

Consumer Council for Water Board Agenda
Meeting in Public
Tuesday 5 April 2016 10.45
Bull Hotel, Peterborough

Members: Bernard Crump - Regional Chair
 David Heath - Regional Chair
 Julie Hill - Independent Member
 Robert Light - Regional Chair
Alan Lovell - Council Chair
 Tony Smith - Chief Executive
 Tom Taylor - Wales Chair

Attending: John Devall- Operational Director of Water Services, Essex & Suffolk Water
 Richard Emmett- Communications Manager, CCWater
 Laura Clougher- Consumer Relations Manager, CCWater
 Gary Fisher - Board Secretary, CCWater
 Gill Holmes- LCA
 Ana-Maria Millan- Policy Manager, CCWater
 Karen Gibbs- Senior Policy Manager, CCWater
 Phil Marshall - Deputy Chief Executive, CCWater
 Phil Newland- CEO, South Staffs water
 Carl Pegg - Head of Consumer Relations and Communications, CCWater
 Marie Perry- Head of Finance and Procurement, CCWater
 Alex Plant- Executive Director, Anglian Water
 Richard Powell- LCA
 Paul Quinn-LCA
 Claire Sharp- Customer Director, Northumbrian Water
 Amy Wilson- Innovation and Integration Manager, Anglian Water

Item	Agenda Item	Time	Paper	Lead
P0P.	Tea and coffee welcome for public attendees (15 minutes)	10.45		
Standing Items				
P1P.	Introductions, Apologies and Declaration of Interests (5 minutes)	11.00	Verbal	Alan Lovell
P2P.	Listening session and complaint raised about Anglian Water's So-Low tariff (20 minutes)	11.05	Verbal	Alan Lovell

Policy and Strategy (with stakeholders)

P3P.	Long-term water resource planning framework (40 minutes)	11.25	Presentation	Anglian Water lead
	<i>Comfort break</i> (5 minutes)	12.05		
P4P.	The Abberton Reservoir (40 minutes)	12.10	Presentation	Essex and Suffolk Water lead
P5P.	Water Efficiency- Cambridge University water recycling scheme (40 minutes)	12.50	Presentation	South Staffs Water lead
	Lunch (45 minutes)	13.30		
Governance				
P6P.	Chief Executive's Report on CCWater Achievements and Performance (10 minutes)	14.15	05 04 01P	Tony Smith
P7P.	Approval of Minutes of the Public Board meeting held on the 9 February 2016 (5 minutes)	14.25	05 04 02P	Alan Lovell
P8P.	CCWater Wales and English Regional Committee minutes (10 minutes)	14.30	05 04 03P	Gary Fisher
P9P.	CCWater Finance Report (5 minutes)	14.40	05 04 04P	Marie Perry
P10P.	Register of interest and Board attendance records (5 minutes)	14.45	05 04 05P	Gary Fisher
	Any Other Business (5 minutes)	14.50		Alan Lovell

Consumer Council for Water Board
Tuesday 5 April, 2016
Agenda Item P6P
Paper 05 04 01P

Date:
24 March 2016

Title:
Chief Executive's Report

Report by:
Tony Smith, CEO

Responsible Lead:
Tony Smith, CEO

Paper for information

Appendix: Yes (1)

1.0 Delivering benefits for water customers

1.1 The Consumer Council for Water (CCWater) has continued to deliver a range of benefits for customers by addressing the issues that matter most to them. This report covers the two-month period from February to March 2016. A summary of our achievements is as follows:

1.1.1 We took account of the views of key industry stakeholders by:

Incorporating their suggestions into our Forward Work Programme (FWP) for England and Wales for 2016-19. We received 16 formal responses to our consultation from water companies and stakeholders which were very positive, and in general supported our plan and priorities for the next three years. The FWP was published on 31 March along with the responses to the consultation and our Operational Business Plan which outlines our activities for the next year. The documents are on our website: www.ccwater.org.uk

1.1.2 We secured financial redress for customers by:

Negotiating with companies a total of £328,000 in compensation and rebates during January and February for customers who complained about their water or sewerage service. This brings the total amount secured for customers to more than £4.6 million for the year to date. This includes an increase in the compensation offered by United Utilities to customers affected by a boil water notice in Lancashire last summer, which we negotiated with the company.

2.0 Value for money

2.1 In February water companies announced that the average water and sewerage bill in England and Wales for 2016/17 will rise by £2 to £389 from 1 April.

2.1.1 This is an increase of less than 1 per cent but what customers actually end up paying will vary depending on their individual circumstances. Some customers will pay more and some less than the average bill for their company.

2.1.2 The announcement marked the second wave of charges under the five-year price setting deal finalised by Ofwat, the industry's regulator, in December 2014. Between 2015 and 2020 household bills are set to fall by an average of 5 per cent (before inflation).

2.1.3 Although CCWater is pleased that strong customer input has meant that the rise in bills is less than 1 per cent, we recognise that it is still an increase. Affordability continues to be a concern for many low-income households who are already struggling to pay. Our research shows that one in eight customers in England and Wales already finds it difficult to afford their water bill.

2.1.4 We want companies to do more to ensure that customers who are struggling or unable to pay their bill get the help they need. We have been working with the companies to ensure that they raise awareness of the social tariffs and other assistance schemes they can offer customers who urgently need support.

2.2 **Affordability**

2.2.1 **Benefits calculator and grants search**

2.2.2 Hundreds of customers have used the benefits calculator and grant search since we launched the tools on our website in January in association with the poverty relief charity Turn2us.

2.2.3 The tools help struggling customers identify ways to increase their income and pay off their debts, including water debt. During January and February 1,471 customers viewed the benefits calculator and nearly 190 people completed a full check. Many identified some additional benefits to which they may be entitled, including working tax credit, council tax support, housing benefit, child benefit, child tax credits and income-related employment and support allowance. A further 446 customers used the grants search. We will continue to promote the tools throughout 2016 with the help of consumer organisations.

3.0 **Getting water companies to resolve customer problems: Right first time**

3.1 **Complaint handling and customers' satisfaction with our service**

3.1.1 In quarter three (October to December 2015), we received 2,245 complaints about water companies in England and Wales - 143 fewer than the same period in 2014-15. Billing and charges (53%) prompted the most complaints from consumers.

3.1.2 We acknowledged 99% of complaints within five working days, closed 81.8% of cases within 20 working days and closed 92.8% of cases within 40 working days. This meets or exceeds our Operational Business Plan (OBP) target for all three measures.

3.1.3 Every quarter we survey consumers on various measures of satisfaction with our service. In quarter three (October to December 2015), satisfaction with our service was 73.1%, just over one percentage point above our OBP target. For the year to date, satisfaction with our service is 73.4%. The figures for quarter 4 (January to March 2016) are not yet available.

3.1.4 In January and February CCWater negotiated over £328,000 in compensation and rebates for customers.

3.2 Alternative Dispute Resolution - WATRS (the Water Redress Scheme)

3.2.1 Customers whose complaints have not been resolved by their water company after intervention from CCWater can apply to have their case adjudicated by WATRS, which is an independent scheme. From April to December 2015 we issued 184 WATRS notifications - letters to customers informing them that they are eligible to apply to have their complaint adjudicated by WATRS. Of these, 74 eligible customers applied to WATRS. Companies settled 13 cases before full adjudication was entered into, 30 cases succeeded in part and 24 did not succeed. No case was entirely successful. Seven cases are pending a decision by WATRS.

