

**Yorkshire Forum for Water Customers  
Minutes of Meeting  
18 October 2019**

**Attendees:**

Andrea Cook	Chair
Alistair Maltby	The Rivers Trust
Chris Griffin	Independent Member
Dave Merrett (dial in)	Independent Member
James Copeland	National Farmers Union
Janine Shackleton	Consumer Council for Water (ccw)
Olivia Walton	Yorkshire Water
Pam Warhurst	Pennine Prospects
Roger Martin (on behalf of Melissa Lockwood)	Environment Agency (EA)
Tom Keatley	Natural England
Wendy Kimpton	Yorkshire Water (Head of Regulation)
Claire Green	Yorkshire Water
Rebecca Dovener	Yorkshire Water
Aimee Linfoot	Yorkshire Water (Head of Regulation)

**Apologies:**

Steve Foers	Citizens Advice
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Para  
No

**1) Welcome**

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

**2) Minutes and actions of the last meeting**

- a) Minutes from the meeting on 18 September 2019 were not reviewed.
- b) Actions were reviewed and updated.

**3) Yorkshire Forum for Water Customers - Mailbox**

- a) Members reviewed the outstanding query. CAN WE SAY WHAT THIS WAS?

**Action 1: Review the Yorkshire Forum section of the website to ensure the documentation is up to date and that the links work correctly.**

**Action 2: The company and Chair will draft a holding response for all future queries.**

**Action 3: Chair to draft a response to the outstanding query.**

**Action 4: The company to re-circulate the risk, strength and weakness statement.**

#### 4) Ofwat meeting update

- a) The company and Chair provided an update meeting from the meeting on 7 October 2019.
- b) At the meeting discussions focused on WINEP, mains repairs, internal sewer flooding (ISF), void properties, the partnership working at Hull and base costs pressures.
- c) A follow up meeting was arranged for 16 October 2019.
- d) WINEP and ISF are Yorkshire-specific discussions, whereas mains repairs is an industry wide issue.
- e) The Forum asked what steps the company would take if the plan remained unfinanceable.
- f) The Forum asked how much of the WINEP programme is linked to the Urban Waste Water Directive? A review of this will take place when the Final Determination (FD) is received. A discussion followed on the EPA rating for the company; the Forum asked if Natural England or the Environment Agency could write to Ofwat about WINEP. The Forum also discussed the carbon footprint of the WINEP programme.

#### 5) Vision and Values

- a) The company provided an update on the vision and values initiative; this was done by walking the Forum through the timeline from project creation to its current stage.
- b) The Forum was shown the work that had been undertaken to date. The Forum asked if colleagues who worked for the company felt empowered. The company responded to say that there was a mixture of responses.
- c) A discussion was held on customer views of utilising assets within the community, for example what would customers like the company to do with its land in their community. The Forum asked what customers had put forward as good examples. Suggestions had been made to provide land for vegetable patches and opening up green spaces.
- d) A discussion was held about the engagement of the Forum and whether it had been engaged at a sufficient an early stage on the visions and values work. The company was asked to reflect further on this.
- e) The company advised that the slides would be circulated, members could review the material presented and submit questions. The vision and values work would be added to a future agenda.

**Action 5: Company to circulate documentation to the Forum.**

**Action 6: Forum to send questions to company.**

**Action 7: Vision and values work to return to a future Forum meeting**

## 6) CSO discharges

- a) The company provided a CSO update.
- b) An update on Ilkley Sewage Treatment Works (STW) overflow was provided. The company advised it had:
  - installed a new screen on the overflow;
  - installed a new pump to increase the flow to treatment;
  - created a working group to raise awareness of SuDS;
  - engaged a consultant for further investigation on infiltration and engineering options;
  - established a joint working group with the Environment Agency (EA);
  - installed surcharging manhole alarms and prioritised clean ups; and
  - would be providing data on a monthly basis.
- c) A bathing water application was being sought for Ilkley - there are currently no inland bathing water designations on UK rivers. DEFRA deal with the applications; if it was to grant the designation, the EA would create a bathing water profile and put plans in place to monitor and protect the river.
- d) An image of the Wharf Catchment upstream of Ilkley was shown. It was noted that the catchment is mainly rural.
- e) The AMP7 performance commitment is 'the number of designated bathing waters exceeding the EU Bathing Water Directive'. The penalty associated with not achieving good or excellent target at 18 or more designated beaches is £1,235k.
- f) Storm overflows and bathing water history was provided:
  - AMP3 and AMP4 – Screening and storage for Unsatisfactory Intermittent Discharges (UID)
  - AMP 5 – Bathing Water and Shellfish Directive – monitoring obligations to designated waters
  - AMP6 – Event Duration Monitoring (EDM) at storm overflows
  - AMP7 – Frequently operating overflow investigation programme. Application of Storm Overflow Assessment Framework (SOAF)

Further studies will be undertaken throughout AMP7 to formulate the AMP8 programme.

