

Yorkshire Forum for Water Customers

Minutes of Meeting 16th February 2017 G1, Livingstone House, Leeds

Attendees:

Andrea Cook
Alistair Maltby
Dave Merrett
Janine Shackleton
Joanne Volpe
Melissa Lockwood
Pam Warhurst
Tom Keatley
Wendy Kimpton
Nicole Buckingham
Andrew Smith
Gill Gibbons

Chair
The Rivers Trust
Independent Member
Consumer Council for Water (CCW)
Alzheimer's Society
Environment Agency (EA)
Pennine Prospects
Natural England
Yorkshire Water (Head of Regulation)
Yorkshire Water (Regulatory Project Manager)
Yorkshire Water (Business Risk & Investment Manager)
Forum Secretary

Apologies:

None Received

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No

1) Welcome

- a) The Chair welcomed Forum members to the meeting and introductions were made around the table on behalf of new members.
- b) No apologies were received.

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

- a) The minutes/actions from the meeting held on 19th January 2017 were reviewed.
- b) **QUERY - The Forum raised a query that it believed an action had been omitted from the December Minutes in relation to <> and that a response was required in this regard. <17/02/17 - awaiting response from a customer forum member to email requesting him to re-word this minute>**

ACTION 1: Company <>

- c) It was agreed, and reiterated, that all meeting minutes should show 'The Forum' as a collective, rather than having individual names placed against requests/actions etc.
- d) Going forward, all action updates will be recorded on the Action List at the end of the Minutes.
- e) There were no further amendments requested to the minutes and actions.

3) Forum Membership / Chair Updates

- a) The Chair updated the Forum stating she had been in contact with a former member of customer forum about re-joining the Forum, but had heard nothing from her recently. Chair will revisit this action.
- b) The Chair also confirmed she had contacted the councillor for Bridlington North, but again, to no avail.
- c) The Chair said she would contact the Small Businesses Federation member that sits on United Utilities Group, to see whether he would be available to attend the meetings for customers of the company.
- d) The company mentioned they had recently seen an article that inferred Ofwat would like to see Non-Household Retail (NHHR) representation at the meetings. Discussion ensued as to whether members felt there may be conflict if this was the case. Forum asked the company to draw up a list of benefits/negatives of having such representation. Company to forward a copy of the article onto Forum members accordingly.

ACTION 2: Company to draw a list of benefits/negatives of having Non-Household Retail (NHHR) representation on the Forum

ACTION 3: Company to forward a copy of the Ofwat article relating to NHHR representation to Forum members

4) Forum Sub-Groups & Terms of Reference

- a) **Sub-Groups**: The Forum agreed the sub-groups to be as follows, with members to be confirmed in due course:
 - a. Environmental
 - b. Social Vulnerability & Affordability
 - c. Communications
- b) The sub-groups need to look at 'what good look likes' in regards to good practice and how the company can move forward to become best in the Industry. ***Please refer to Section 7g of these minutes for key data that may help the Environmental sub-group.***
- c) The Forum requested the company build into its timetable the most suitable dates for the sub-groups to meet to align with current deadlines.

ACTION 4: Company to amend timetable to show the Sub-Group meeting dates in alignment with current specific deadlines for the Price Review

- d) **Terms of Reference**: The draft document was discussed and changes/amendments noted. Forum Secretary to update with minor changes mentioned at the meeting and the Chair will then make further textual amendments as discussed. **These actions are noted within the Action List, under existing 'Action 9 – 19/01/17 Meeting'.**

5) Length of River Improved Commitment - Ofwat Response

- a) For the benefit of the new members to the Forum, the company provided a quick overview to Ofwat's Outcomes, Performance Commitments and Outcome Delivery Incentives. These being:
 - a. Outcomes – aspects of water and waste water services that customers' and society

care about;

