

# Yorkshire Forum for Water Customers

## Minutes of Meeting

15<sup>th</sup> June 2017

Stansfield Room, Esholt Hall, Esholt, Bradford

### Attendees:

Andrea Cook	Chair
Dave Merrett	Independent Member
James Copeland	National Farmers' Union (NFU)
Joanne Volpe	Alzheimer's Society
Melissa Lockwood	Environment Agency (EA)
Tom Keatley	Natural England
Dean Stewart	Yorkshire Water (Head of Household Retail)
Nicole Buckingham	Yorkshire Water (Regulatory Project Manager)
Gill Gibbons	Forum Secretary

### Apologies:

Alistair Maltby	The Rivers Trust
Janine Shackleton	Consumer Council for Water (CCW)
Angela Collins (Sub for Janine Shackleton)	Consumer Council for Water (CCW)
Pam Warhurst	Pennine Prospects
Wendy Kimpton	Yorkshire Water (Head of Regulation)

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### Introduction

The day commenced with a site tour of Esholt Wastewater Treatment Works and sludge processing facility. The Forum was given the opportunity to view and discuss how the plant worked, particularly how by-products are recycled to produce energy to run the plant. It was commented that the Forum members found the visit very interesting but that it was a shame the tours were not open to public, as this would highlight where money had been spent since the Periodic Review of 2009. It was highlighted that teaching school children on both the water and wastewater treatment processes was an educational need and would assist in future conservation of water resources. The company explained that it used to provide such educational tours but since the major health and safety incident that had occurred a couple of years previously, such tours were cancelled for the foreseeable future due to a review of health & safety procedures.

The meeting then followed the site visit.

### 1) Welcome

- a) The Chair welcomed Forum members to the meeting.
- b) Introductions were made around the table on behalf of James Copeland of the National Farmer's Union, who was attending his first Forum meeting.
- c) Apologies were received from Alistair Maltby, Janine Shackleton, Angela Collins-Browne, and Pam Warhurst.

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

- a) The minutes from the meeting held on 6<sup>th</sup> April 2017 were reviewed and agreed. However, there is still the wording from Dave Merrett outstanding to be included at a later date.
- b) The Chair confirmed that she had recently had a conversation with the company's Chairman, Anthony Rabin, who was pleased to learn that corporate governance and finance was now being reviewed in more detail by the Forum and was enthusiastic about the prospect of the company and the Forum working together to explain the relationship between the parent company and Yorkshire Water. It was also confirmed that funding would be made available for any additional external financial consultations to assist the Forum to ensure that the information provided by the company was accurate and enable the Forum to make any appropriate challenges if necessary.
- c) The Forum highlighted an acronym (RSW) on Page 8 (8c) of the minutes. Forum Secretary to amend the Minutes correctly to state 'Risks, Strengths & Weaknesses Statement'. Post Meeting Update - this is now complete.
- d) The Chair updated the Forum on the current situation in identifying a Report Writer. The Chair and Company had identified someone who had previously worked at Ofwat, but in hindsight concerns were raised as to whether this person may report in a too technical manner for customers to understand. The Chair had then identified Georgia Klein, who had worked for both Ofwat and the National Consumer Council, so had experience in customer-facing positions; she has also written publications on social policy and vulnerability so it was thought she understood the audience. Chair to make contact with potential candidate to assess suitability for position of Report Writer.

***ACTION 1: Chair to contact potential candidate for the position of Report Writer***

## **3) Chair Updates / Forum Membership & Sub-Groups**

- a) The Forum then discussed continued meeting attendance, with the Chair reiterating that attendance needs to be more stable going forward. With regard to the Citizens' Advice Bureau (CAB), the Chair highlighted that it was imperative that continuity by a regular CAB representative was needed due to the complex nature and understanding of the Periodic Review process. Chair and Secretary to discuss this further off-line.

***ACTION 2: Chair and Secretary to discuss CAB attendance off-line***

- b) The Chair confirmed she had still been unable to contact Annette Cassam (as a Healthcare advisor) about re-joining the Forum. Chair will endeavour to contact by telephone.

