

YourVoice meeting notes

	Actions were reviewed and updated in the meeting	
4	<p>Review of terms of reference</p> <p>Members were asked to review the existing TOR in relation to the requirements of the PR19 Price Review process.</p> <p>Members suggested that the wording “The independent review panel ‘YourVoice’ will review and assure UU business plan delivery and reporting” be amended, as the panel does not have an assurance role in regard to business plan delivery. Also, the forthcoming Price Review process isn’t referred to so there is some work to do to bring the TOR in line with expectations.</p> <p>Reference to subgroup mechanisms should also be considered.</p> <p>As the TOR should be self-determined by the panel, Bernice Law and Tayo Adebowale were asked to develop a PR19 version with regard to the required outcome (e.g. ‘to get the best deal for North West customers’) and oriented towards future goals.</p>	<p>MA / Dec meeting</p> <p>BL / TA Dec meeting</p>
Policy Updates		
5	<p>PR19 Strategy overview</p> <p>The company gave a presentation to summarise the strategic approach to PR19, including an overview of Water 2020 and PR19, key areas of focus, the timetable of events and a summary environmental considerations. This was noted by members.</p> <p>Members suggested that resilience risks could be added to the chart showing PR19 programme risks, to be balanced against affordability risks.</p>	JH
6	<p>Water efficiency update</p> <p>The company presented members with results from recent research and the actions arising out of the customer insight.</p> <p>Members asked the company to explain how the customer research differ and complemented the research into water resources that is currently underway.</p> <p>The company to draft a paper to clarify the objectives of each research project and share with the Engagement subgroup.</p>	KD
7	<p>Company Monitoring Framework</p> <p>The company presented an update on the Ofwat Company Monitoring Framework (CMF) which was noted.</p> <p>Members were informed that CCW is looking at reporting from water companies. The plan is for CCW to report on its findings to CCG chairs for consideration in their deliberations with companies on business plans.</p>	

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8	<p>Update on customer research programme</p> <p>A summary of plans for gaining further customer insight was presented by the company, which was noted.</p> <p>Specific reference was made to the use of the phrase ‘data-mining’ which is some organisations has come to mean the antithesis of customer insight. The company agreed to change the terminology for future updates.</p> <p>Members were interested in the details of the customer trials described (e.g. ‘Greening the Grey’, and ‘Street Trees for Prestwich’) but commented that they would expect that other parties, such as local authorities would take the lead in such activities, which the company confirmed was the case.</p> <p>Members were supportive of the work being undertaken.</p>	
9	<p>Stakeholder Assurance requirement</p> <p>Members discussed a proposal to gain assurance on the panel’s activities and discussions, potentially engaging with a company called Corporate Citizenship which carries out UU’s assurance on its corporate responsibility report and approach. Members were encouraged by the suggestion, and felt that it was additional to anything that has been mandated by Ofwat.</p> <p>Members felt that it was important that the commissioning of any work should come from the panel rather than the company and that Corporate Citizenship would report back directly to the panel.</p> <p>It was suggested that Corporate Citizenship be asked to come along to a subgroup session to present proposals directly.</p>	GK
Papers for information		
10	<p>PR16 Non-household retail reopener – draft determination</p> <p>The company updated the panel on the outcome of the re-opener proposals, which were successfully accepted by Ofwat in its draft determination. The company thanked the panel for its considerable efforts in supporting the engagement process.</p>	
11	<p>Ofwat consultation on company debt</p> <p>The panel received an overview of the Ofwat consultation on the cost of company debt and equity, which was noted.</p>	
12	<p>Update on drought plan and Water Resources Management Plan</p>	

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	Members were directed to papers previously provided for details, and were updated that their suggestions for improving engagement (such as lodging copies of the plan with local libraries) had been acted upon.	
13	<p>Performance reporting update</p> <p>Exceptional items were discussed.</p> <ul style="list-style-type: none"> • Maintaining wastewater treatment works – Results continue to be impacted by residual issues related to events earlier in the year. • Water Quality – The influence of third party effects on water quality needs to be analysed and ‘decluttered’ from the ODI to emphasise aspects that we within management control. • Household retail SIM – Overall score out turned at 4.35 which placed the company 10th in the league table. Billing Score was the highest achieved to date, (4.49) ranking in 11th position, wastewater (4.48) ranking 3rd and water (3.95) which was disappointing. The overall position against all WASC was 6th. • Qualitative score also improved, with the company achieving second place across 8 water companies. 	
14	<p>Any other business</p> <p>Blueprint for Water – The panel was notified that Blueprint for Water activity was starting up again and that Rob Cunningham of the RSPB is the local liaison officer assigned to UU.</p> <p>Franklaw update – members requested that the company provides an update on the Franklaw incident post publication of the DWI report, which is anticipated to be in the final stages of production.</p> <p>Chair recruitment process – Members were advised that the timetable for the recruitment process for the new chair had been circulated and that the longlist selection meeting would take place on 3rd November. The shortlist meeting will follow on 28th November.</p> <p>BoardPad – it was suggested that members adopt the BoardPad app as a method of improving meeting paper administration and logistics for future meeting. The company was asked to check whether administration rights are required for the download and to advise members accordingly.</p>	KD
	<p>Date of next meeting</p> <p>The company was requested to circulate potential dates for as many future meetings as practical to allow members to plan around other commitment.</p>	KD