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- b. Performance Commitments – company commitments on the service levels they intend to deliver in order to make progress on their Outcomes;
 - c. Outcome Delivery Incentives – the rewards and penalties that encourage companies to deliver their performance commitments; these can be financial or reputational.
- b) The company then gave the background to a query that Ofwat has now raised in relation to the company's commitment to river length performance.
 - c) Back in September 2015, the company, in conjunction with the Environment Agency (EA), initially briefed the Forum on the implications of the National Environmental Programme, Phase 5 (NEP5).
 - d) In October 2015, the company had a more in-depth discussion with both the Forum and EA, whereby two Forum members were delegated to explore the issue in further detail with the company and the EA. This entailed an additional Forum meeting in late October to discuss the potential implications on the performance commitment. At this meeting, the Forum agreed with an initial proposal to reduce the waste water performance commitment (SB4) from 340 to 300kms length of river improved if the NEP5 results necessitated this and stated that they wished to look at forecasting for future planning and updates in approximately eighteen months/two years time. Subsequently, the company continued to work with the EA and Forum members as the NEP5 release was being finalised.
 - e) In December 2015, the Forum discussed the river length again, at which the company reported it was 3km below the original waste water commitment and 10km below the clean water commitment (WC1), prior to assurance audits. The length of river improved available had increased with further analysis of the initial modelling, with the Forum asking the company to endeavour to meet the original performance commitments.
 - f) Then, in January 2017, the company discussed Ofwat's query with the Forum, whereby the Chair said she would be in direct contact with Jon Ashley (Ofwat) to confirm the history to the engagement with the company to meet the proposals to achieve the performance commitment for the length of river improved.
 - g) The performance commitment itself is based on customer research in 2012 which highlighted strong willingness to pay for improvements to river water quality. The company business plan had two components to improve a total of 440km (2015-20) and to deliver the Water Framework Directive (WFD), which aims to take all water bodies, ie streams, lakes, rivers, estuary and coast, to near natural conditions of clean water 100km and waste water 340km. This was based on two principles that the company has applied consistently:
 - a. EA confirmation of a WFD need attributed to the company, and
 - b. Effective, technically feasible and cost beneficial solutions

However, the subsequent EA WFD plan changed the company's requirements and this changed the river length components.

- h) The NEP5 was formally released on January 2016 and superseded the information contained in NEP Ph4, which was used to build the company's original business plan. The updated River Basin Management Plans were subsequently published and approved and therefore NEP5 became the formally agreed programme for the AMP6 programme.

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- i) During the production of the company's business plan, the company included provision for NEP5 and the Forum noted in the PR14 Customer Forum Report:
- "The company has produced a plan which takes fully into consideration the costs of delivering the NEP, including provision for the WFD, which will not be announced until 2016. The Forum understands that other companies, with which it might be compared, may well defer aspects of the NEP and rely on an iDoK or may not have consulted customers on the full programme in as transparent a way as the company."
- j) The company established a close working relationship with the EA throughout the 2014 Price Review and also established a formal Joint Management Group (JMG) which met on many occasions throughout the business planning process. By spring 2015, the engagement with the EA enabled the company to understand that the anticipated NEP5 release in January 2015 could change its river length improved performance commitment.
- k) The current position is the company is planning to meet its original commitments. However, there is currently a risk of a shortfall which indicates a clean water penalty of £1.158m, however, a current reward for waste water is also forecast of £1.074m. The company is committed to looking at ways to achieve the clean water commitment. It plans to deliver 447km of improved river under the waste water commitment at a cost within the limits of the Final Determination and believes it can still safely assume that customers remain willing to pay for river length improved.
- l) The Forum confirmed it endorsed the explanation given and the work the company has done to date and was also mindful that, with the NEP5 being published so late and with very tight timescales, the company had done all it could.
- m) The Forum also acknowledged that not every company had a river length performance commitment, but it had challenged the company to find the extra length required but at no extra costs to customers.
- n) The Forum found it difficult to understand why Ofwat found this approach problematic as customers were not paying any additional money.
- o) In summary, the Forum emphasised it was fully satisfied with the company's response to Ofwat. The Chair confirmed she would submit an email to Ofwat supporting the company's response by the end of the week.