***ACTION 3: Chair to attempt contacting Annette Cassam by telephone***

- c) The Chair to chase-up the Small Businesses Federation and Local Councillor representation.

***ACTION 4: Chair to chase-up Small Business Federation and local Councillor representation***

### **Sub-Group Membership:**

- d) The Environmental sub-group held their first meeting on 26<sup>th</sup> April 2017. This group consisted of Dave Merrett (ESG Chair), Melissa Lockwood, Pam Warhurst, Tom Keatley, James Copeland and Alistair Maltby. The meeting also had representation from the company.

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- e) The ESG Chair reported that overall it was a very productive meeting and covered a lot of ground, which included discussions around the remit of the group. The company gave a presentation on its 5 capitals approach and how it is trying to educate the public to give them a better understanding.
- f) The Water Industry National Environment Programme (WINEP) forward programme was discussed, which is split into three phases. Phase 2, which is to be delivered by September 2017, is considered to have the most significant impact on the company, with the belief that this will raise the biggest challenges. The Forum asked whether the group is clear what difficulties the company faces in regard to the environment and it was reported that recent Governmental changes hinder any potential clarity at the moment.
- g) The Forum Chair also highlighted that attendance at a future Forum meeting needed to be built-in for the Drinking Water Inspectorate with regard to drinking water quality issues and compliance. Forum members then highlighted that a draft paper, Water Industry Strategic Environment Regulations (WISER), was due to have been published in May 2017, but with recent Government changes this had been delayed to July 2017. Apparently, the company had been asked to comment on this publication, so has got further information on this if required.
- h) The Chair requested that the notes of the meeting be circulated to all Forum members and also be published on the Company's website. It was also requested that a more detailed update be presented at the next meeting (21<sup>st</sup> July).

***ACTION 5: ESG Chair to circulate the notes of the ESG meeting held on 26<sup>th</sup> April 2017 to all Forum members***

***ACTION 6: Forum Secretary to add an agenda item to the next meeting (21<sup>st</sup> July) for an ESG meeting update***

- i) The Chair requested a meeting be set up for the Social Vulnerability & Affordability sub-group (JV, JS & AC), with the inclusion of CCW's Local Consumer Advocate. Forum Secretary to look at dates in September 2017

***ACTION 7: Forum Secretary to set up a Vulnerability Sub-Group meeting in September 2017***

- j) The Chair also requested a meeting be set up for the Communications sub-group (AC & PW). Forum Secretary to look at dates in September 2017.

***ACTION 8: Forum Secretary to set up a Communications Sub-Group meeting in September 2017***

- k) All the sub-groups need to understand the company timeline and where the sub-groups slot into this. It was suggested that the updated Timeline plan be circulated with papers for each meeting for information. Company to update and circulate for each meeting.

***ACTION 9: Company to update and circulate timeline/forward plan with each set of meeting papers going forward***

#### **Terms of Reference (ToRs):**

- l) The Forum discussed the draft ToRs and amendments were noted by the Chair for update. These amendments are to be circulated and agreed, via email, for inclusion on the company website accordingly.

***ACTION 10: Chair to update the draft Forum ToRs with suggested amendments and circulate via email for final approval***

***ACTION 11: Once approved, Company to include Forum ToRs on company website***

#### **4) High Level Overview of 2016/17 Out-turn Performance**

- a) The session commenced with an overview of the Annual Performance Report (APR), which includes statutory, financial and price control information and performance commitments, which has to be published by 15<sup>th</sup> July each year.
- b) Following Ofwat's Company Monitoring Framework (CMF) assessment, which reviews and challenges how companies report, whereby it downgraded the company to 'prescribed', the company had reviewed its processes. Out of this review, it was highlighted that the information within the APR was too technical so one area of challenge/improvement has been to engage some of its staff on Plain English training to ensure clearer understanding by the customers.
- c) To make the report more engaging and easier for customers to read, the company has created a more 'layered' report, including a customer-facing executive summary of performance, followed by more complex/technical information towards the back of the report, primarily aimed for Regulators. There will also be a glossary attached.
- d) The Forum asked whether the Plain English training would allow the company to attain a Crystal Mark (for clarity of English used). The company confirmed its ambition for this year was to gain the Crystal Mark for the customer performance summary document of the APR. If this could not be obtained by the publication date, this would be obtained retrospectively. The company have taken on board learnings from other companies and online customers.
- e) The company is currently still working on the draft APR document until Monday, 19<sup>th</sup> June, whereby this will then be sent to Cogent for them to 'convert' to a document ready for issue in July 2017. It feels there has been a step-change but staff are aware there is still more to do. The Forum suggested the company inform Ofwat of this.

