



# **CONSUMER COUNCIL FOR WATER**

## **Minutes of the Board Meeting**

### **Public Session**

**Tuesday, 4<sup>th</sup> September 2007  
Victoria Square House, Birmingham**

<b>Present</b>	Chair	Dame Yve Buckland
	English Regional Committee Chairs	David Bland Richard Sturt Sir James Perowne
	Wales Committee Chair	Diane McCrea
	Independent Member	Timothy Hornsby Mike Barnes Narendra Makanji Janet Paraskeva
	Chief Executive	Tony Smith
	Secretary to the Board	Steven Harrison
	In attendance :	
	Head of Consumer Relations	Carl Pegg
	Head of Corporate Services	Jane Morris

**1. Apologies**

- 1.1 Apologies were received from Andrea Cook, Catherine Harvey, Charles Howeson and Dave Thompson.

**2. Declarations of Interest**

- 2.1 Diane McCrea declared her new role as a member of the Board of Assured Food Standards.
- 2.2 Timothy Hornsby declared his new appointment as a trustee to the Board of the Royal Botanic Gardens, Kew.

**3. Minutes of the public Board meeting held on 5<sup>th</sup> June 2007 - Canterbury**

- 3.1 The minutes of the public Board meeting held on 5<sup>th</sup> June 2007 were **approved** as an accurate record of the meeting.

- 3.2 There were no matters arising

**4. Midlands water companies**

- 4.1 Representatives from the two water companies serving consumers in the Midlands region joined the Board to address the subject of “climate change and the implications for the water industry”.
- 4.2 Dr Jack Carnell, Chief Executive of South Staffordshire Water, gave a presentation taking a broader view of the topic. Points considered included: the draft climate change bill 2007; why should we care about the subject; the political imperative; the 2007 energy white paper; renewable options; short term actions within South Staffordshire as a company; the implications for PR09 and a long term strategy.
- 4.3 Tony Wray, Chief Executive of Severn Trent, together with Martin Kane, Director of Customer Services, looked at more specific situations related to the recent flooding in Gloucestershire. Points considered included: the areas affected, particularly Tewkesbury; the specific problems at the Mythe Water Treatment Works; how emergency water distribution had been approached; the time line of the whole event; the distribution recovery implemented by the company and the first reflections on lessons learnt.
- 4.4 A short discussion followed the presentations where Board members explored some of the issues raised with the water companies’ representatives.
- 4.5 The Chair thanked Dr Carnell, Mr Wray and Mr Kane for giving their time to attend the meeting and giving such informative presentations.

## DRAFT

### 5. Customer complaints

5.1 The Head of Customer Relations presented a quarterly report to inform the Board on complaint numbers and performance for the months of April to July 2007.

5.2 The Board **noted** the report.

### 6. Chief's Executive's Report

6.1 Particular key points highlighted by the Chief Executive from his report included:

- **Flooding** – CCWater's role in making sure customers' concerns were addressed by companies as emergency plans were put into action.
- **Sharing the benefits of financial performance with customers** – pressure on companies in the last twelve months by CCWater to prove to their customers that they are delivering improvements paid for by customers' higher bills in recent years is achieving results. As a result of CCWater's pressure, companies had agreed to benefits to customers in excess of £90m at the shareholders' expense. Welsh Water also was continuing its customer dividend policy.
- **Celebrating success and looking forward** – two very successful days were held for staff on 13 and 19 July at the Birmingham office. Staff from across the whole of the organisation joined to celebrate the successes and progress CCWater has made and to look forward to next year and beyond. Success stories from around the offices illustrated how CCWater makes a real difference for individual customers.

6.2 The Board **noted** the report.

### 7. Finance report

7.1 The Chief Executive presented the finance report to update the Board on the current financial position of the organisation.

7.2 Key points highlighted included:

- To the 31 July 2007 there was an overall under-spend against budget of £65k (Circa 3%). Finance held quarterly budget review meetings in July with principal budget holders and reviewed the individual budgets, together with actioning budget queries.
- A budgeting and business planning framework has been developed for the next financial year which will allow the Board to consider first options for the Forward Work Programme/budget together in October leading to further detailed consideration by the Finance and Resources Committee before Board sign-off of the budget and operational business plan in March 2008.

7.3 The Board **noted** the report.

## **DRAFT**

### **8. Board retirements**

- 8.1 The Chair noted that this was the last Board meeting where Richard Sturt and Catherine Harvey would be members of the Board, as their term of appointment came to a close at the end of September.
- 8.2 The Chair expressed her thanks on behalf of the Board, and the organisation as a whole, to both Richard and Catherine for all their work, support and local leadership for CCWater, and indeed for the work in its predecessor organisation, WaterVoice.
- 8.3 All other Board members present supported this vote of thanks.

**The meeting closed.**