

Subject to confirmation



## CONSUMER COUNCIL FOR WATER

### Minutes of the Board Meeting

#### Held in Public Session

Tuesday, 12 June 2012

Victoria Square House, Birmingham

<b>Present</b>	Chair	Dame Yve Buckland
	English Regional Committee Chairs	David Bland Andrea Cook Ed Vidler substituting for Charles Howeson
	Wales Committee Chair	Diane McCrea
	Independent Chairs	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 Policy and Research	Deryck Hall
	Complaints & Performance Manager	Evan Joanette

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**CB13 Apologies and Declarations of Interest**

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

**CB14 Listening Session**

14.1 There were no members of the public in attendance.

**CB15 Minutes of the Public Board meeting held on 6 March 2012 and any matters arising**

15.1 The minutes of the Public Board Meeting held on 6 March were submitted for approval.

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

**CB16 Chief Executive's Report**

16.1 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'.

16.2 The report referred to the benefits that continue to be delivered for water customers including the subsidy for South-West Water customers, the representations being made on affordability and work being undertaken in connection with the Price Review 2014.

16.3 CCWater had successfully pressed for benefits to be delivered to customers from the South Staffs. takeover of Cambridge Water.

16.4 Some other topics covered in the report were complaint handling performance and customer satisfaction; assessments carried out of water companies; drought representations; the water meter calculator; reducing sewer flooding and the annual tracking survey 2011/12. The latter provided information annually on what customers' views were on the services provided by water companies.

16.5 One member commented that given the high levels of performance being achieved already it may be necessary to look at other indicators and also review presentation. However, it was considered that there was still some

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headroom for increased performance even though the figures were high.

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

### **CB17 Research Programme's Headline Findings**

17.1 It was reported that three projects had been commissioned during the year, viz:-

- Transfer of Private Drains and Sewers
- CCWater Annual Tracking Survey 2011-12
- Understanding the needs of Small and Medium Enterprises (SMEs)

17.2 The findings were summarised in the report and provided valuable information when making representations on behalf of customers.

17.3 A member commented that it would be important to examine the research findings taken as a whole in order to identify the underlying themes. CCWater would be undertaking such an analysis in the future.

17.4 Research findings should be published as soon as possible to ensure it was topical even if a full analysis had not yet been undertaken and the information needed to be disseminated to the appropriate stakeholders.

17.5 Perhaps CCWater could be more proactive by, for example, issuing press releases for every project and joining with other interested organisations such as the CBI in promoting research findings.

**AGREED:** (1) That the findings be noted and used as appropriate in future policy discussions.

(2) That more proactive means of using the information be considered by the Executive.

**Executive Team**

### **CB18 End of Year Complaints Report**

18.1 Carl Pegg, Head of Consumer Relations, supported by Evan Joannette, Complaints & Performance Manager, presented the report which informed the Board of complaints made to CCWater about water companies and included information on CCWater's performance and consumer satisfaction levels for the 2011-12 financial year.

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18.2 Members considered that it had been an excellent year in achieving high standards of performance. The customer support statistics were particularly impressive.

18.3 Concern was expressed about South West Water performance and there was discussion about how performance could be improved e.g. by arranging a secondment to CCWater.

**AGREED:** (1) That the report be noted including the excellent performance achieved for which CCWater staff were to be congratulated: and  
(2) That the suggestions made in the discussion to help South West Water be given further consideration.

**Head of Consumer  
Relations/CCWater  
Western**

**CB19 Annual Report and Accounts for 2011/12**

19.1 The Annual Report and Accounts had been considered fully by Board members in private session. They had been recommended for approval by the Audit and Risk Management Committee.

**AGREED:** That the decision made by the Board (min. no. CB9 refers) to approve the Annual Report and Accounts for 2011/12 including the Statement on Internal Control and the Letter of Representation, be ratified.

**Chief Executive**

**CB20 End of Year Finance Report**

20.1 The report provided a summary of financial performance to the Board for the year end 2011-12 and indicated the changes made to the budget for 2012-13.

20.2 From April 2011 to March 2012 CCWater had consumed 87% of its administrative budget, and 87% of its research budget.

20.3 CCWater ended the year under spent (£701k) against its budget projection.

20.4 In April 2012, DEFRA agreed that CCWater could draw down £335k of its previous underspends to increase its revenue and capital budgets. This changed CCWater's budget to £5.685m from £5.43m originally.

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AGREED: That the contents of the report be noted.

### CB21 Minutes of Wales and English Local Committees

21.1 Minutes of the Wales and English local committee meetings that had become available since the January Board meeting were submitted to the Board as follows:

- Wales Committee - 31 January 2012
- Northern Committee - 22 September 2011
- Western Committee - 20 October 2011

21.2 There were no matters requiring specific Board discussion.

AGREED: That the minutes be received.

### CB22 Welsh language Scheme

22.1 An annual monitoring report on the delivery of CCWater's statutory Welsh Language Scheme (WLS) for 2011/12 was submitted for approval.

22.2 The report also updated the Board on the new Welsh Language Commissioner (previously Welsh Language Board (WLB)) and Welsh language obligations changes that might affect CCWater.

AGREED: That the Board approve CCWater's WLS annual monitoring report 2011/2012 for submission to the Welsh Language Commissioner.

Lia Moutselou

### CB23 Governance items

#### (1) Board and Committee attendance

It was noted that all absences had been agreed with the Chair before a meeting.

AGREED: That the report be noted.

#### (2) Annual Declarations of Interest

AGREED: That the declarations being made by members be noted and made available to the general public.

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- (3) Noting of urgent action taken to upgrade IT infrastructure.

It was noted that members had been advised previously by email of the need for urgent action.

**AGREED:** That the action taken be formally noted in accordance with the governance arrangements.

### **CB24 Actioning of Board decisions**

- 24.1 The Schedule of outstanding actions was submitted to the Board including the associated comments.

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

### **CB25 Any other business**

- 25.1 Appointment of Vice Chair

**AGREED:** That Diane McCrea be formally appointed as Vice -Chair of the Board.

- 25.2 Board Objectives for 2012/3

Copies of the objectives were circulated as finalised by the Board Chair. The objectives had been slightly amended to take account of comments received.

**AGREED:** That the objectives be confirmed.

### **CB26 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