- g) The company provided links to relevant websites - The Rivers Trust, is my river fit to swim in? and Wild Swim - to advise the Forum about information which is available to the public.
- h) The company advised that, if the designation was granted, it would work with the Environment Agency to understand the implications of this and what investment would be needed. For example, during AMP5 (2010-15), the company invested significant amounts of money in the coastal treatment works to comply with the revised Bathing Water Directive. This involved installing large storage tanks to reduce storm discharges, increasing flows to treatment and providing stormwater UV disinfection at Scarborough WwTW. The impact of discharges within the upstream catchment will need to be investigated and modelled to understand the level of investment required by YW. In addition, non YW impacts such as private septic tanks and farming practices will also need to be understood. YW investment would need to be planned into the business funding cycle. The company would like to collaborate with customers to achieve necessary outcomes.

### **Next meeting**

13 November 2019, Livingstone House 3.1.

## Actions

### Summary of actions: 14 June 2018

No	Action	Comment
4	<p><a href="#">Company</a> to project the level of investment and timescales to display how discolouration will be reviewed to help the Forum understand the plan and resources.</p> <p><b><u>Post meeting update 06/06/2019:</u></b> To be reviewed when received Final Determination (FD).</p>	Ongoing

### Summary of actions: 13 December 2018

No	Action	Comment
3	<p><a href="#">Company</a> to consult the Forum on the risk analysis regarding pollution and ISF alongside the EA and CCW (in 3 months' time).</p> <p><b><u>Post meeting update</u></b></p>	Ongoing

### Summary of actions: 24 July 2019

1	<p><a href="#">Company</a> to circulate the bill impact from WINEP.</p> <p><b><u>Post meeting update</u></b></p>	
2	<p><a href="#">Company</a> to share with the environment sub-group detailed environmental papers and schedule a call, if necessary ahead of the sub-group meeting in September 2019.</p>	Closed
3	<p><a href="#">Company</a> to move the August meeting forward to 15 August 2019.</p> <p><b><u>Post meeting update</u></b></p>	Complete
4	<p><a href="#">Company</a> to confirm how the reward for pollution will be used.</p> <p><b><u>Post meeting update</u></b></p>	Complete
5	<p><a href="#">Company</a> to circulate the result from the blockages campaign.</p> <p><b><u>Post meeting update</u></b></p>	
6	<p><a href="#">Company</a> to confirm with forum engagement plan for tenants on company land.</p> <p><b><u>Post meeting update</u></b></p>	Complete
7	<p><a href="#">Company</a> to circulate slides presented at session.</p> <p><b><u>Post meeting update</u></b></p>	Complete

### Summary of actions: 20 August 2019

1	<b>Chair</b> to send through amendments for minutes and actions from 13 June and 24 July to the company and to clarify which papers should be circulated prior to the Forum meetings.	<b>Complete</b>
2	<b>Company</b> to send PR19 Draft Determination slide pack to Forum members.	<b>Complete</b>
3	<b>Company</b> to send draft executive summary and share updated version with the Chair.	<b>Complete</b>
4	<b>Company</b> will send a communication regarding totex and bill impacts.	
5	<b>Company</b> to present a short explanation and presentation on the key building blocks of the WRMP and how water available is determined alongside the usage profiles with leakage and PCC interventions for AMP7 and beyond.	<b>Complete</b>
6	<b>Company</b> to set up a meeting with a number of Forum members to discuss initiatives, speed and products of National Trust.	<b>Ongoing</b>

### Summary of actions: 18 September 2019

1	<b>Company</b> to provide the Chair and Forum members with a briefing paper detailing the changes to the WINEP period.	<b>Complete</b>
2	<b>Company</b> to share Economic Insight paper with Forum members	
3	<b>Company</b> to share a briefing note on the £25m efficiency in the WINEP programme.	<b>Complete</b>
4	<b>Company</b> to circulate the report from the energy trust.	<b>Complete</b>
5	<b>Company</b> to circulate draft, response and evidence to the Forum	<b>Complete</b>

### Summary of actions: 18 October 2019

1	<b>Company</b> to review the Yorkshire Forum section of the website to ensure the documentation is up to date and that the links work correctly.	
2	<b>Company</b> and Chair will draft a holding response for all future queries.	
3	<b>Chair</b> to draft a response to the outstanding query.	
4	<b>Company</b> to re-circulate the risk, strength and weakness statement	
5	<b>Company</b> to circulate documentation to the Forum.	
6	<b>Forum</b> to send questions to company.	
7	<b>Company</b> to present the vision and value work to return to a future Forum meeting.	