ACTION 5: Chair to issue email endorsing the company's response to Ofwat's query on length of river improved Performance Commitment by w/e 17/02/17

6) PR19 Overview and Progress Update

- a) The company began by providing a quick introduction to Periodic Review 2019, highlighting that is a review of the prices charged for services offered by the company. This needs to take into consideration a combination of services that customer want, environmental requirements, bills that customers are happy to pay (today/tomorrow, including vulnerable customers) and the company's ability to finance itself.
- b) Within its own statement, Ofwat states it wants the companies to deliver much more for much less, whilst comparing themselves with other companies/industries. Resilience is a leading priority, to ensure the company can withstand any financial 'shocks' and retain skills/experience in 10-15 years time. The company has to be clear in what it is investing in and what is required to be delivered, as well as ensuring customers do not 'pay twice'.

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- c) Ofwat is looking to companies to be more innovative in the services they provide and in delivering customer experiences, as well as challenging companies when they experience problems.
- d) Ofwat is also looking for a higher quality of Business Plans and is 'raising the bar' in as much as it wants to reduce the extent Ofwat helps companies with issues they have; it is down to the company to understand what is required.
- e) There will also be a tougher efficiency challenge than in PR14, with bad debt being of particular interest. Whilst the company currently manages its bad debt efficiently, all companies are being encouraged to do better.
- f) Basically, Ofwat want bills to reduce going forward and companies need to engage with customers, embrace markets that they deliver their services in, as well as embrace new innovative ideas.
- g) The Forum suggested there was a fundamental flaw/imbalance in the strategic plan for the future from Ofwat, in that if it reduces bills, there is less money to address resilience, whilst ensuring shareholders get an appropriate return for their investment.
- h) A wholesale price control is generically 'fed' by:
 - 1. asset data
 - 2. benefit valuation (£)
 - 3. service risk valuation (£) – loss of service
 - 4. regulatory compliance
 - 5. business case creation
- i) The company's asset base is large, including 1985 sewage pumping stations, 526 water pumping stations, 723 sewage treatment works, 53 water treatment works, 283 service reservoirs and 106 impounding reservoirs. The company needs to understand its assets and any impact on the environment these assets may have. It, therefore, needs to prioritise its budget accordingly and take a risk-based approach to do this, ie ensuring it knows what its major risks are at any given time and dealing with these accordingly.
- j) **Asset Data** – the company currently has 58 project charters, which collect data/evidence for all areas of the business where investment is required (both asset and non-asset related). These are the plans for the business which shows work required, timescales and partners that need to help with this work.
- k) There are approximately 57 contracts currently being considered in total, with 'fitness for purpose' surveys being undertaken. These surveys are conducted with operational colleagues, who have a better understanding / more knowledge regarding the assets they are working with on a daily basis, which, in turn, allows the company to understand what is not visible. It also gains an insight into the age and condition of assets and the number of new assets created, along with any expected rectification works following such things as reservoir inspections etc.
- l) There is also a wider stakeholder engagement exercise being carried out, which involves companies such as local enterprise partnerships (eg, Leeds City Region), local councils, canal & rivers trusts, the Environment Agency and neighbouring water companies.
- m) There are also approximately eight internal focus groups established which take a central perspective on the business. These groups deal with such things as Water Strategy, Resilience and the National Environment Programme (NEP).

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- n) **Benefit Valuation** – The company is planning to use the '5 Capital Model' concept, which is a framework for sustainability. The company provided a hand-out entitled 'The Five Capitals Model – a framework for sustainability' for Forum members to read. The company is currently carrying out more detailed work on how it can apply this corporately and how to evaluate findings in a common way and is liaising with consultancies to help in this regard. The company confirmed that this model will be a real enhancement for the organisation and will be recognised as world-leading in its service and impacts. The company asked whether this topic is an area that the Forum, or sub-group, may want further explanation on. The Forum suggested it would be a very interesting topic to discuss and test further.