***ACTION 12: 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***

- f) The Forum requested that the draft report be shared with them as a matter of urgency.  
***ACTION 13: Company to share the draft Annual Performance Report with the Forum as a matter of urgency***
- g) The company then gave an update on its 2016/17 Performance Commitments. To date, 24 out of the 26 have been achieved, however, two are currently failing to meet the year-end performance level. These are drinking water quality contacts (regarding taste, odour & smell) and energy generation.
- h) Drinking Water Quality Contacts: Whilst this annual target had not been achieved, it is still an improvement from 2015/16 achievements. To mitigate this failure, the company has begun a programme of flushing mains, which is linked to reductions. Whilst this commitment holds a financial penalty, this is not at a level to have any impact at the moment.
- i) Energy Generation: This failure is a legacy of the December 2015 floods and whilst the company was hoping to over-achieve, it is on track to meet its target this year. This commitment has a reputational impact, not a financial one.
- j) At this presentation, the company suggested that the Esholt plant was now back working correctly, however, Forum members stated that during their morning visit, the plant was not working. Company to clarify the current position of Esholt Works.

***ACTION 14: Company to confirm the current work status of Esholt Works***

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- k) The company confirmed that four commitments had achieved their performance level forecasts for 2016/17, which equates to rewards in the region of £8.8m. These include 'water supply interruptions' (+£5.8m), 'internal sewer flooding' (+£2.2m), 'pollution' (£0.7m) which is an improvement from last year but a deterioration from the last AMP period 2010/15 and 'working with others' (+£381).
- l) There was some confusion within the Forum with regard to water quality having connections with pollution. However, this was clarified that water quality in this context relates to drinking water quality and not environment water (rivers etc).
- m) The Forum suggested that discussions with local authority colleagues seemed to give a picture that whilst there appeared to be more resources from the company, it was still failing in terms of flooding. The company said it would feed this back to the team who were developing the measures for the next AMP period (2020/25).

***ACTION 15: Company to review its measures for the next AMP (2020/25) in relation to sewer flooding***

- n) The Forum asked for some form of supplementary guidance/key to be attached to the Dashboard. This was in light of clarification for the bracketed numbers, which are the targets to be achieved, with the exception of the SIM figure which was the previous year's achievement.
- o) It was noted that the drinking water contacts had missed its target by a substantial amount and next year there had to be a massive reduction. The company confirmed it had challenged this target at the Final Determination and knows it is at risk of missing its target, however, it is continually looking at minimising and mitigating this risk.

## **5) Halcrow Assurance Report on Performance Commitments**

- a) Halcrow Management Sciences Ltd (ch2m) is the company's independent technical assurance auditors and they have provided a summary of findings to date for the Forum to consider and comment on. Halcrow works with various other water companies and so has a uniform approach across all of its auditors to allow it to cross-reference to ensure consistency in following the guidance and definitions from Ofwat. It checks Companies methodologies and assumptions, appraises and updates documentation and follows data trails back to original data sources to ensure general governance is applied.
- b) Halcrow uses a spreadsheet with a traffic-light colour matrix, including blue:

**Red:** material concerns over the validity of the submission

**Amber:** minor concerns over reported data or concerns over supporting documentation

**Blue:** content with reported information but supporting data needs completion/noting/future improvements required

**Green:** no material exceptions and compliant with the requirements

- c) Halcrow briefed the Forum on the current status of the findings, which is changing on a day-to-day basis. By and large, the spreadsheet falls within the blue/green territory, with work still ongoing. Any ambers and blues that are highlighted are continually changing to green, so all-in-all the company is moving in the right direction.