3.2.2 Only 7% of eligible customers whose cases we closed in the period made an application to WATRS. This is further evidence that CCWater is resolving cases to the satisfaction of the majority of consumers.

3.2.3 The Alternative Dispute Resolution panel, which oversees WATRS, recently carried out a six-month review of the scheme and the findings have been circulated to Board.

3.3 Office restructure

3.3.1 We have now completed our reorganisation which has involved closing six of our regional offices and centralising our complaint handling service in Birmingham and Cardiff. Our London office was the last to close at the end of March.

3.3.2 As well as making CCWater a much more efficient organisation, the changes mean we can be more consistent in complaint handling and are better equipped to deal with 'new' national complaint issues arising from the competitive market for business customers and, depending on government decisions in future, ultimately domestic customers.

3.3.3 We are continuing to strengthen our local relationships with the water companies and other stakeholders through our English regional and Wales teams. Following the success of a series of consumer issues events we held last autumn we are now organising more events for September and October 2016 to give a wide range of stakeholders an opportunity to discuss the key national and regional issues affecting consumers in England and Wales. We will be contacting stakeholders in April with details of the dates and venues for the events.

3.3.4 We are also holding our Board meetings in public in different regional locations to give more stakeholders an opportunity to attend and participate in the discussions.

3.4 Freedom of Information requests

3.4.1 We received eight Freedom of Information (Fol) requests during February and March and responded to all of them within the 20 working day timescale. Five of the eight requests were from commercial enterprises. The remaining three were requests from customers for information relating to their complaint. For the year to date we have received 24 Fol requests and have responded to all but one within the timescale.

3.5 Assessments

3.5.1 In the period we carried out three written complaint and three debt management assessments. These involve checking that water companies are complying with their published processes for complaints and debt management. The written complaint assessments are based on 'risk based' criteria with the companies who performed poorly in our annual written complaint report. Our assessment panels have identified nine areas of good practice and made 15 recommendations to companies. We carry out debt assessments on a cyclical basis. Of the three companies we assessed our panels identified eight areas of good practice and made eight recommendations to the companies.

4.0 Water on tap - customers receive a safe, reliable water supply

4.1 Water meter calculator

4.1.1 We continue to promote our water meter calculator and encourage customers to consider whether switching to a meter might save them some money. This helps consumers make an informed decision on switching to a water meter by comparing their current unmetered bill.

4.1.2 In January and February customers used our calculator 96,974 times. From these visits the calculator recorded that customers could potentially save £6.23 million. For these two months alone we recorded nearly as much in potential savings as we did from April to December 2015. This was mainly as a result of mentions for the calculator on Martin Lewis's Money Show on ITV. It means that for the year to date a total of 225,926 people have used the calculator, potentially saving over £12.72 million.

5.0 Speaking up for water consumers

5.1 Retail competition for the household water market in England

5.1.1 CCWater has commissioned research into household customers' views about retail competition in the water industry which we plan to publish in early summer. The findings of our research will contribute to an assessment of the costs and benefits of extending retail competition to household customers which the UK Government has asked the water industry regulator Ofwat to carry out. Our research will identify customers' expectations for and concerns about a competitive market in water. These concerns will need to be addressed before competition is introduced.

5.2 Retail competition for non-household customers in England

5.2.1 Some water companies have started to position themselves in preparation for the opening next year of the non-domestic water retail market.

5.2.2 Portsmouth Water to exit non-household water retail market

5.2.3 In February Portsmouth Water announced that it had appointed Castle Water to provide billing and associated services to its business customers from 1 April 2016 and that it intends to exit the non-household retail market from April 2017.

5.2.4 Portsmouth Water's business customers must be given clear and timely information about the changes to their billing arrangements. We will work with the company - and with Castle Water - to ensure that the changes are implemented smoothly and that the company acts quickly to resolve any problems that might occur.

5.3 Joint venture between Severn Trent and United Utilities

5.3.1 On 1 March Severn Trent and United Utilities announced that they had formed a joint venture to manage their non-household water and wastewater retail businesses ahead of the opening of the retail market in April 2017. This would involve merging the companies' billing and customer service activities into one business, to be based in Stoke-on-Trent.

5.3.2 The proposed joint venture must be cleared by the Competition and Markets Authority (CMA) which is expected to make its decision later in spring. Given that the new venture would serve up to 25% of the non-household market in England, CCWater will work to ensure that the joint venture delivers cost efficiencies for business customers but does not stifle competition in the market.

6.0 Informing consumers

6.1 We use a range of communication channels to inform consumers about issues that are important to them.

6.2 In the media and social networking

6.2.1 We featured in more than 230 individual pieces of media between January and mid-March with a total reach of more than 50 million people. For the year to date, water consumers have had opportunities to see our messages through broadcast, online and print media with a total reach of more than 160 million people, spread across about 900 press articles and broadcasts.

6.2.2 The Martin Lewis Money Show on ITV recommended our water meter calculator (WMC) to viewers who were considering switching to a water meter to save money. This mention prompted a huge spike in visitors with a month's worth of traffic clicking onto the WMC in the space of three days. Martin Lewis continued to promote our calculator on BBC Radio 5 Live, ITV This Morning and through local media articles during February.

6.2.3 The publication of the Public Accounts Committee's report into the economic regulation of the water industry in January, to which we had given evidence, generated considerable media interest. I was interviewed by BBC 5 Live Drive and our views on the report also featured in a string of national newspapers and online

publications including the i newspaper, Independent, Daily Mirror and Sun Online and BBC News Online.

- 6.2.4 The announcement by water companies of water bill increases for 2016/17 in early February prompted us to repeat our call for more assistance for customers struggling to pay their bills. This attracted coverage in the Independent and Mail Online, as well as many regional newspapers in England and Wales.
- 6.2.5 During March we launched our new social media strategy which sets out our objectives and actions to increase engagement with consumers and other key stakeholders across our social network platforms. A content calendar for our social media activity is being developed and will be implemented during 2016/17.
- 6.2.6 We have continued to increase our engagement and following on Twitter where we now have over 3,900 followers. We have targeted key influencers on Twitter to bolster our engagement and promote our messages. This helped our tweets to reach 280,000 users from January to mid-March. Our most influential tweet reached an audience of 32,000 people after being shared by Money Saving Expert Martin Lewis.

6.3 CCWater website

- 6.3.1 Money Saving Expert continues to be the top referring site. A total of 367,425 people have visited our website this year, exceeding our annual target of 250,000.
- 6.3.2 Our website redevelopment project has been delayed while we carry out additional research required by the Government Digital Service within Cabinet Office. We aim to progress with the project and improve the content of the website during 2016.