ACTION 6: Company to present the '5 Capital Model' in more depth at a future meeting. Forum Secretary to put on forward agenda

- o) **Service Risk Valuation** – this section includes asset deterioration modelling (Risk); service definition (Benefit) – if it fails, what is the impact; whole life cost assessment (£s in Total); and application of Cost Benefit Analysis (CBA), which the company can offer further information on if the Forum requires this.
- p) The company also wants to develop further a 'Business as Usual' activity (ie, process, people, governance and systems). It also wants to incorporate pioneering benefits assessment and links to SAP developments, which will enable it to be fit for purpose for the PR19 submission and beyond. Currently, it has work commissioned to include asset management transformation, PR19 key milestones, incorporate the '5 Capitals Model' and SAP Refresh - which is a corporate IT processing system that connects with other systems.
- q) **Regulatory Compliance** – The company needs to balance various regulatory bodies, including:
1. Ofwat (economics £s)
 2. DWI (water quality regulations)
 3. Natural England (environment)
 4. Environment Agency – EA (environmental regulations)
 5. Customers (service agreements)
- r) **Business Case Creation** – The company works with various regulatory bodies (Ofwat, DEFRA, EA, DWI, ch2m) and is obliged to provide audit evidence in regards to project charter documentation, technical approaches and processes and procedures.
- s) The company has to obtain data, which results from project charter activity, risk creation, solution creation (range of Totex options) and Opex roll forward.
- t) PR19 submission includes:
1. Optimised Totex investment programme by price control (more detail can be provided in this regard)
 2. DEFRA - Water Resource Management Plan
 3. DWI submission
 4. EA – Natural Environmental Plan submission
 5. Business case documents
 6. Wholesale strategic narrative
 7. Population of Ofwat tables and other submission requirements

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No

- u) The types of key challenges the company will need to address for the business case creation include such things as increasing population (approximate increase of 11% by 2040), therefore, increasing demand on water resources; climate change driving more extreme/unpredictable weather (carbonisation agenda feeding into carbon modelling); changing customer expectations (more environmentally aware and using technology to access data anywhere/anytime); affordability of customers to continue to pay for the true value of water – the Forum asked how the company can deal with this when it is expected to push bills down?; increasing cost of maintenance of an ageing asset base (eg, how to deal with capacity in flooding events).
- v) The Forum asked whether the company senses a radical shift in how it approaches PR19. The company suggested there appeared to be more cohesiveness between teams/groups, to ensure everyone is looking at/working from the same date.
- w) The Forum asked whether the '5 Capitals Model' would cause a 'sea-change', eg in relation to its recreational strategy and reservoirs, and being seen to be engaging more with customers. The Forum suggested the company hadn't previously seen its land as an asset, but now perhaps it was beginning to do so. The company confirmed that as the asset base is already in existence, any changes will be over a period of time, not overnight, and not all of the solutions will happen.
- x) The company also suggested other challenges would include meeting affordability challenges through demand side solutions, rather than traditional engineering; maximising capacity through using current resources and assets differently, ie Arup recently undertook a study at things for the company to look at. Although this study did not throw up anything fundamentally new, it asked what was stopping the company from looking at ideas already thought of, such as removing surface water from the combined system and reusing rainwater harvesting on new housing developments which would mean influencing standards within the housing sector.
- y) The final challenge is for the company to transform its relationship with water and consider customers as an inherent part of the solution.
- z) The Forum highlighted a joint utility workshop that one member had attended, whereby cross-generation ideas were discussed openly. The suggestion that the company could participate in such a workshop might help. This could include the tourist/leisure industries, as well as the communications research, strategy and engagement teams.

7) PR19 Plan

- a) The company presented the PR19 plan, with the aim of informing the Forum how its plan is being structured and managed, as well as showing the key milestones over the next few months and aligning any key areas to ensure delivery of a robust Business Plan.
- b) The programme governance structure was presented and discussed, highlighting where the Forum feeds into the process. This provides clear accountability at a senior level within the organisation for all elements and activities relating to the price review process. It also aligns the reporting structure to provide a logical and timely flow of information upwards and back down, with clear alignment to price controls. This is a structure that allows for cross business challenge on all areas of the programme.

