Summary of our risks, strengths & weaknesses statement

October 2019

Yorkshire Water

Our risks, strengths and weaknesses at a glance

We have a four-step process to identify our targeted areas for improving how we provide information that customers want and can trust.

About this summary

Each year we carry out an exercise to help us identify the risks we face and our strengths and weaknesses. We use the results to improve how we provide information to you.

In this summary, we describe how we identify the risks, strengths and weaknesses, and also list the improvements we need to make. We call these our 'targeted' areas.

Want to know more?

If you would like to read more about our risks, strengths and weaknesses statement, click here for a link to our reports web page.

1 Gather information

Outside our organisation

We gather information and feedback from as many of our customers and stakeholders as we can throughout the year.

Here are some of the stakeholders we involve.

- Household customers
- Business customers
- Groups that represent customers
- Financial stakeholders
- Our regulators

Within our organisation

We combine the information we gather from stakeholders with information from our own internal assessment.

We look at the following.

- A monthly review of risks relating to our work.
- A review of risks relating to our performance commitments every three months.
- A review of the findings from our auditors.
- A regulatory review of risks relating to reporting on our performance.
- Changes to relevant laws and regulations.

We involve our stakeholders in the following ways.

- Through our online community called 'Your Water', which is made up of over 1,000 customers.
- We hold customer focus groups.
- We ask our customers to take part in a survey each month to give us their views.
- Each week, we analyse the information we have received through our social media.
- We make documents readily available on our website for people to use to provide feedback.
- We hold workshops and meetings.

2 Summarise and analyse information

We then summarise the information we have gathered from customers and stakeholders and from our internal assessment.

Our customer involvement is focused around four key questions. This allows us to test whether we are providing information that our customers want and can trust.

Question 1

What concerns do customers have about the information we report?

Question 2

How important do customers feel the various information we provide is?

Question 3

Would customers like information to be presented in a **different way** or do they want **more information?**

Question 4

How do customers **use our information** and **how precise** do they need the information to be?

3 Identify the risks, strengths and weaknesses

We take the information we have gathered from the previous step to identify our risks, strengths and weaknesses in relation to how easy it is to find, read and trust our information.

Is the information what **customers want and need?**	Is the information **correct and reliable?**
Is the information presented **simply, openly and honestly?**	Are customers **aware** of the **information we provide?**

We summarise our findings in our risks, strengths and weaknesses statement.

4 Identify the areas we need to improve

We have identified six areas that we will focus on improving in 2019/2020.

1. Performance commitments where we missed the target or almost missed the target in the previous year.
2. Performance commitments where we received queries from Ofwat.
3. The effect of our internal Systems, Applications and Products (SAP) programme on our reported information.
4. Our New Connection Charges Arrangements publication.
5. The regulatory information section of our Annual Performance Report.
6. Accessibility and awareness.

Get in touch with us:

If you would like to give us feedback on our risks, strengths and weaknesses, please get in touch with us using the details on this page.

Email: publicaffairs@yorkshirewater.co.uk

Website: www.yorkshirewater.com/contactus

Post:
Regulation Department
Yorkshire Water, Western House,
Western Way, Buttershaw,
Bradford, BD6 2SZ

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