7.0 Research of water customers' views

- 7.1 We use our research to develop our policy lines, to advise or influence the water industry, regulators and governments, and to inform a range of other parties about customers' views on water issues.
- 7.2 In January we published the second phase of our 'Uncharted Waters' research looking at non-household customers' expectations of competition in the water industry from April 2017. The research involved five organisations representing business customers.
 - 7.2.1 Our research found that all the organisations were aware of the forthcoming market reform but had received information about it from peers and colleagues rather than the government or the water industry. The organisations said that lessons should be learned from the energy and telecoms sectors where small companies have struggled to negotiate the best deals and larger businesses need specialist procurement teams.
 - 7.2.2 There was opposition to automatic 'roll-over' of contracts and hidden charges, and business customers wanted clear exit clauses, notice periods and transparent costs. Contracts for smaller companies should be simple to understand and easy to compare.
 - 7.2.3 Representatives of non-domestic customers called for a timely, accurate communications campaign targeted at both the representative organisations and

their members. CCWater is developing a communications plan which will be implemented from April onwards and will complement activities being undertaken by Ofwat and the market operator, MOSL.

- 7.3 All of our research is available on our website at: www.ccwater.org.uk/blog/category/reports/
- 8.0 **Senior staff**
- 8.1 In February Marie Perry joined us as our new Head of Finance and Procurement.
- 9.0 **Local Consumer Advocates**
- 9.1 Two of our Local Consumer Advocates (LCAs) - Clare Evans in Wales and Laura Willoughby in London and the South East region - resigned in February and March. Clare became the independent chair of Dee Valley Water's Customer Challenge Group in February, succeeding Diane McCrea, CCWater's former Wales Chair and Council Vice Chair. I would like to thank both Clare and Laura for their work for CCWater since they joined us in April last year. We are currently recruiting replacements to bring us back up to a full complement of 22 LCAs.
- 9.2 **CCWater staff survey**
- 9.2.1 In January we carried out our annual survey of staff asking them about a range of issues including satisfaction with their job, pay and recognition, and communication within the organisation. The response rate was 88% compared with 77% last year. Overall, the results of the survey, carried out by ACAS, were very positive. Our Executive team has identified a number of actions in response to the findings which will be implemented over the next few months.
- 9.3 **CCWater event**
- 9.3.1 On 1 March we held one of our periodic events to bring together members of staff, Board members and Local Consumer Advocates from across England and Wales. At the event I gave a presentation on the main challenges facing CCWater and a series of workshops were held on social media, consumer advocacy, delivering consistency for consumers and CCWater's values. Further similar events are planned for 2016 and there will also be specific events for different groups of CCWater people.

Consumer Council for Water: Performance 'Scorecard' (year to the end of March 2016)

Benefits for Customers

- We have secured £4.6 million in compensation and rebates for customers who have complained about their water or sewerage service. This includes an increase in the level of compensation paid to United Utilities customers affected by a cryptosporidium incident last summer, which we negotiated with the company.
- Our water meter calculator has generated potential customer savings of more than £12.72 million during the year to date.

Our complaint handling performance and customer satisfaction:

Performance	Actioned within 5 days	Closed within 20 days	Closed within 40 days
<i>Target*</i>	99%	78%	90%
Q3	99%	81.8%	92.8%
2015-16 (YTD)	99.6%	81.6%	92.5%

Customer satisfaction	Service	Outcome	Speed	Courtesy
<i>Target*</i>	72%	58%	79%	90%
Q3	73.1%	61.4%	81.3%	89.7%
2015-16 (YTD)	73.4%	59.4%	80.4%	92.2%

*Operational Business Plan target

Governance and Financial Performance

Financial

- CCWater costs 21p per water customer (down from 23p in 2010/11).
- We had a total budget of £5.724 million for 2015-16, with no increase in licence fee or in costs to water customers compared to last year.
- Between April and the end of February 2016 we spent 88% of our budget.

Governance

- CCWater complies fully with all Government spending restrictions.
- Between 1 April 2015 and 29 February 2016 we received 24 Freedom of Information (Fol) requests. We responded to all but one of the requests within the 20 day deadline and, as a result, we have amended our Fol process.
- Internal audit reports in 2015/16 have identified 20 management actions, ten classified as Medium priority and ten as Low priority. CCWater has no overdue High or Medium actions from previous reports.

Staff

- Absence due to sickness – 556 days for the period (306 days long term). Average 7.94 days per person for the period from April 2015 to mid-March 2016, compared to the public sector average of 8.7 days per annum.
- 22 permanent members of staff left CCWater, including three retirements and 14 through voluntary redundancy. Our staff turnover (excluding these 17 posts) was 7.14% for the period from April 2015 to mid-March 2016.
- We provided 49 training courses, using Civil Service Learning and other providers. This also includes training which has been provided as outplacement support during the restructure of our consumer relations function.

Reputation and External Activities

- From April 2015 until the end of March 2016 consumers had the opportunity to see our messages in the media with a total reach of more than 160 million people.
- Since April last year 367,425 people have visited our website, with Money Saving Expert again the top referring site. Our Twitter following has grown from 3,100 to more than 3,900.
- Customers using our online benefits calculator during January and February identified additional welfare benefits for which they may be entitled to claim.

Consumer Council for Water Board
Tuesday 5 April 2016
Agenda item P7P
Paper 05 04 02P

Minutes of the Meeting of the Board in Public
Consumer Council for Water
10.45 on Tuesday 9 February 2016
Marriott hotel, Preston

Present: Bernard Crump - Regional Chair
David Heath - Regional Chair
Julie Hill - Independent Member
Philip Johnson - Independent Member
Robert Light - Regional Chair
Alan Lovell - Council Chair
Tony Redmond - Regional Chair and Vice Chair of the Council
Tony Smith - Chief Executive
Tom Taylor- Wales Chair

CCWater Attendance: Marc Bicknell- Local Consumer Advocate
Gary Fisher - Board Secretary
Steve Grebby- Policy Manager
Deryck Hall - Head of Policy and Research
Philip Lloyd- Interim Head of Corporate Services
Phil Marshall- Deputy Chief Executive
Bhependra Mistry- Local Consumer Advocate
Carl Pegg - Head of Consumer Relations and Communications
Marie Perry- Head of Finance and Procurement
Janine Shackleton- Policy Manager
Andy White- Senior Policy Manager

Stakeholder and water company Attendance: Louise Beardmore- United Utilities
Kevin Ensell- Operations Manager, Hartlepool Water
Adrian Kennedy- Director of Regulation, Yorkshire Water
Steve Mogford- CEO, United Utilities
Heidi Mottram- CEO, Northumbrian Water
Clare Nolan-Barnes- Head of Coastal & Environmental Partnership Investment, Blackpool Council
Claire Sharp- Customer Director, Northumbrian Water
Dean Stewart- Head of Household Retail, Yorkshire Water

142P Apologies, Declaration of Interests, Minutes of Meetings and Matters Arising

Apologies

142.1P Apologies were received from Richard Flint at Yorkshire Water

Declarations of Interest

142.2P There were no declarations of interest.

143P Listening Session

143.1P Gary Fisher read out a letter of complaint from a customer from Clacton-On-Sea. Although this customer is not based in the CCWater Northern region where this meeting is being held, the customer wished the letter to be read. The issues relates to Anglian Water's removal of the So-Low tariff and the impact this has had on the bills of single occupancy households. Bernard Crump informed the Board that he was aware of the complaint and had spoken to the complainant. There were some issues relating to the way the company had handled the change. Alan Lovell asked for the Board to be updated at the public Board in Peterborough in April.