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- d) The Forum had a particular query with regard to the Landfill performance commitment data. The company explained that this related to the clean water sludge measures which dominate the reporting value but it is felt this may not be consistent with the way the AMP6 targets were calculated. Halcrow suggested the company should review this and note their approach in their commentary to Table 3A. The Forum asked the company to prepare a note to Ofwat, with early sighting to the Forum, prior to submission to Ofwat.

***ACTION 16: 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***

- e) The Forum asked what the rationale was for amber colouring and if these explanations need to pass through the Forum for ratification prior to submission to Ofwat.
- f) The Forum noted that the reporting of sewer blockages within the S&R measures is not customer focused. It was suggested that the company consider introducing future measures that capture the impact on the customer, such as the time to resolve, rather than purely the number of failures on the asset. The current SIM captures satisfaction and volume of these types of contacts but the number of blockages and timescales are not published separately.

***ACTION 17: Company to review its SIM reporting to make it more accessible for customer reporting***

- g) Overall, Halcrow confirmed it was satisfied with the information presented by the company and the resolution of any queries it had raised with the company.

## **6) Retail Household Update (Social Tariff & Vulnerability)**

- a) The company gave an overview of Retail Household, including explanation that it covered customer service, payment processing, file maintenance, mailing, debt management and meter reading.
- b) The company's retail costs account for approximately 8% of a customers' bill and include contact and account management, billing, cash & debt collection and service recovery. Within its research programme, the company would like to test these six areas with customers and would like the research to identify what areas of retail service are most important to customers, what service they currently receive and where they would like to see this improve. It also wants to assess what improvements could be made to ensure the company is meeting the expectations and needs of its customers now and going forward, realising it has to be more diligent in reducing costs but providing a better service.
- c) The strategy the company is using includes benchmarking within the industry, which to date has shown that whilst it is very good with traditional ways (telephone), it is falling behind with technology (digital) and the speed and service it provides.
- d) The company has created a Vulnerability Strategy & Programme roadmap, showing steps within its processes up to 2025. Joanne Volpe, the Forum representative for the Alzheimer's Society, has also contributed to this recently through the Strategy group.
- e) A survey was carried out with WaterSupport customers, a social tariff initiative set up by the company which stops customers getting into debt rather than dealing with customers who are already in debt. This has had a very positive response, with 97% of customers stating it is very easy to understand, and easy to apply, with immediate acceptance. However, some customers suggested the company should work on more awareness of the scheme. The majority of customers agree that WaterSupport has improved their financial situation and reduced their worry.

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- f) The next step for the company to take is to find out whether customers would be happy to pay more for social tariff assistance for customers who are more financially vulnerable. This will be carried out by holding 8 x tele-depth calls (more in-depth telecons) and 1000 interviews (of which 950 online and 50 face to face).
- g) The company has also undertaken research to increase its understanding and protection of customers in vulnerable circumstances and how different situations impact on these customers, such as disruptions to water supply etc. The Forum asked the company to ensure it linked the Forum in with this process for observations and comment.
- h) The Forum asked whether the company had emergency plans in place for customers in vulnerable circumstances should there be any period of drought, ie the way we identify and target these particular customers. The company confirmed it did have procedures in place should any such eventuality take place.
- i) The Forum reiterated that customers move in and out of vulnerable circumstances, rather being vulnerable customers per se and was happy to see that the company had taken this on board effectively.

## 7) Natural Capital & the Five Capitals Work

- a) The company presented its concept of moving from outputs/outcomes to 'total impacts and value assessment' (see below) and understanding the full impact to society. For example, in previous AMPs the company would have dealt with 'DG5' complaints, which are now known as sewer flooding complaints. Going forward, the company would like to go further towards fully understanding and quantifying the ultimate impact on those involved, such things as stress and disruption, as well as the classical financial cost of such complaints.