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- c) Ofwat has already issued several publications and consultations which have set the scene for PR19 and started to lay out Ofwat's expectations. In July 2017, there will be a consultation around the methodology for PR19, with the final methodology being published in December 2017. The company business plan needs to be submitted on 3 September 2018, with first feedback from Ofwat on this in December 2018, following its risk based review. A Draft Determination should then be submitted in the first half of 2019, with the Final Determination being submitted in December 2019.
- d) The key milestones coming up over the next 3 months include starting to think about the structure of the Business Plan documents. This includes the sections for the Plan, including the tone and language to be used.
- e) Customer engagement work is ongoing and documentation will be sent out Forum members this week for comment in relation to a piece of work being commissioned to focus specifically on obtaining customers' aspirations on the company's performance.
- f) Work continues around data collection for the Wholesale business and analysis of this data to better understand the company's asset base, risks and develop solutions, which will form one part of how the company identifies investment required in AMP 7.
- g) Key data that may benefit the Environmental sub-group is:
- a. **Water Industry National Environmental Programme (WINEP)**
 - i. Release of information from EA in three stages: March 2017; September 2017; and March 2018
 - ii. Submission date – alongside PR19 submission. 03 September 2018.
 - iii. Ongoing work and liaison with EA
 - iv. Target date for completing solutions development & costings: 29 December 2017
 - v. Proposed agenda items at Customer Forum: April 2017; October 2017; April 2018 & June 2018
 - b. **Water Resources Management Plan (WRMP)**
 - i. Submission date to Defra 01 December 2017, publish public consultation on plan January 2018 and publish response to consultation July 2018
 - ii. Defra publishes decisions on WRMPs Q1 2018/19
 - iii. Ongoing work to identify & quantify supply & demand components that will comprise WRMP – now to April 2017
 - iv. May – October 2017 – calculate supply & demand balance for next 25 years & develop solutions for addressing any deficit
 - v. Proposed agenda items at Customer Forum October 2017 & June 2018
- h) The Forum asked for further guidance on key dates for the Social Vulnerability & Affordability and Communications sub-groups
- ACTION 7: Company to provide further guidance on key dates for the Social Vulnerability & Affordability sub-group and Communications sub-group***

8) Revised Risks, Strengths and Weaknesses Statement

- a) The company presented the revised Risks, Strengths and Weaknesses Statement and explained that, although the document looked very similar to the original one, changes had been made to the format and language of the final version to reflect feedback previously received from the Forum.

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No

- b) The Forum observed that the opening statement read as though the company was apologising for the service, when in fact it was the presentation of the document that was at fault and the service was not being called into question.
- c) The Forum asked which organisations could help the company with the presentation of the document going forward and the company confirmed it was 'Cogent', but unfortunately they did not have time to help with this revised version. However, the final assurance plan would be reviewed by Cogent.

9) Draft Assurance Plan (pre-consultation)

- a) The company presented the 'draft' version of the draft plan prior to publication. It builds on the previous year's document but with improvements. The company confirmed it was reporting on information gathered within the year 2016/17, as well as using information "as it is known" for 2017/18 reporting.
- b) The company confirmed that as it had been placed in the 'prescribed' category, it had to issue its assurance plan prior to any other published documentation. The Forum asked who Ofwat thought would read this document, with the assumption being stakeholders and customers.
- c) The company highlighted that due to the time limitations for getting the draft plan out for consultation it would need the Forum's input by the end of Monday 20th February. The Forum reiterated that, going forward, sufficient time needed to be allowed to communicate with the people the company was working with. The company noted this but did highlight that the Forum members would also be able to provide further feedback as part of the formal consultation process.
- d) The Forum suggested presenting the information in a similar way to the Performance Commitment table the company produces, as this is more 'user friendly'. From that the company could then 'layer' the more detailed information behind this table for people who may want additional information. The company noted that some parts of the content for this assurance plan had to be more detailed to reflect the requirements of being in the prescribed category.
- e) The Forum also requested that all reference to the 'Customer Forum' be updated to the new group name 'Yorkshire Forum for Water Customers'

ACTION 8: Company to change all references to 'Customer Forum' to the new group name 'Yorkshire Forum for Water Customers' going forward

10) Any Other Business

- a) April Agenda- Agenda Items for the April meeting were discussed and it was agreed to focus on customer research/engagement.

