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## Minutes of the seventeenth meeting of the Water Forum

Severn Trent Centre, Coventry

29 October 2015

### Present:

<i>Chair</i>	Bernard Crump
<i>CBI (and Deputy Chair)</i>	Richard Butler
<i>Consumer Council for Water (CCWater)</i>	Gemma Domican, Paul Quinn
<i>East Midlands Councils</i>	Cllr Bruce Laughton
<i>Environment Agency</i>	Norman Robinson
<i>Natural England</i>	Ian Butterfield

### In attendance:

<i>Severn Trent Water</i>	Tony Ballance, Shane Anderson, Richard Eadie, Leah Fry, Vanessa Mallinson, Jim McLaughlin (for item 6 only), Jon Mogg (from item 5), Sarah Stimpson, Harriet Towler.
<i>Jacobs</i>	Andy McGeoghan, Nigel Saunders

### Apologies for absence:

Sarah Faulkner (NFU), Adam Lines (EA).

### 1. Governance

The Chair welcomed attendees to the seventeenth meeting of the Water Forum and introduced Norman Robinson from the Environment Agency covering for Adam Lines, Paul Quinn the new CCWater Local Consumer Advocate and welcomed Gemma Domican back from maternity leave.

Severn Trent Water (STW) reported that it was a corporate member of CBI West Midlands, this declaration was noted.



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The Forum reviewed the minutes from its meeting on 08 January 2015. The Forum approved these minutes.

The Chair updated members that with the start of the new AMP and changes in membership, STW had taken the opportunity to review the Water Forum confidentiality agreement. This resulted in a revised agreement that will apply to all members.

Actions:

- EA to provide Forum members with information on the EA structure.
- All members to sign and return the revised confidentiality agreement.

## **2. Water Forum: Development**

STW provided an update on developments with the Water Forum; confirming that the primary objective of the forum is to continue to provide constructive challenge to the development of STW plans and performance. Recruitment of the new independent chair is in progress with a successful candidate ideally identified by the end of the year.

The Chair provided an overview of two meetings he had attended with chairs from other company Customer Challenge Groups, one of these meetings was hosted by Ofwat.

Members discussed options for future membership and how to effectively share the outcome of customer engagement with the forum.

The Forum noted recent developments with the Water Forum.

Actions:

- BL to provide STW with contacts in West Midlands Councils who may help identify additional members if required.
- STW to review Water Forum terms of reference

## **3. Our assurance approach**

STW provided a recap of their assurance framework that was shared with the Forum via a call on 24 September 2015. Assurance activity is undertaken all year and operates on a targeted 'three lines of defence' model. The Forum sought confirmation of their role in the process as they will have oversight of the obligations STW have signed up to.

This was followed by an update from Jacobs who have been appointed as independent technical assurance providers for STW. Jacobs shared the outcome of their half year assurance of performance commitments and associated outcome delivery incentives (ODIs).

The Forum expressed interest in the Birmingham resilience ODIs and detail on these ODIs will be shared as it is developed.

The Forum noted the update on STW assurance approach.



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#### 4. Our company monitoring framework

STW provided an overview of the approach to develop the initial draft of the risk statement and draft assurance plan to be published in line with the requirements of the new Ofwat company monitoring framework (CMF).

In developing the drafts, STW undertook targeted stakeholder engagement that included online surveys and 1-to1 engagement with stakeholders. The Forum welcomed the engagement that STW had undertaken. The Forum noted that the results of this engagement helped to shape the draft risk statement and draft assurance plan issued to Forum members for review and feedback.

The Forum noted the update and confirmed they had not identified further risk areas for inclusion in the risk statement.

##### Action:

- Members to provide any further comments on the draft risk statement and draft assurance plan by 3 November.

#### 5. STW 2015-16 half year performance

STW shared the current position of the company's historic serviceability metrics and 2015-16 half year performance. The Forum were provided with an oversight of the key activities supporting the delivery of the performance commitments, e.g. an overview of the flooding improvement team, the Cleanest Water plan.

The Forum challenged how the measures for WB4: number of minutes customers go without supply and W-D1/S-C1: improvements in river quality are calculated.

The Forum noted the update and requested that a progress update on the following performance commitments is provided at a future meeting:

- W-B2: leakage levels
- W-B3: speed of response in repairing leaks (% fixed within 24 hours)
- W-D1/S-C1: Improvements in river water quality against WFD criteria

##### Actions:

- STW to provide an overview of their AMP6 outcome delivery incentives.
- Forum members to identify other performance commitments they would like to see reviewed in detail at the next meeting.



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**6. PR16 – the retail non household review**

STW provided an overview of the Ofwat review of the retail non-household price control (PR16) and shared the company approach and key milestones. STW committed to provide the Water Forum with progress updates.

The Forum noted the update.

**7. Any other business**

The next meeting is planned for 24 February 2016.

**Approved:** 3 June 2016

**Signed:**

A handwritten signature in black ink, appearing to read "Bernard Crump", followed by the date "22/06/2016".

**Bernard Crump**

**Interim independent Water Forum Chair**