

Customer Challenge Group

Purpose of Meeting:	Customer Challenge Group planned meeting Number 12	
Location:	Hub	
Date of Meeting:	23 July 2014	
Present:	Chair Robin Dahlberg	
	Jacky Atkinson DWI (part) Jim Barker, EA Allyson Broadhurst, Charis Grants John Fox, Tendring Council Colin Fenn, WWF Karen Gibbs, CCWater	
Observers		Presenters
Apologies:	Keith Cane, East Kent Housing Jill Thomas, CCWater Mark Tomkins, Heathrow Airport Ltd Hazel Smith, GlaxoSmithKline Damian Williams, Tendring Council	Nigel Beaven Dan Tonkin Arnaud David Mike Pocock Liz Allen Christopher Offer
Distribution:	As above and web site	
Originator:	Liz Allen	

No	Notes of Meeting	Action
1	<p>Introductions and apologies etc. The minutes from the meeting 21 May were approved and signed.</p> <p>Tim Hutchings advised the Chair that he has taken on new responsibilities and had resigned from the CCG. The Chair has written to Tim Hutchings to thank him for his support and involvement with the CCG over the last 2 years and wished him well with his new responsibilities.</p> <p>Regulator updates Jacky Atkinson, DWI The Chief Inspector Report for the calendar year 2013 was published recently. The DWI highlighted that Affinity Water's performance at 99.99% compliance was slightly higher than the industry average of 99.97% and performance was consistently higher in all categories. Six water quality incidents were reported to the DWI of which 2 were minor. Four of the incidents occurred during maintenance on the network and the DWI are keen to ensure that all risks are assessed so that repairs can be completed without causing any concerns for customers. Full details can be found in the report and supporting annexes, available on the DWI web site.</p> <p>A question was raised about ice-pigging. This is a pipe cleaning technique where a block or pig of ice is pushed through a pipe using water to scour and clean the inside. It is a relatively new technology and care has to be taken to ensure the pipes are thoroughly flushed.</p> <p>Jim Barker, EA The EA are working constructively with Affinity Water to ensure experiences from the winter flooding are taken on board.</p>	

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	<p>Work is continuing on the deployment of the Water Resources Management Plans and the local management of sustainability reductions.</p> <p>Karen Gibbs, CCWater CCWater have recently published a research report on the views of the CCG process. This was available for members and can be found on CCwater web site.</p> <p>Chairs report The Chair reported he had been providing comments on the Terms of Reference, including the name change. Affinity Water advised that they wanted to ensure external stakeholders would see a change, from the strategic planning phase to the delivery phase, by changing the name of the group to the Customer Scrutiny Group and revising the ToR to reflect the operational focus.</p>	
2	<p>Terms of Reference</p> <p>The Affinity Water staff left the meeting. The Chair provided the minutes for this part of the meeting.</p> <p>The CSG members were broadly content with the draft ToR. Individual members made observations and suggestions for alternative text, which the Chair notes. After the meeting, the Chair provided the members' comments to Affinity Water for their consideration.</p>	
3	<p>Presentation of Navig-8 by Arnaud David, Intervention Manager. The group were reminded about the Service Delivery Map (SDM) approach that was presented in the business plan. The SDM focuses asset management at a community level. The purpose of the Navig-8 tool is to provide a direct line of sight from capital investment to the delivery of the right solution for customers. It will help to ensure the right information is available to make decisions that can deliver the most effective and efficient outputs.</p> <p>This approach will make use of multiple strands of information to provide a single source of data for reporting of both asset performance and levels of service delivered to customers. The aim is to improve consistency and confidence in the data. This information will be used to publically report on performance in each community.</p> <p>Work is progressing to integrate a number of data systems which will improve the range of reporting and will allow for forecasting of performance and help to inform the next AMP.</p> <p>The group were impressed with the approach which they felt was ambitious and innovative and asked to be kept informed as the systems developed.</p> <p>Updates will be provided as the reporting frameworks and dashboards are developed.</p>	

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4	<p>Presentation on the Water Saving Programme (WSP), Dan Tonkin, Project Manager and Nigel Beaven, Head of Communications.</p> <p>The target start for the WSP programme is early 2015 and tenders for contractors and suppliers are being placed. The first community will be the Lee and work will start in Hatfield. A detailed customer and wider stakeholder communication plan has been developed and staff appointed to coordinate and oversee the activity. The first phase will start very slowly so that feedback can be taken and changes made where necessary.</p> <p>NB showed a draft of the booklet for community influencers and the group made some constructive comments including the need to include information about accessing Lift. Members were invited to submit further comments by the end of the week.</p>	
5	<p>Social Tariff update.</p> <p>A paper was provided to respond to the matters raised at the last meeting.</p>	
6	<p>Presentation of Drought Management Plan (DMP), Mike Pocock, Physical Asset Strategy Manager.</p> <p>MP gave an overview of the timetable for the revision of the Drought Management Plan. The pre-consultation phase has just started and will gather feedback from key stakeholders to take account of changes in regulation, experience and best practice. The goal is to ensure alignment between the strategic plans (Business Plan and Water Resources Management Plan, WRMP) and the tactical and operational DMP and emergency plan. Comments are welcome and existing plans can be found https://stakeholder.affinitywater.co.uk/water-resources.aspx</p> <p>Public consultation on the draft plan will take place in early 2015 and a programme of activity will be planned taking account of the experiences gained during the consultation for the WRMP.</p> <p>The group commented on the use of the Environment panels and whether there was value in reviewing their contributions. Comments were also made about the importance of linking messages together, especially the WSP.</p> <p>MP advised that in broader drought discussions, ideas around early warning for the public were being discussed. It was recognised, by all those involved in water management that they needed to be more transparent and provide clearer messages about the risks and challenges.</p>	
7	<p>Update on Value for Money survey, Liz Allen, Stakeholder Engagement Manager</p> <p>An update on activity was provided. There are three elements of work.</p> <ul style="list-style-type: none"> • questionnaire to the on-line panel to determine whether customers have an opinion on how value for money should be tested • structured research to carry out an annual value for money survey • development of a regulatory reporting metric for Value for Money <p>The on-line panel is due to report shortly and this will provide the start of the audit trail for the development of the metric.</p> <p>The ITT for the annual survey has been sent out and four companies have registered an interest and are due to respond by early August. Selection will take place using a panel including the Chair of the CCG.</p> <p>A proposal for the development of the regulatory metric will be discussed with the CCG at a future meeting.</p>	