ACTION 9: Forum Secretary to update April Agenda

- b) The company confirmed it had a meeting arranged on 11th April 2017, with David Black (Ofwat) to discuss the strategic approach to the Review, including stability, reliability measures, NAV market and how the company feels the market is performing. The company will update the Forum on the outcomes of that meeting in due course.
- c) Dates of the next meetings were discussed and Forum Secretary requested to confirm all dates currently set for meetings going forward.

ACTION 10: Forum Secretary to confirm all meeting dates currently set going forward

11) Date of Next Meetings

Thursday, 6th April 2017

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

Thursday, 15th June 2017 (site visit & meeting)

Venue: Stansfield Room, Esholt Hall, Esholt, Shipley, (Sat Nav – BD10 0NY)

Thursday, 7th September 2017

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

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

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

Thursday, 14th December 2017

Venue: TBA – Leeds centre

The meeting closed at 14:00

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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>	

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>	
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>	

Summary of Actions: 26th May 2016

No	Action	Comment
16	<p>AOB: Chair to discuss the publication of Customer Forum minutes and papers on the company website with the secretary</p> <p>Post Meeting Review: 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>	<p>Agenda Item: 06/04/17 - Website site update</p>

Summary of Actions: 15th September 2016

No	Action	Comment
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 (16/02/17): Chair confirmed she had now issued the invite direct to councillor of Bridlington North but, to date, had had no response</p>	
11	<p>High Level Strategy/Strategic Direction: Company to update the Forum at a future meeting.</p>	<p>Future Agenda Item</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>COMPLETE</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>	
8	<p>Chair to speak to the Company to confirm report writer for the CF report</p>	<p>Please refer to Action 1 – 19/01/17</p>

... / Contd

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

No	Action	Comment
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>	<p>June 2017 Agenda Item</p>
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 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</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>	<p>Agenda Standing Item</p>

Summary of Actions: 15th December 2016

No	Action	Comment
2	<p>Minutes/Actions Review: Company to source photographer for company website photographs</p> <p>Post Meeting Update (16/02/17): Forum Secretary to confirm who still needs to be photographed and organise accordingly</p>	
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 February meeting, however, due to availability this has now moved to the April Meeting</p>	<p>April 2017 Agenda Item</p>
6	<p>Company Monitoring Framework (CMF) Outcomes / Key Messages: 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 (19/01/17): Proposed to cover as part of RSW agenda item for the meeting on 16 February</p>	<p>COMPLETE</p>

Summary of Actions: 19th January 2017

No	Action	Comment
1	<p><u>Minutes/Actions Review:</u> Alzheimer’s Society 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</p> <p><u>Post Meeting Update (16/02/17):</u> On further reflection, the Forum suggested good discipline would be to request bids via a tender process, which may attract independent financial support and a Reporter with extensive water industry knowledge.</p> <p>Chair/Company to hold discussion in this regard</p>	
4	<p><u>Minutes/Actions Review:</u> Forum Secretary to review current administration of meeting dates and invites and provide members with confirmation of actual dates</p>	<p>COMPLETE (email issued 17/02/17)</p>
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> Company to identify through their relationships with Sheffield and Leeds universities any potential members to join the Forum. Following further discussion, suggested names for contacts from Bradford, Leeds or York universities.</p> <p><u>Post Meeting Update (16/02/17):</u> Forum agreed not to ‘appoint’ a new member to the Group, but rather for the company to have contact with the Universities for the Forum to use as a ‘root’ to their expertise, as and when required.</p>	<p>COMPLETE</p>
7	<p><u>Forum Sub-Groups & Terms of Reference:</u> CCW 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 from customer forum.</p> <p>Company to support planning sub-group meetings and ensure align with the current deadlines</p>	