**Total Impacts** : *measuring the negative/positive effects of its operations, and associated activities up and down its value chain, on the economy, environment and society as a whole;*

**Value Assessments** : *looking beyond the traditional financial 'bottom line' to assign economic costs and benefits to a broader range of impacts and applying this, to improve decisions and shape its approach*

- b) The theory of 'The Capitals' is used in the International Integrated Resources Framework (IIRC), which recognises the critical assets to any business. There are five Capitals – Financial (traditional accounting), Manufactured (pipes, pumps etc), Intellectual/Human (skills and employee wellbeing), Social/Relationship (customer base/stakeholders) and Natural (environment).
- c) The company's objective is to formulate its strategy by understanding its impact on customers and the environment ('Capitals') by going beyond traditional approaches. This should improve understanding of opportunities/threats, inform decision-making and help prioritise resources, enhance engagement and participation and build trust and show the value the company creates.
- d) The work to date has identified that whilst it currently does lots of 'good' and it is reducing its net negative environmental impact, it realises that it needs to do more to halt/reverse a growing legacy of damage, eg carbon. Whilst the largest impacts are sometimes not in the company's direct control, it can review its value chain and where to work with others to achieve desired change, eg customer water use.



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- e) The Forum asked whether the company had plans to communicate this concept with customers but in a more customer-friendly way. The company confirmed it is considering developing a publication for around September. In the meantime, it would like to have continued dialogue with the Forum, in particular the Communications sub-group, whilst drafting the publication to gain their observations and guidance. The Forum were conscious of the timescale for September but reiterated the need for the company to liaise with the Forum.

***ACTION 18: Company to liaise with the Forum on its 'Capitals' strategy prior to publication***

- f) The Forum asked whether the company's long-term programme will be going beyond the next couple of Periodic Reviews (ie, beyond 2025). The company confirmed that it was committed for the long-term and that it was an iterative approach.
- g) The Forum also asked about the company's Strategic Direction Statement (SDS) and at what stage the Forum would be able to evaluate and assist in this process.

***ACTION 19: 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***

- h) The Forum also highlighted that this approach needs to be joined up with the customer engagement process currently ongoing and not to be run as a separate entity.

## **8) Any Other Business**

- a) **Engaging the Non-Household Retailers** : documentation was circulated to Forum members in response to previous discussions considering whether to have non-household retail representation on the Forum. Whilst it was thought at the meeting that this would not be appropriate, it was suggested that documentation be produced to show an audit trail that this discussion had taken place. The proposal looks at other options for engaging with non-household retailers and Forum members were asked to review and feedback for discussion at the next meeting (21<sup>st</sup> July 2017).

- b) **Next Meeting Agenda**: Items to include ...

- Customer Engagement Update
- Environmental Sub-Group Feedback
- Ofwat Outcomes Consultation (key messages)
- Convergence Measures & Reporting (information) – this will feed into the CCG Chairs meeting on 9<sup>th</sup> August 2017
- Engaging with Non-Household Retailers (discussion)

## **11) Date of Next Meetings**

**Friday, 21<sup>st</sup> July 2017 (EA Offices)**

Venue: EA Office, Derwent Room, Lateral House Leeds, LS11 9AT

**Thursday, 7<sup>th</sup> September 2017**

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

**Thursday, 12<sup>th</sup> October 2017 (in lieu of August)**

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

**Thursday, 14<sup>th</sup> December 2017**

Venue: TBA – Leeds centre

**The meeting closed at 14:45**



### Summary of Actions: 17<sup>th</sup> September 2015

No	Action	Comment
23	<p><b>Social Tariff &amp; Customer Support Update:</b> <b>Company / Forum Secretary</b> to organise a Forum group site visit to its Contact Centre in Bradford</p> <p><b>Post Meeting Update (16/02/17):</b> This will now fall within the remit of the proposed Sub-Group</p>	Potentially October 2017 Meeting

### Summary of Actions: 17<sup>th</sup> March 2016

No	Action	Comment
12	<p><b>Vulnerability:</b> <b>Chair</b> to forward copies of Wessex Water literature on Vulnerability to Forum members and the company</p>	TIME EXPIRED

