, the action is ongoing.	Ongoing
4	PR19 Customer Participation and Engagement Update: The company to consider the use of the term 'vulnerable customers' both internally and externally and use 'customers in vulnerable circumstances'.	Amendment requested
5	Convergence Measures Reporting: The Forum requested that the company arranges for an expert to attend and discuss the process for wet/damp patches or provides a comprehensive briefing note. Post Meeting Update (07/09/2017): A briefing note was provided to the Forum	Complete

Summary of Actions: 7 September 2017

No	Action	Comment
1	Update from CCG Chair Meeting: Secretary circulate the minutes from the CCG meeting on the 9 August 2017.	
2	PR19 – Programme, plan and key milestone update: Chair requested early draft of the business plan is added as a future agenda item.	
3	Willingness to pay update: Company to circulate the internal challenge log.	
4	Willingness to pay update: Company to circulate presentation slides.	
5	The Forum requested that the company must clearly demonstrate a better service at no additional cost option/view.	
6	Challenge Log: Company to re-circulate the PR14 challenge log	
7	The chair to review all previous minutes and add challenges to the challenge log	

8	AOB: Company to circulate commentary from the APR on the Waste Diverted from Land Fill Performance Commitment.	