

Subject to confirmation



## CONSUMER COUNCIL FOR WATER

### Minutes of the Board Meeting

### Held in Public Session

Tuesday, 7 June 2011

Victoria Square House, Birmingham

<b>Present:</b>	Chair	Dame Yve Buckland
	English Regional Committee Chairs	David Bland Andrea Cook Charles Howeson
	Wales Committee Chair	Diane McCrea
	Independent Members	Mike Barnes Timothy Hornsby Colette Isaaks Narendra Makanji
	Chief Executive	Tony Smith
<b>In attendance:</b>	Secretary to the Board	Mike Jackson
	Head of Corporate Services	Jane Morris
	Head of Consumer Relations	Carl Pegg
	Head of Public Relations	Dave Thompson
	Policy Manager	Jenny Suggate
	Policy Manager	Andy White
Policy Manager	Karen Gibbs	

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### **CB255 Apologies and Declarations of Interest**

255.1 There were no specific declarations of interest other than those already entered in the Register of Interests.

### **CB256 Listening session**

256.1 There were no members of the public in attendance.

### **CB257 Minutes of the Public Board Meeting held on 1 March 2011**

257.1 The minutes of the Public Board Meeting held on 1 March were submitted for approval.

**AGREED:** That the minutes of the meeting held on 1 March be approved as a correct record and signed.

### **CB258 Actioning of Board Decisions**

258.1 A schedule was submitted detailing the outstanding and outgoing actions from Board meetings held in public.

**AGREED:** That the action identified as being completed be discharged.

Board Secretary

### **CB259 Chief Executive's Report**

259.1 The Chief Executive presented his report which included a Performance 'Scorecard' with information under headings relating to 'Benefits for Customers and Business Plan progress', 'Governance and Financial Performance', 'CCWater staff' and 'Reputation and External Activities'.

259.2 Some of the key points contained in the report were as follows:

- In 2010-11 the Consumer Relations Team had achieved some of CCWater's strongest complaint handling and satisfaction results since the beginning of the organisation, exceeding all of the Operational Business Plan (OBP) targets.
- CCWater had achieved redress of £2,314,122 for consumers in 2010-11, compared to £3,558,045 in

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2009-10. Redress per complaint is £204.57 in 2010-11, compared to £231.21 in 2009-10.

- The consumer support site had received 44,518 visitors in 2010-11
- In the staff survey (October 2010), overall satisfaction with job showed 62 % agree they are satisfied (compared to previous figure of 54%).

AGREED: That the report be noted.

### **CB260 Review of Performance 2010 - 11**

260.1 The Head of Corporate Services presented a report outlining CCWater's performance during 2010-11 and in particular how CCWater had delivered against its 2010-11 Operational Business Plan's objectives.

260.2 CCWater had achieved a number of significant successes as listed in para. 3 of the report e.g. getting water companies to return £2.3 million in compensation to water customers in 2010-11 (nearly £12m since CCWater's inception in 2005). An appendix to the report was tabled showing in detail performance against the individual OBP indicators of success.

260.3 There were two areas where the objectives had not been specifically delivered viz:

- Number of web site hits
- Long term sickness levels

The reasons for not being able to deliver the targets were explained and were due to circumstances beyond CCWater's control.

AGREED: That the report be noted.

### **CB261 Wales and English Regional Committee Minutes**

261.1 The Minutes of the local committee meetings that had been held since the last report were submitted as follows:

- Central and Eastern Region Committee (26 January 2011)
- Northern Committee (3 March 2011)

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- London and South-East  
(22 September 10)

261.2 Policy Managers had not highlighted any items for particular discussion.

**AGREED:** That the minutes be received.

**CB262 Year End Report on Consumer Complaints and Enquiries**

262.1 The Head of Consumer Relations, Carl Pegg, presented his year end report on consumer complaints and enquiries.

262.2 The statistics showed that:

- a) Complaints numbers had decreased in 2010-11 compared to 2009-10 by 27%
- b) 81% less complaints were investigated in 2010-11 compared to 2009-10, from 642 to 122
- c) 11% fewer consumers had requested their complaint be escalated to Chair review, and 41% fewer requested an independent review
- d) Consumer satisfaction levels had exceeded operational business plan targets

**AGREED:** (1) That the year end report on Consumer Complaints and Enquiries be welcomed as an excellent report and staff be congratulated on the results that had been achieved; and

(2) That CCWater obtain publicity for an account of how it achieved success in this area of work for the benefit of customers.

Head of Consumer Relations/Head of Public Relations

**CB263 Finance Report for 2010-11 and April 2011**

263.1 A report was submitted which provided a summary of financial performance to the Board for the year end 2010-11 and April 11.

263.2 There is a small underspend against the profiled budget of £25k (6%).

**AGREED:** That the report be noted.

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**CB264 Annual Report on CCWater Welsh Language Scheme (WLS)**

264.1 The Head of Corporate Services reported that under the Welsh language Act 1993 CCWater had to produce an annual monitoring report on the Welsh Language Scheme.

264.2 During the year CCWater received no complaints relating to the provision of Welsh language services and there had been no requests for communications in Welsh.

264.3 The draft monitoring report was submitted for approval.

**AGREED:** That the Board approve the CCWater Welsh Language Scheme Annual Monitoring Report 2010/11 for submission to the Welsh Language Board in June 2011.

Head of corporate Services

**CB265 Annual Board and Committee Attendance Report for 2010/11**

265.1 The Board Secretary presented the annual attendance report for 2010/11

**AGREED:** That, subject to amending a typographical error on line 4 box 5 of the Audit and Risk Management Committee attendance record, the record of attendances be noted and approved for publication.

Board Secretary

**CB266 Annual Declaration of CCWater's Member Interests**

266.1 A schedule setting out those members' interests currently declared on the Register of Interests was submitted for updating as required annually under CCWater's governance arrangements.

**AGREED:** That the list be amended as now indicated by members and members advise the Board Secretary of any further changes required as soon as possible.

Board Secretary

**CB267 Action taken by the Delegated Powers Sub-Committee**

267.1 The Sub-Committee had agreed on 6 April to the letting of an IT software contract to Rightnow Technologies for TAP at a total cost of £104,819.25 over 3 years. This action taken under delegated powers was required to be reported to the next formal Board meeting under CCWater's governance arrangements.

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**AGREED:** That the action taken be noted.

**CB268 Any Other Business**

268.1 Andrea Cook gave her apologies for the next meeting on 5 July.

268.2 It was suggested that CCWater should test out whether security of water supply was a key issue locally or not for consumers. If so, CCWater may wish to consider taking a higher profile on the issue.

Head of Policy

**CB269 Holding of Board Meeting in Private**

269.1 **AGREED:** That the Board confirm the decision to hold the first part of the meeting in private session on grounds of confidentiality (Public Bodies (Admission to Meetings) Act 1960.)

**End of meeting.**