BC

144 Flooding; impacts on water consumers and infrastructure, and the role of the water companies in management and prevention of flooding

144.1P Alan Lovell invited Yorkshire Water to open the discussions. Adrian Kennedy talked the Board through the recent floods in Yorkshire; the confusion of water customers in relation to where the water was coming from was the main theme. Other points raised included the help received from other water companies such as Wessex Water, Welsh Water, and Severn Trent Water, and the total cost incurred by Yorkshire Water to manage the issue. Over 120 assets were damaged, with 50 of those being severely damaged.

144.2P Steve Mogford informed on United Utilities' experience. Similar confusion was seen from customers in relation to the source of the water. The floods in United Utilities' area were localised, and came and went very quickly, unlike in Yorkshire. Over 80 waste treatment assets were flooded, and sewers were inundated. A major issue was maintaining power to the assets. Like Yorkshire Water, United Utilities suspended billing in the areas affected.

144.3P Both companies agreed that communication with customers was a challenge. Mobile lines were lost. Strategies deployed included social media. Heidi Mottram from Northumbrian Water commented that social media can be useful, but can also be used to spread malicious and unfounded gossip which can cause panic. It is very labour intensive to manage this. However, all companies agreed there was a collaborative effort in their areas with police and other sectors to reach out to those in need. Water companies are in a better position than most in relation to the amount of information they hold on

customers, including degrees of vulnerability and contact details.

- 144.4P Heidi Mottram discussed the recent floods from a Northumbrian Water perspective. Their experience was different. Not all flooding is the same and the Northeast did not experience the rainfall seen in the other two areas. In Northumbria, they are experiencing more summer rain. Furthermore, they are doing some work on how flooding in areas adjacent to where the rainfall occurs can be managed.
- 144.5P Following questions from the CCWater Board about collaborative working and preventative measures, Northumbrian Water said it was looking at preventative measures such as retrofitting sustainable drainage systems. Yorkshire Water is relocating power points and inlets to above flood levels to ensure there is continuity of power should a flood occur. Robert Light suggested that a partnership approach would be useful, not just within the water company community but also across local authorities. With household competition a possibility post-2020, systems will need to be developed to ensure that collaboration across agencies still occurs.
- 145P Cryptosporidium outbreak: lessons learnt and good practice in the prevention and management of water quality issues and communication with consumers.**
- 145.1P Steve Mogford stated that as the issue was still under investigation by the Drinking Water Inspectorate, he was limited in what he could say. The asset that caused the outbreak was identified and UV treatments put in place. Anglian Water assisted with the provision of UV lamps. However, from his perspective, United Utilities has learnt that they need a better strategy for communicating with customers. 1000 United Utilities staff went door-to-door to inform and help customers. The communication strategy also included TV, radio and social media channels. Notification about the purification of and release from the boil notice was managed via a postcode system.
- 145.2P United Utilities was asked about the handling of vulnerable customers. United Utilities said its initial database searches suggested 200 people within the catchment area. After a week this had risen to 18,000. Louise Beardmore has been leading on benchmarking across the sector to identify a definition of "vulnerable". They have engaged with CAB and Age UK to work on this. Initial criteria include financial, mental and physical issues that would make a customer vulnerable.
- 145.3P Alan Lovell thanked the companies for their contributions and the Board noted the update and on-going work around vulnerability, which will be discussed later on in the Board.
- 146P Bathing Water Directive; good practice and the balance of (exceeding) compliance against cost**
- 146.1P Clare Nolan-Barnes from Blackpool Council detailed the success of the Fylde Coast Bathing Waters project, a partnership involving four local authorities, the Environment Agency, Keep Britain Tidy and United

Utilities. Since 2010 there had been improvements in water quality at all eight bathing waters covered by the project, with the Blackpool South beach now classified as 'Excellent'. Rob Light highlighted that the economy of Blackpool was partly dependent on visitors to the resort being confident that the beaches and bathing waters were clean. The partnership had worked well.

146.2P Alan Lovell thanked Clare for the experience from Blackpool, and pondered whether other areas could learn from the success, especially given that this had been facilitated by a collaborative approach.

147P Affordability

147.1P Andy White joined the Board and presented his paper on affordability. This paper highlighted the help that was now in place following work by CCWater with all the water companies. He also pointed out the need for further help and communication with customers who were not aware of their eligibility for help. The Board noted the contents and invited Claire Sharp to present on Northumbrian Water's work on affordability.

147.2P Claire Sharp talked about the increase in household debt in average terms in the UK. Utility bills as a whole constitute a sizeable proportion of income for those consumers on Universal Credit. Northumbrian Water has therefore looked at their social tariff policy, especially in light of the lack of customer support in the region for such tariffs. The company has, therefore, developed and implemented a cost neutral programme. They have also looked at how to engage consumers who need this help, removing a process driven mentality that can put barriers in place for consumers. Northumbrian Water now has reduced customer indebtedness and is maintaining on-going engagement with those in debt. They are working with StepChange to look at further support that can be offered to consumers. Claire concluded by saying that this is a national issue and CCWater could take a lead role in improving the social tariff landscape.

147.3P Rob Light and David Heath both stressed the importance of having a national view on social tariffs, and highlighted that water bill debt is the gateway or early warning of wider consumer debt issues.

147.4P Dean Stewart gave a summary of the debt and affordability issues with Yorkshire Water's customers, and noted the link with those getting into water debt and the customer having County Court Judgements.

- 147.5P Heidi Mottram asked how CCWater and the companies can work together to develop a metric which would be valuable to report against. Bernard Crump was interested in understanding the cost model of Northumbrian Water's tariff as it could be useful to share it across the sector to show that a cost neutral model can and does work. DHa
- 147.6P Alan Lovell thanked the companies for their input into the affordability discussion. CCWater will consider this input when it further develops its work on affordability and debt. DHa
- 148P Research Programme**
- 148.1P Deryck Hall introduced CCWater's research programme for the upcoming year. The Board noted the programme and highlighted the 'willingness to pay' and 'water saving behaviours' projects as being very important pieces of work. Heidi Mottram stated that there is a lot of good research that has been completed by water companies and there was scope for greater collaboration. Julie Hill suggested there may be ways to collaborate with companies on some matters, with other matters reserved for CCWater only. DHa
- 148.2P The Board agreed the research programme subject to CCWater looking to work with companies on some customer research, and gaining an understanding of the research that was already available from companies.
- 149P Water Resources Management Plans (WRMPs)**
- 149.1P Deryck Hall presented a paper on the current position on WRMPs. Alan Lovell invited comment from the floor. Heidi Mottram raised the idea of a national WRMP. The Board noted the benefit of such, and this will be discussed at the public Board in April in Peterborough. The paper's recommendations were accepted.
- 150P CEO Report**
- 150.1P Tony Smith presented his report to the Board. Key updates included retail competition, non-domestic retail reform, the Public Accounts Committee report into the economic regulation of the water sector, and the current position with the restructure of CCWater. The Board noted the update.
- 151P Approval of the minutes of the public Board held in Cardiff on the 3 November 2015**
- 151.1P The minutes of the November Board were agreed as an accurate record of the meeting.
- 152P CCWater Wales and English Regional Committee minutes**
- 152.1P The minutes of the regional/Wales committees that have met since the last public Board were considered. The Board noted the contents.
- 153P Finance Report**

Minutes of the Meeting of the CCWater public Board 9 February 2016

153.1P The Board received a verbal update from Bernard Crump who chairs the Finance and Resource Committee. The Committee had met on the 8 February and had considered the draft budget. The Board were asked to agree to a licence fee of £5.13 million, the same level as for the past three years. The Board agreed that the licence fee would be maintained at this level.