### Summary of Actions: 7<sup>th</sup> April 2016

No	Action	Comment
1	<p><b>Welcome:</b> <b>Chair</b> and company to arrange a formal induction for new Forum members</p> <p><b>Post Meeting Update (06/04/17):</b> 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>	
7	<p><b>Look Forward:</b> <b>Chair and Director of Regulation</b> to liaise with regard to membership from the Small Business Federation and others to fill current vacancies</p>	DUPLICATED ACTION: REFER TO ACTION 4 – 15/06/17

### Summary of Actions: 15<sup>th</sup> September 2016

No	Action	Comment
8	<p><b>Forum Membership:</b> <b>Forum Secretary</b> to issue a formal invitation to join the Forum to Cllr Chris Matthews (Bridlington North)</p> <p><b>Post Meeting Update (16/02/17):</b> <b>Chair</b> confirmed she had now issued the invite direct to Cllr Matthews but, to date, had had no response</p>	DUPLICATED ACTION: REFER TO ACTION 4 – 15/06/17
11	<p><b>High Level Strategy/Strategic Direction:</b> <b>Company</b> to update the Forum at a future meeting.</p>	DUPLICATED ACTION: REFER TO ACTION 15 – 15/06/17
15	<p><b>PR19 Timetable:</b> <b>Company</b> to outline the Decision Making Framework at a future meeting</p> <p><b>Post Meeting Update:</b> This will be presented aligned to the Willingness to Pay work and it will be updated into the Forward Look Timeline accordingly</p>	Future Agenda item

**Summary of Actions: 13<sup>th</sup> October 2016 (Customer Engagement Workshop)**

No	Action	Comment
6	<p><b>Forum Members</b> to provide biogs and photos to Company for development of Customer Forum section on YW website by the end of January 2017</p> <p><b>Post Meeting Update:</b> Photos taken at the meeting on 19/01/2017. Secretary to check when remaining members available</p>	<p><b>DUPLICATED ACTION: REFER TO ACTION 1 – 06/04/17</b></p>
10	<p><b>Halcrow</b> to attend a future Customer Forum meeting to discuss PR19 assurance process</p> <p><b>Post Meeting Update:</b> Company confirmed this is currently pencilled in for the June meeting to align with their annual performance update to the Forum</p>	<p><b>COMPLETE</b></p>
11	<p><b>Company</b> to confirm if budget is available for the Forum to commission its own engagement activity</p> <p><b>Post Meeting Update:</b> 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>	<p><b>NOTED</b></p>

**Summary of Actions: 15<sup>th</sup> December 2016**

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

**Summary of Actions: 19<sup>th</sup> January 2017**

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

### Summary of Actions: 16<sup>th</sup> February 2017

No	Action	Comment
1	Company <> <b>Dave Merrett discussion at meeting</b>	Emailed Dave Merrett for wording of action – 17/02/17; 21/03/17; 18/07/17
2	<b>Forum Membership: Company</b> to draw a list of benefits/negatives of having Non-Household Retail (NHHR) representation on the Forum  <b>Post Meeting Update (06/04/17): Company</b> to circulate document direct to all members	<b>COMPLETE</b>  Agenda Item: 21/07/17
4	<b>Forum Sub-Groups: Company</b> to amend timetable to show the Sub-Group meeting dates aligning with current specific deadlines  <b>Post Meeting Update (30/03/17):</b> Company confirmed it required confirmation of the meeting dates to align accordingly. <b>Forum</b> to inform company when known.	
7	<b>PR19 Plan: Company</b> to provide further guidance on key dates for the Social Vulnerability & Affordability sub-group and Communications sub-group	

### Summary of Actions: 6<sup>th</sup> April 2017

No	Action	Comment
1	<b>Minutes/Actions Review: Company</b> to arrange for photographer to attend site visit on 15 <sup>th</sup> June 2017  <b>Post Meeting Update (15/06/17):</b> Outstanding photographs required for Alistair Maltby, Nick Bussey/Chris Griffin and Pam Warhurst	
2	<b>Minutes/Actions Review: Forum Secretary</b> to set up meeting between Chair and Company to discuss outstanding actions	<b>COMPLETE</b>
3	<b>Forum Member/Chair Updates: Forum Secretary</b> to contact colleague in relation to Councillor/Local Authority representation and report back direct to the Chair	<b>DUPLICATED ACTION: REFER TO ACTION 4 – 15/06/17</b>
4	<b>Forum Member/Chair Updates: Chair</b> to liaise with the company in relation to the Small Business Federation representative	<b>DUPLICATED ACTION: REFER TO ACTION 4 – 15/06/17</b>
5	<b>Forum Member/Chair Updates: Communications sub-group</b> to discuss further whether assistance from the EA communications team would be beneficial	
6	<b>Forum Member/Chair Updates: Company</b> 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	

