

Subject to confirmation



CONSUMER COUNCIL FOR WATER

Minutes of the Board Meeting

Held in Public Session

Tuesday, 2 October 2012

Victoria Square House, Birmingham

Present	Chair	Dame Yve Buckland
	English Regional Committee Chairs	David Bland Charles Howeson
	Wales Committee Chair	Diane McCrea
	Independent Chairs	Mike Barnes Timothy Hornsby Narendra Makanji
	Chief Executive	Tony Smith
In attendance	Secretary to the Board	Mike Jackson
	Head of Corporate Services	Jane Morris
	Head of Consumer Relations	Carl Pegg
	Complaints and Performance Assistant Manager	Catherine Jones for item CB 43
	Head of Policy and Research	Deryck Hall

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CB38 Apologies and Declarations of Interest

- 38.1 An apology was received from Andrea Cook.
- 38.2 Charles Howeson declared he had just been appointed to chair NHS Estates and Property Services Ltd. There were no other specific declarations of interest other than those already entered in the Register of Interests.

CB39 Listening Session

- 39.1 There were no members of the public in attendance. The Chair reported that a member of the public had raised an issue about collection of data at one of the Severn Trent Water meetings in public.

CB40 Minutes of the Public Board meeting held on 12 June 2012 and any matters arising

- 40.1 The minutes of the Public Board Meeting held on 12 June were submitted for approval.

AGREED: That the minutes of the above meeting be confirmed as a correct record and signed.

CB41 Chief Executive's Report

- 41.1 The Chief Executive reported on benefits being delivered to customers. It included data collected from April 2012 to August 2012, being the most up to date information available. The detailed information could be obtained from his report which was posted on CCWater's website. A Performance 'Scorecard' was appended to the paper setting out the relevant performance data.
- 41.2 Members discussed the report in detail and some of the points made are detailed below.
- 41.3 With regard to affordability, he reported that CCWater was working very constructively with companies as they developed proposals for customer-funded social tariffs and their plans for consulting customers. This followed the publication of the Secretary of State's guidance to companies on social tariffs in June 2012. CCWater had also met with the Welsh Government as they developed their social tariff guidance. A number of companies were likely to be introducing social tariffs over the next two years.
- 41.4 CCWater had exceeded all of its targets for speed of complaint handling and despite seeing lower levels of redress, it had exceeded customer satisfaction targets.

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- 41.5 The vast majority of respondents said they were not prepared to pay more to reduce the frequency of restrictions on water supply. This raised further questions relating to customers' level of acceptance of restrictions if they were to become more frequent events, or if the severity of restrictions increased and had wider economic and social impacts. CCWater therefore planned to conduct further research to explore these issues.
- 41.6 Over £1.7m had potentially been saved by water customers using CCWater's water meter calculator on CCWater's website.
- 41.7 The Chair thanked Mike Barnes and Timothy Hornsby for the help they had given on the complaints' panel.

AGREED: That the report be noted.

CB42 Finance

- 42.1 A report was submitted showing an overall underspend of £4k and a total spend to the end of August of £1.981m.
- 42.2 The budget for the year amounted to £5.685m.

AGREED: That the report be noted.

CB43 Benchmarking

- 43.1 A report on benchmarking of our performance in relation to complaint handling time and consumer satisfaction was submitted by the Head of Consumer Relations supported by Catherine Jones and discussed by the Board.
- 43.2 CCWater continued to outperform most other organisations on key measures. CCWater is still seeking to close the small gap with the best organisations in respect of consumer satisfaction with overall service. In relation to consumer satisfaction it was difficult to make a true comparison because of the nature of the service being delivered by CCWater compared to other organisations. A number of initiatives were being taken to improve customer satisfaction still further, for example a 'key driver analysis' was being undertaken by drilling down further into the available data.
- 43.3 There was also some variation in the levels of customer satisfaction achieved by individual complaint managers.
- 43.4 No comparative data was currently available as to the cost of processing complaints to demonstrate that a high quality service was being provided at low cost. It was also commented that there may be a difference in performance depending on whether people had

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approached CCWater directly or were referred to CCWater. These matters would be further investigated.

Carl Pegg

- 43.5 Approval was being obtained from Defra to appoint three additional complaint administrators to assist in handling an increased number of complaints.

AGREED: That the report be noted.

CB44 Actioning of Board Decisions

- 44.1 The schedule of outstanding items for action was submitted indicating the present position in relation to each of the actions listed.

AGREED: That the present position in relation to the outstanding actions schedule be noted and the completed actions discharged.

CB45 Holding of Board Meeting in Private

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