154P AOB

154.1P No items were raised by the Board. Gary Fisher moved that, in accordance with the Public Bodies (Admissions to Meetings) Act 1960, further meetings of the Board held in Private Session would exclude members of the press and public, on the grounds of confidentiality.

The meeting closed at 14.50

Consumer Council for Water Tuesday 23 February 2016

**Minutes of the Central and Eastern Committee
Regional Meeting in Public
1PM, Tuesday, 23 February 2016
Walsall Central Library, Walsall**

Present: Bernard Crump - Central and Eastern Committee Chair
Gemma Domican - Policy Manager
Steve Grebby - Policy Manager
Laura Clougher - Consumer Relations Manager
Alison Dediccoat - Local Consumer Advocate (South Staffs/Cambridge Water)
Paul Quinn - Local Consumer Advocate (Severn Trent Water)
Farah Hasson - Policy Support Officer

Attending: Liv Garfield - Chief Executive Officer - Severn Trent Water
Vanessa Mallinson - Government Affairs Manager - Severn Trent Water
Leah Fry - Head of Customer Strategy and Experience - Severn Trent Water
Phil Newland - Managing Director - South Staffs Water
Rachel Barber - Customer Service Director - South Staffs Water
Steve Collela - Senior Water Delivered Analyst - South Staffs Water
Andrew Lobley - Head of Water Quality and Compliance - South Staffs Water
Jacky Atkinson - Principal Water Inspector - Drinking Water Inspectorate

1.0 Welcome and Apologies

Welcome

- 1.1 Professor Bernard Crump (The Chair) welcomed all attendees to the Committee meeting in public focussing on the companies in the Central part of the region.
- 1.2 The Chair noted the modified format of the meeting highlighting its emphasis on customer engagement. Representatives from Severn Trent Water (SVT) and South Staffs/Cambridge Water (SSW) were presenting on every agenda item respectively.
- 1.3 The list of all attendees can be found in Annex I.

Apologies

- 1.4 The Chair noted apologies from CCWater's Local Consumer Advocates Gill Holmes and Richard Powell. A list of all apologies received can be found in Annex II.

2.0 Declarations of Interest

- 2.1 There were no members of the public present and no declarations of interest were received in advance.

Update from Severn Trent Water

- 2.2 Prior to addressing the meeting agenda, the Chair requested Severn Trent Water to update the attendees on recent supply interruptions.

Liv Garfield (LG) provided the attendees with the following update:

- 2.3 SVT is currently running a full review of the interruptions to water supply to approximately 16,000 customers in Nottinghamshire that took place on Sunday, 21 February 2016.
- 2.4 The incident was first detected in the early morning of Sunday following a trunk main split. SVT issued a statement apologising to customers.
- 2.5 While analysis is still underway on the exact reason, it is suspected that it was due to pressure build up.
- 2.6 By Sunday midnight, the water supply to all affected postcodes was restored.
- 2.7 Some of the challenges faced by the company include the proximity of the main to several infrastructures and the inability to update a number of affected customers due to lack of contact details.
- 2.8 The incident is expected to have a negative impact on SVT's Operational Delivery Incentives (ODIs) in what would have been the best performance year in supply interruptions.

3.0 Helping vulnerable people

Rachel Barber (RB) - South Staffs Water

- 3.1 RB presented SSW's approach to providing vulnerable customers with assistance in a presentation that can be accessed in [Agenda and Presentations \[pages 3-17\]](#).
- 3.2 SSW is working towards adopting the definition 'individual needs that may change with time' when targeting vulnerable customers.
- 3.3 The primary challenge in providing assistance to vulnerable customers remains the low levels of awareness where, in a recent company poll, only 11% of customers knew what types of services are available.
- 3.4 SSW's Assistance Register has approximately 13,000 customers primarily in the SSW area in contrast to the Cambridge Water area.

- 3.5 RB presented on several company policies aimed at helping customers including Leakage Assistance and HomeServe.
- 3.6 SSW will offer the Assure social tariff in addition to the current industry-wide WaterSure tariff. The former is based on disposable customer income and will be launched in April 2016.
- 3.7 SSW is determined on strengthening its current partnerships and building new ones to reach a wider customer base.
- 3.8 SSW has committed to having 30K customers supported by its various assistance schemes by 2020.
- 3.9 John Thompson (JT), SSW Charitable Trust, added that the current customers supported by the Trust represent a very small number and that the company must focus on widening the Trust's reach.
- 3.10 Gemma Domican (GD) mentioned that she has recently become a customer of SSW after leaving the SVT region. When speaking to SSW service representative, via telephone, on the companies compulsory metering programme, she was informed that installing a water meter would not be beneficial for her type of household. RB responded that they are not following this policy at present and are looking at their options in this area.
- 3.11 The Chair enquired on whether South Staffs/ Cambridge Water customers who are billed by the companies for their wastewater usage are eligible for the social tariff. RB commented that the customers will be simultaneously eligible but will confirm to CCWater arrangements when they have been finalised with Severn Trent and Anglian Water. **ACTION SSW**
- 3.12 Paul Quinn (PQ) notified the attendees of a petitioning sign outside the CAB Walsall office opposite to the meeting venue. He asked both companies if offering financial support to organisations like CAB will be part of partnerships.
- 3.13 RB responded that it is an option but always measured amongst the best ways to offer the support to such causes.
- 3.14 LG commented that SVT had created a similar partnership/contract with a CAB office last year but did not experience the expected returns and therefore will not focus only on this organisation in the future.
- 3.15 RB advised they wanted to learn lessons from SVT's experience and were keen to hear other learning points. **ACTION SVT**
- 3.16 Phil Newland (PN) agreed with LG that direct funding to offices under pressure is not the best solution but possibly an element of several potential strategies.
- 3.17 Alison Dediccoat (AD) asked SSW if they have set targets for social tariff uptake beyond its first year.

- 3.18 RB and PN responded that SSW is looking to assess the uptake during its first year to gather learning lessons for future targets.
- 3.19 AD commended the customer focus ethos she witnessed top down throughout her liaison meetings with SSW.
- 3.20 JT added that water charges constitute only a small portion of the actual customer debt and so it is never a priority. He highlighted the scope of partnerships and incentivising CAB branches.

Liv Garfield (LG) - Severn Trent Water (SVT)

- 3.21 LG presented SVT's focus on value for money and vulnerable customers in a presentation that can be accessed in [Agenda and Presentations \[pages 18-25\]](#).
- 3.22 With the lowest bills in the region, SVT provides 24/7 access through multiple channels with empathic staff members to assist customers.
- 3.23 SVT is not particularly advocating metering options but rather targeting those that would financially benefit from installing a meter, as the company has not had enough evidence on reduced water use when on a meter.
- 3.24 SVT has made major investments in improving data systems and communication across the company for more personalised assistance.
- 3.25 LG stated that SVT is still below target on social tariff uptake partially due to vulnerable customers not readily seeking assistance despite being identified by the company.
- 3.26 PQ commended SVT for the company's social tariff scheme (Big Difference Scheme) and the passionate staff for its implementation and helping vulnerable customers. However, PG questioned whether the uptake would have been greater if the ODI on the social tariff carried a financial tariff/penalty.
- 3.27 LG responded that the company is fully focused on their social tariff which carries the same priority as those for the other ODIs, regardless of financial penalties or rewards. SVT strives to be on target for all its ODIs with on-going campaigns and does not restrict the allocated budget for the social tariff.
- 3.28 PQ questioned that given the range of social tariffs introduced by water companies, was it time to think about standardisation across the water industry.
- 3.29 LG replied that she was not in favour of water industry standardisation of water tariffs as it would take away the direct link between water companies and customers deciding on the level of support to such schemes and the water company specifically working to help its vulnerable customers.