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**Summary of Actions: 6<sup>th</sup> April 2017 ... / Continued**

No	Action	Comment
7	<b>Corporate Governance &amp; Finance Overview: Company</b> to circulate its corporate values document to Forum members (via Forum Secretary)	
8	<b>Corporate Governance &amp; Finance Overview: Company</b> to circulate Board information to Forum members (via Forum Secretary)	

**Summary of Actions: 15<sup>th</sup> June 2017**

No	Action	Comment
1	<b>Report Writer: Chair</b> to contact potential candidate for the position of Report Writer	
2	<b>Chair's Update/Forum Membership: Chair / Secretary</b> to discuss CAB attendance off-line	
3	<b>Chair's Update/Forum Membership: Chair</b> to attempt contacting Annette Cassam by telephone	
4	<b>Chair's Update/Forum Membership: Chair</b> to chase-up Small Business Federation and local Councillor representation	
5	<b>Chair's Update/Forum Membership: ESG Chair</b> to circulate the notes of the ESG meeting held on 26 <sup>th</sup> April 2017 to all Forum members	
6	<b>Chair's Update/Forum Membership: Forum Secretary</b> to add an agenda item to the next meeting (21 <sup>st</sup> July) for an ESG meeting update	<b>COMPLETE</b>
7	<b>Chair's Update/Forum Membership: Forum Secretary</b> to set up a Vulnerability Sub-Group meeting in September 2017	
8	<b>Chair's Update/Forum Membership: Forum Secretary</b> to set up a Communications Sub-Group meeting in September 2017	
9	<b>Chair's Update/Forum Membership: Company</b> to update and circulate timeline/forward plan with each set of meeting papers going forward	<b>Agenda Item: 21/07/17</b>
10	<b>Terms of Reference: Chair</b> to update the draft Forum ToRs with suggested amendments and circulate via email for final approval	
11	<b>Terms of Reference:</b> Once approved, <b>Company</b> to include Forum ToRs on company website	
12	<b>High Level Overview: Company</b> 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	

**Continued / ...**

**Summary of Actions: 15<sup>th</sup> June 2017 ... / Continued**

<b>No</b>	<b>Action</b>	<b>Comment</b>
<b>13</b>	<b>High Level Overview: Company</b> to share the draft Annual Performance Report with the Forum as a matter of urgency	<b>COMPLETE</b>
<b>14</b>	<p><b>High Level Overview: Company</b> to confirm the current work status of Esholt THP Works</p> <p><b>Post Meeting Update (13/07/17):</b> 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</p>	<b>COMPLETE</b>
<b>15</b>	<b>High Level Overview: Company</b> to review its measures for the next AMP (2020/25) in relation to sewer flooding	<b>NOTED</b> To be presented at a future meeting as part of the PR19 update
<b>16</b>	<b>Halcrow Assurance Report: Company</b> to prepare a note to Ofwat in regard to Landfill performance commitment data, to be reviewed by the Forum prior to submission to Ofwat	Awaiting feedback from the Chair
<b>17</b>	<b>Halcrow Assurance Report: Company</b> to review its SIM reporting to make it more accessible for customer reporting	<b>NOTED</b>
<b>18</b>	<p><b>Natural Capital &amp; Five Capitals Work: Company</b> to liaise with the Forum on its 'Capitals' strategy prior to publication</p> <p><b>Post Meeting Update (13/07/17):</b> 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</p>	
<b>19</b>	<b>Natural Capital &amp; Five Capitals Work: Company</b> to liaise with the Forum on the current status of its Strategic Direction Statement and when the Forum will be included in this process	<b>NOTED</b>