



CONSUMER COUNCIL FOR WATER

Minutes of the Board Meeting

Held in Public Session

Tuesday, 10 January 2012

Victoria Square House, Birmingham

Present:	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
In attendance:	Secretary to the Board	Mike Jackson
	Head of Corporate Services	Jane Morris
	Head of Consumer Relations	Carl Pegg
	Head of Policy and Research	Deryck Hall
	Public Relations Manager	Kate Eccles
	Public Affairs Manager	Mike Dalton

CB311 Apologies and Declarations of Interest

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

CB312 Listening Session

There were no members of the public in attendance.

CB313 Minutes of the Public Board Meeting held on 4 October

313.1 The minutes of the Public Board Meeting held on 4 October were submitted for approval.

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

CB314 Chief Executive's Report

314.1 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'

314.2 Some of the key points in the report were as follows:

- A small 1.5% increase in complaints for the quarter compared to 22010/11
- 76% of customers were satisfied with the quality of our complaints' service (target of 72%)
- A number of significant successes in getting money back for customers e.g. a backdated bill amounting to some £83,200
- Work had commenced on the next Price Review
- Government guidance issued on social tariffs required CCWater on behalf of customers to be consulted
- Appointment of 17 new Local Consumer Advocates
- Internal Audit Services awarded to RSM.
- Results of the staff survey

314.3 The transfer of responsibility in relation to private sewers had given rise to fewer complaints than expected. CCWater were to enquire of Ofwat the national position in relation to likely costs of the transfer of sewers. **Deryck Hall**

AGREED: That the report be noted.

CB315 Water White Paper - Policy Issues for Customers

315.1 The paper updates the Board on our position on the issues raised in the Water White Paper, and the Welsh Government's Written Statement on Water Policy in Wales.

315.2 Appendix A to the paper set out CCWater's stated views on the issues.

315.3 Although the papers were not consultation papers, CCWater would aim to influence the Water Bill and the Water Strategy for Wales for the benefit of customers.

315.4 CCWater had broadly welcomed the Water White Paper but considered there were some issues such as addressing affordability in England and Wales which required further examination.

315.5 It was suggested that thought could be given to CCWater arranging a symposium on the White Paper involving all the key players and chaired by somebody respected by government and the water industry. Also, a short briefing paper could be prepared to assist MPs **Mike Dalton**

AGREED: That the report be noted and the matters identified in the discussion be given further consideration by the Executive. **Chief Executive**

CB316 Approach to common Agricultural Policy

316.1 A paper was submitted which:

- Set out the background to the reform of the Common Agricultural Policy (CAP);
- Summarised the reaction to the Commission's proposals from some UK and EU-wide interested parties; and
- Recommended a policy approach to CAP discussions

316.2 The Board discussed its approach to the reform of the Common Agricultural Policy and confirmed the need to continue discussions with Government and stakeholders to further the interests of consumers. However, the Board recognised that this was mainly a government issue and CCWater's principal role was to advise Defra and the Welsh Government on the relevant customer research.

AGREED: (1) That the report be received, subject to the above comments; and

(2) An action plan with milestones be emailed to Members. **Deryck Hall**

CB317 Minutes of the Wales and English Regional Committees

CB317.1 Since the date of the last Board meeting in October only one set of minutes had become available, namely those of the London and South East Committee held on 10 November.

AGREED: That the minutes be received.

CB318 Finance Report

318.1 A report was submitted on financial performance to end of November 2011.

318.2 The report showed an overall underspend of £31k (1%) after increasing the contingency fund.

318.3 Due to the government spending restrictions and CCWater's success in achieving value for money, CCWater was spending less than expected. This had led to increase in the contingency fund to £564k. CCWater was projecting a year end under spend of at least £580k. Future plans for spending the surplus over the next Forward Programme period were being re-considered in the best interests of customers.

318.4 The Finance and Resources Committee had considered the draft budget for next year on 6 December and recommended a draft budget for 2012/3 of £5.43m (£5.13m in Licence fees). Formal approval to the budget would be sought at the March Board meeting. **Jane Morris**

AGREED: That the report be noted and revised spending plans be submitted to the Board before the end of this financial year. **Chief Executive**

CB319 Action Taken Under Delegated Authority

319.1 Action had been taken by the sub-committee, set up to take urgent action on behalf of the Board, relating to taking on Ofwat casework. Under the governance arrangements any decision of the sub-committee needed to be noted at the next formal Board meeting.

319.2 At the informal Board meeting held on 6 December, the Board were recommended, in the most likely scenario, to agree that CCWater propose to Ofwat to informally handle metering and GSS casework. Where informal resolution did not occur, CCWater would the case to Ofwat for determination.

319.3 The report indicated that there could be a need for an additional case handler resource at a cost of £25k per year.

AGREED: The report is to be noted.

CB320 Schedule of Outstanding actions from Public Board meetings

The above schedule was submitted indicating the present position in relation to each of the actions listed.

AGREED: That the present position be noted and the completed actions discharged.

CB321 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).