- 3.30 Jane Taylor (JT-ANG) elaborated on Anglian Water's experience with its social tariff campaign that included increasing the allocated budget. With the increased uptake, Anglian Water had to lower its target as so many customers needed the highest level of assistance.
- 3.31 The Chair commended Anglian Water's in-house identification of vulnerable customers and revision of strategies to increase uptake.

4.0 Water Quality

Liv Garfield (LG) - Severn Trent Water (SVT)

- 4.1 LG highlighted key initiatives by SVT on improved water quality in a presentation that can be accessed in [Agenda and Presentations \[pages 25-29\]](#).
- 4.2 LG summarised SVT's Catchment Management Program which focuses on working with farming communities to identify source issues thus influencing behaviour change.
- 4.3 LG stated that water quality targets are monitored weekly by SVT senior management including herself.
- 4.4 SVT is continuously ensuring water quality standards are met by partnering with various organisations including Environment Agency and Natural England, conducting spot checks and organising education campaigns.
- 4.5 Alan Lovell (ALL) enquired if SVT would be open to sharing good practice on water quality with other companies. LG confirmed that SVT is open to share good practice.
- 4.6 Jacky Atkinson (JA), Principal Inspector at the Drinking Water Inspectorate (DWI), commented that DWI has been working closely with SVT directors to ensure water quality is a priority for the company.
- 4.7 PN agreed with SVT and added that SSW had gone through a similar exercise and it has been accepted that SSW needed to re-emphasise water quality as a core priority for the next five years and in the longer term.

Andrew Lobely (AL)- South Staffs Water

- 4.8 AL highlighted SSW's water quality initiatives in a presentation that can be accessed in [Agenda and Presentations \[pages 30-35\]](#).
- 4.9 SSW is keen on ensuring customer perceptions on water quality are improved by placing trained staff members in call centres, ensuring quick response to customer complaints and utilising the appropriate skilled teams in solving operational issues.

- 4.10 SSW is investing in its Seedy Mill Wastewater Treatment Works (WTW) by installing a UV filter for higher water quality standards.
- 4.11 AL highlighted the detection of a historically banned pesticide (Chlorthal) in groundwater sources in 2014. While the compound does not have a negative impact on public health, further treatment processes will be developed to remove it from the source.
- 4.12 Water quality continues to be a long term target at SSW emphasising the importance of maintaining functional assets.
- 4.13 The Chair requested further information about the Seedy Mill investment in terms of solutions. AL responded that the procurement process has been enhanced for a faster investment. SSW recognises that further investments may still be required in the future.
- 4.14 Simon Sperryn (SS) enquired on how SSW incorporates the long term nature of its two major WTW in its five year outlook.
- 4.15 PN responded that the next five years has already been determined and that the company had newly allocated money which was budgeted for other areas (such as vehicle maintenance and water mains renewal). For the upcoming Price Review (PR19), SSW acknowledges the necessity of improving the functionality of the WTW combined with increased regulatory complexity. PN added that significant focus at SSW is aimed at locating more water sources for increased reliability and all options will be considered
- 4.16 The Chair invited all attendees to participate in the water tasting activity where they were requested to vote for the best tasting water sample from unidentified bottles representing different regional company sites.
- 4.17 GD announced that the first place in the water testing draw went to the Springmire water sample in the South Staffs Water area.

5.0 Customer Education

Steve Collela (SC) - South Staffs Water (SSW)

- 5.1 SC highlighted key customer education initiatives adopted by SSW in a presentation that can be accessed in [Agenda and Presentations \[pages 36-42\]](#).
- 5.2 One of the key targets of SSW Water Efficiency Strategy is customer behaviour change where the customer is being informed of the impacts of their water usage trends on water resources and their bills. The company thus considers several factors when collating such information including age cohorts and usage category.
- 5.3 SC highlighted SSW collaboration with Walsall Housing Group in a project to further reductions in carbon emissions.

- 5.4 Some of the various education tools utilised by SSW are the distribution of water saving devices and timers to help guide customer behaviour change.
- 5.5 SC summarised key benefits of smart meters in their ability to track customer usage trends making them useful in understanding customer behaviour.
- 5.6 SSW follows several inter-linked strategies for collective impact and benefit on educating customers on environmental issues and water resources.

Leah Fry (LF) - Severn Trent Water

- 5.7 LF presented highlights from SVT customer education projects in a presentation that can be accessed in [Agenda and Presentations \[pages 43-51\]](#).
- 5.8 SVT has been targeting schools for advocating water efficiency and sewer misuse, where students are also invited to the several Education Centres at the company's WTW sites.
- 5.9 SVT works on identifying 'hot-spots' of sewer blockages to send multi-skilled teams to address the issue from several angles.
- 5.10 Collaborating with different agencies and academic institutions has enabled SVT to enhance its education schemes by reaching a wider customer base and providing several avenues for disseminating information.
- 5.11 Partnering with larger organisations, eg *MacDonald's*, where they have potential impact on the regional water network, has allowed SVT to focus on their practices and ensure prevention of problems arising.
- 5.12 Similar to SSW, SVT also follows water efficiency initiatives such as replacing damaged pipes, distributing water saving devices and fitting water meters at no cost to the customer.
- 5.13 LF added that SVT has been piloting sharing water efficiency audits to customers to help them understand the value of water, to reduce their usage trends and, as a result, lower their bills.
- 5.14 Tony Shore (TS), Trading Standards Manager at Staffordshire County Council, inquired if SVT shares bogus callers information with other agencies and Trading Standards. LF confirmed that SVT does relay the information to local police offices but will verify if the information is also sent to the Trading Standards offices.
- 5.15 PQ mentioned that, from contact with Warwickshire County Council Trading Standards, he had become aware of the County having a number of Consumer Empowerment Groups. He asked TS if such groups existed in other council areas.