... / Contd

Summary of Actions: 19th January 2017 ... / Contd

No	Action	Comment
9	<p>Forum Sub-Groups & Terms of Reference: Chair to circulate, via email, draft Terms of Reference. Forum members to provide feedback by 27 January 2017</p> <p>Post Meeting Update (16/02/17): Forum agreed that the Group's title should not relate to the company name in any regard, but should relate to the water industry. Going forward, the Group will now be known as 'Yorkshire Forum for Water Customers'.</p> <p>Forum Secretary to update the ToR with suggested minor amends and forward to Chair for further update.</p> <p>Company to provide information to the Chair around Ofwat's expectations for the company</p> <p>The Forum suggested a number of textual changes to the Draft document and the Chair will amend accordingly. These include having an introductory paragraph, giving context around the Forum, the company and Ofwat.</p>	<p>COMPLETE: 17/02/17</p>
14	<p>Length of River Improved Performance Commitment: Chair to respond to Jon Ashley to confirm engagement with the Company in proposals to meet the Length of River performance commitment</p>	<p>COMPLETE Agenda Item – 16/02/17</p>
17	<p>Customer Engagement Update: Company to check with the research supplier re the balance of positive versus negative comments</p> <p>Post Meeting Update (16/02/17): Company confirmed it had now spoken to the research company, who confirmed that that split was 80% positive and 20% negative; the negative being areas affected by specific issues, ie flooding. Company confirmed that it would build this information into future research updates going forward</p>	<p>COMPLETE</p>
18	<p>Customer Engagement Update: Company to circulate a list of stakeholder organisations participating in the research.</p> <p>Post Meeting Update (16/02/17): Company confirmed it was hoping to have all its research stakeholders listed by the end of February. However, the Forum highlighted that would be too late for them to identify where there are gaps. Company to accommodate Forum suggestions of an earlier date</p>	<p>COMPLETE</p>
19	<p>AOB – Member Inductions: Chair to discuss induction requirements with new members and feedback</p>	
20	<p>AOB – Environment Sub-Group: Forum Secretary to liaise with DM to organise the Environmental sub group in April</p>	<p>COMPLETE Meeting to be held on 26th April 2017</p>

Summary of Actions: 16th February 2017

No	Action	Comment
1	Company <> Query discussion at meeting	Emailed the independent member for wording of action– 17/02/17 & 21/03/17
2	Forum Membership: Company to draw a list of benefits/negatives of having Non-Household Retail (NHHR) representation on the Forum	Verbal update to be given at April meeting
3	Forum Membership: Company to forward a copy of the Ofwat article relating to NHHR representation to Forum members Post Meeting Update (30/03/17): Company confirmed that this was not a written article but rather comments made through a speech given by Cathryn Ross and therefore would be difficult to obtain a copy of the wording	COMPLETE
4	Forum Sub-Groups: Company to amend timetable to show the Sub-Group meeting dates aligning with current specific deadlines Post Meeting Update (30/03/17): Company confirmed it required confirmation of the meeting dates to align accordingly. Forum to inform company when known.	
5	Length of River Improvements: Chair to issue email endorsing the company's response to Ofwat's query on length of river improved Performance Commitment by w/e 17/02/17	COMPLETE
6	PR19 Overview: Company to present the '5 Capital Model' in more depth at a future meeting. Forum Secretary to put on forward agenda	Agenda Item for June 2017
7	PR19 Plan: Company to provide further guidance on key dates for the Social Vulnerability & Affordability sub-group and Communications sub-group	
8	Draft Assurance Plan: Company to change all references to 'Customer Forum' to the new group name 'Yorkshire Forum for Water Customers' going forward	COMPLETE
9	AOB – April Agenda: Forum Secretary to update April Agenda	COMPLETE
10	AOB – Meeting Dates: Forum Secretary to confirm all meeting dates currently set going forward	COMPLETE: emailed 17/02/17