**ACTION
SVT**

- 5.16 TS responded that he is not aware of their remit but will verify with regional colleagues to confirm scope for joint working. **ACTION
TS**
- 5.17 SS asked SSW if information saved on smart metres is accessible to the customer. PN clarified that data stored in smart meters are downloaded directly to the company database. To enable the customer to access his consumption data has been set as a goal for SSW in the long term as all new meters they install are now 'smart'.
- 5.18 JT-ANG elaborated on Anglian Water's experience with piloting smart meters including the associated operational challenges in maintaining the meters, communicating consumption data effectively to the customer and the limited locations for connectivity. As a result, Anglian Water has decided not to proceed with fitting smart meters at this point in time.
- 5.19 PN added that only newly installed meters have smart technology, confirming that the current meters will only be replaced for smart ones when they have come to the end of their life
- 5.20 The Chair emphasised the importance of metering in water stressed regions such as Cambridge, in contrast to other regions in the country with different positions on water resources.
- 6.0 AOB**
- 6.1 Carol Edmondson, Energy Officer at Walsall Council, asked both companies if they will be participating in Non-Household Competition beginning 1 April 2017. Both companies confirmed that they will partake in the market. PN added that whichever supplier is chosen by the customer, all supplied water will follow the same high quality standards.
- 6.2 The Chair added that Household Competition is still subject to consultation and to cost-benefit analysis and that CCWater is also undertaking its own customer research on the matter.
- 6.3 The Chair invited all parties to the next Central and Eastern Committee meeting in public in September 2016 which will cover all the regional companies.
- 6.4 The Committee's meeting in public in Spring 2017 will highlight contributions from Anglian, Cambridge and Essex and Suffolk Water.

Annex I

List of attendees

Consumer Council for Water	Alan Lovell
Anglian Water	Jane Taylor Paul Roberts
Essex & Suffolk Water	Lisa Connell Ali Hebditch
Independent Water Networks	Ben LeGrice Joe LeGrice Tyrone Smith
South Staffs Customer Panel	Simon Sperryn
South Staffs Charitable Trust	John Thompson
South Staffs Water	Joanne Shepherd Lindsay Morris Teresa Clark
Trading Standards (Staffordshire County Council)	Tony Shore
Walsall Council	Carol Edmondson

Annex II

List of apologies

South Staffs Water

Jeannette Mansfield

CAB Warwickshire

Lorraine Verrall

CAB Stratford-Upon-Avon

Maria Veitch



Consumer Council for Water Board
5th April 2016
Agenda Item P9P
Paper 05 04 04P

Date:
24 March 2016

Title:
Finance report

Report by:
Usha Nayyar

Responsible Lead:
Marie Perry, Head of Finance & Procurement

Paper for noting and discussion

Purpose

1. The purpose of this report is to provide a summary of financial performance to the Board.
2. Detailed reports and supporting information are provided to all our budget holders and users of financial information on a monthly basis for the purpose of continuous budget management. Formal budget reviews are held quarterly or earlier if required.

Recommendations

3. The Board is asked to note the contents of this report.

Background

4. CCWater is funded by water customers via licence fees levied on the water and sewerage companies. The licence fee for this year is £5.13m. These licence fees are collected by OFWAT but are held by our sponsor departments Defra and Welsh Government (WG). We draw down our funds from Defra and WG, based on need on a quarterly basis.
5. Our budget for 2015-16 is £5.724m including £594,300 from prior years savings that we accumulated by managing the business tightly in previous years. The capital budget is subject to Defra approval.

Analysis

Performance against budget

6. In the period April 2015 to February 2016 we consumed 78% of our research budget and 88% of our total budget as shown in Table one.

Table one

Summary CCWater's financial performance from 1 April 2015 to 29 February 2016:

Expenditure Type	Spend to February £000s	Budget to February £000s	Variance £000s	% Variance	% Spend of the Budget	Total Budget 2015-2016 £000s
Administrative costs (excl Research Services)	4,573	4,570	(3)	0	90	5,090
Research Services	462	473	11	2	78	593
TOTAL ADMIN COSTS	5,035	5,043	8	0	89	5,683
Depreciation & Non Cash items	29	29	0	0	71	41
OVERALL TOTAL	5,064	5,072	8	0	88	5,724

7. The overall underspend is 0% or £8k (Although Board members should note that we are using the Strategic Projects budget to help manage our year end underspend in response to Defra's request, outlined in paragraph 10 below.) A detailed breakdown of activity can be found in Annex one (by cost centre) and two (by activity). The summary explanations below focus on variances against budget of over £5k or 10%:

8. Variances by Expense Type

Underspends

- Research services have an underspend of £11,019 which is 2%, this is due to projects being committed to, but not yet completed, although completion is expected in March.
- Training is underspent by £4,412 or 12% to date, although most of this is expected to be spent during March as courses have been planned.
- Computer services is under spent by £7,230 or 4% as equipment for home workers had not been delivered for London based staff. This is expected to be spent during March in order for the home working arrangements to be in place from the 1st April.

Finance report

Overspends

- Office support services is overspent by (5%) or (£7,389), the main reason was work commissioned for the office move for Birmingham of £5k has been completed and has been written off as losses and special payments (reported to September Audit Committee) as the move did not take place. This will be funded from strategic projects.

9. Variances by Team

Underspends

- The Market Intelligence team has an under spend of £10,284 which is 2% of budget. This relates to research and consultancy projects which are committed to and are likely to complete in March.

10. Discussions have continued with Defra regarding the possibility of CCWater contributing towards Defra's saving targets in 2015-16 and the Board is aware that CCWater had agreed to contribute an underspend of approximately £200k subject to Defra gaining Cabinet Office approval for CCWater to remain at Victoria Square House, an outcome which will save CCWater substantial dilapidation and fit out costs. Defra welcomed our proposal and are still trying to prompt a conclusion of the property question with Cabinet Office. This contribution will be possible from a combination of under spends on Strategic projects and the release of the dilapidations provision for Victoria Square House which will not be required if we remain in the property.

11. Defra have now agreed that any underspend in 15/16 can be carried forward to 2016/17 and added to the budget.

Annex One

COST CENTRE TITLE	SPEND TO Feb 16	PROFILE TO Feb 16	VAR Feb 16	VAR %	FULL YR BUDGET	OFFICE %
OFFICE OF CHIEF EXECUTIVE	304,809	303,468	-1,341	(0%)	329,698	6%
BOARD (EXCLUDING WALES CHAIR)	317,331	314,464	-2,867	(1%)	345,892	6%
TOTAL CHIEF EXECUTIVE	622,140	617,932	-4,208	(1%)	675,590	12%
POLICY	199,911	202,247	2,336	1%	222,749	4%
SOCIAL POLICY	139,994	140,526	532	0%	156,213	3%
ENVIRONMENT	169,750	167,338	-2,412	(1%)	182,864	3%
REGULATION	333,122	335,130	2,008	1%	400,634	7%
MARKET INTELLIGENCE	449,545	459,829	10,284	2%	521,653	9%
WALES POLICY & CHAIR	79,864	81,052	1,188	1%	89,808	2%
CENTRAL AND EASTERN LCAs	18,535	19,440	905	5%	21,240	0%
NORTHERN LCAs	14,690	15,110	420	3%	16,464	0%
WALES LCAs	28,083	28,210	127	0%	30,500	1%
WESTERN LCAs	22,227	23,700	1,473	6%	25,740	0%
LONDON & SOUTH EAST LCAs	30,367	30,620	253	1%	33,360	1%
TOTAL POLICY	1,486,088	1,503,202	17,114	1%	1,701,225	30%
COMMUNICATIONS	249,121	250,269	1,148	0%	311,179	5%
TOTAL PUBLIC RELATIONS	249,121	250,269	1,148	0%	311,179	5%
CORPORATE SERVICES	881,071	877,539	-3,532	(0%)	955,189	17%
FINANCE & RESOURCES	144,407	144,307	-100	(0%)	157,624	3%
ICT SERVICES	84,415	82,730	-1,685	(2%)	90,515	2%
TOTAL CORPORATE SERVICES	1,109,894	1,104,576	-5,318	(0%)	1,203,328	21%
CONSUMER RELATIONS	367,695	369,229	1,534	0%	409,904	7%
CENTRAL & EASTERN	340,593	339,834	-760	(0%)	378,752	7%
NORTHERN	160,779	161,804	1,025	1%	163,990	3%
WALES	137,793	136,647	-1,146	(1%)	154,626	3%
WESTERN	53,200	53,478	278	1%	53,478	1%
LONDON & SOUTH EAST	217,491	218,035	544	0%	227,535	4%
TOTAL CONSUMER RELATIONS	1,277,551	1,279,027	1,476	0%	1,388,285	24%

Finance report

STRATEGIC PROJECTS	7,676	7,676	0	0%	108,773	2%
RESTRUCTURE COSTS	282,590	280,000	-2,590	(1%)	304,000	5%
DEP'N & NON CASH ITEMS	29,259	29,260	1	0%	31,920	1%
CCWATER GRAND TOTAL	5,064,320	5,071,942	7,622	0%	5,724,300	100%

Annex Two

	MONTH		YEAR TO DATE				BUDGET	
	Actual	Budget	Actual to	Budget to	Variance	Var %	Remaining	Total
	Feb 16	Feb 16	Feb 16	Feb 16				
TOTAL STAFF COSTS	277,590	269,200	3,305,228	3,306,789	1,561	0%	401,969	3,707,197
RESEARCH SERVICES	88,356	93,373	462,130	473,149	11,019	2%	130,508	592,638
TOTAL PERSONNEL OVERHEADS (Excluding Training)	29,187	19,082	189,329	185,006	-4,323	(2%)	13,808	203,137
TRAINING	6,803	4,056	32,814	37,226	4,412	12%	9,425	42,239
PUBLICITY, LIBRARY & PARLIAMENT	7,205	6,526	72,410	69,512	-2,898	(4%)	3,396	75,806
COMPUTER SERVICES	15,068	17,553	189,653	196,883	7,230	4%	36,234	225,887
OFFICE SUPPORT COSTS	24,834	19,383	169,699	162,310	-7,389	(5%)	4,860	174,559
ACCOMMODATION	49,709	50,025	613,797	611,807	-1,990	(0%)	48,272	662,069

Finance report

SUB TOTAL	498,751	479,198	5,035,060	5,042,682	7,622	0%	648,472	5,683,532
DEPRECIATION & NON CASH ITEMS	2,660	2,660	29,259	29,260	1	0%	11,509	40,768
OVERALL TOTAL	501,411	481,858	5,064,320	5,071,942	7,622	0%	659,980	5,724,300

Consumer Council for Water Board
Tuesday 5 April 2016
Agenda Item P10P
Paper 05 04 09P

Date:
24 March 2016

Title:
Declaration of interest and attendance

Report by:
Gary Fisher, Board Secretary

Responsible Lead:
Phil Marshall, Deputy Chief Executive

Paper for noting and discussion

Appendix: yes (1)

Purpose

1. The Board is requested on an annual basis to review and approve specific documents and agree any changes.

Recommendations

2. That:
 - a. The Register of Interests, set out at Appendix A be noted and approved prior to publication.
 - b. The attendance at Board and its Committees is noted.

Background

Register of Interests

3. Government guidance on non-departmental public bodies (NDPBs) recommends that a register be kept of Board members' interests relevant to the body's activities.
4. Although Board members update their register throughout the year, the register is subject to an annual review for consideration at this meeting of the Board.
5. As part of the annual review, members have been asked to update their register of interests and the current position is set out at Appendix A.

Attendance at Board and Committees

6. During 2015-2016, attendance at Board and Committee meetings was noted on the first page of the relevant set of minutes. The record of attendance is based on the agreed minutes and set out below
7. The numbers include all meetings held by the Board and Committees and also include those meetings held in public session. Where a private and a public session have been held on the same day, these have been classed as one meeting.
8. The position of attendance at Board and Committees for 2014-15 is set out below.

	Board	Audit and Risk	Finance and Resources	Remuneration	Advisory
Alan Lovell	11/11				
Tony Smith	11/11	4/4*	4/4*	3/3*	3/3*
Rob Light (Appointed to the Board 1/7/15 and appointed to the Audit & Risk Committee and Finance & Resource Committee 1/12/15)	8/8	2/2	2/2		
Bernard Crump	11/11		4/4	4/4	
Julie Hill	11/11	4/4	1/1	4/4	3/3
David Heath	8/8			2/2	
Philip Johnson	10/11	4/4	3/4		2/3
Diane McCrea (Appointment ended 30/9/15)	5/5	2/2	2/2		
Tom Taylor (Appointed to the Board 1/10/15 and Finance & Resources Committee 1/12/15)	6/6		2/2		
Tony Redmond	11/11	4/4		4/4	3/3

* Tony Smith attends Audit and Risk Management, Finance and Resources, Remuneration and Advisory Committees as an officer, not as a member.

9. All absences were agreed in advance by the Chair and where possible, substitutions attended in their absence.
10. As the Committee membership was last reviewed in November 2015 there are no changes proposed to the Committee membership at present. In accordance with the decision of the Board in November, David Heath sits on the Remuneration Committee, Tom Taylor on the Finance & Resources Committee and Rob Light on the Audit & Risk and Finance & Resources Committee.

Register of CCWater's Board Members Interests 2015-16

Board members	Company/Organisation	Nature	Interests of close family or those living in the same household and any other comments
Alan Lovell	Sweett Group plc Tamar Energy Limited Association of Lloyd's Members Council of Lloyds Progressive Energy Limited TidalStream Limited Hampshire Cultural Trust Mary Rose Trust University of Winchester Winchester Cathedral Blue Lamp Trust PricewaterhouseCoopers	SID NED Chair Member and Capacity transfer panel member NED NED Chair Vice Chair Governor Trustee and Member of Council Chair Chief Adviser, Restructuring Services	
Bernard Crump	BC Healthcare Solutions Ltd Warwick University Faculty of Public Health	Director Professor of Medical Leadership Fellow	Wife also a Director in BC Healthcare Solutions Ltd.
Julie Hill	Green Alliance Green and Growing Private Residential Landlord WRAP European Water Label UK Steering Committee Surrey University	Associate Landscape Chair Member Visiting Professor	Husband has managed portfolio of shares.
Philip M. Johnson	Delta Carbon Advisors Ltd Poyry Management Consulting Energy Institute FIET / FEI / FiMechE	Director Associate Chair of Membership	
Tom Taylor	Institute of Environmental Assessment and Management OFQUAL Critical Eye	Commercial Director NED Advisory Board Member	

Tony Redmond	UNICEF Local Government Boundary Commission for England IRRV Awards Panel Public Administration International CIPFA, FCPA Australia, IRRV, FRSA Friend and acquaintance of Stuart Siddall (Thames Water)	Treasurer Commissioner Course Director Member of Professional Body	
Tony Smith	Institute of Directors	Member	
Rob Light	KSDL RC & SJ Light Kirklees Council West Yorkshire Combined Authority LGA	Alternate Director Managing Director Councillor Scrutiny Committee Chair Vice Chair Cities Board	
David Heath	Solicitor's Regulation Authority David Heath Associates Ltd (not currently trading)	NED Director	

