

Away Day – 10th of May 2016

Attendees

Peaches Golding	Chair	Professor Chad Staddon	University of the West of England
Tony Denham	Deputy Chair	Tom Kiedrowski	Bristol Water
Jeremy Hawkins	Report Writer	Ben Newby	Bristol Water
Mark Taylor	Natural England	Sue Clarke	Bristol Water
Mhairi Threlfall	Bristol City Council	James Holman	Bristol Water
Mike Bell	Consumer Council for Water	Sally Birse	Bristol Water
Michael Barnes	Consumer Council for Water	Dani Emerson	Bristol Water

Apologies

Nick Wilton	North Somerset Council	Jeremy Bailey	Environment Agency
Chris Giles	Avon Wildlife Trust	Dr Danielle Wain	University of Bath
Sue Evans	Citizens Advice Bureau		

Item

- **Welcome and icebreaker**

Peaches Golding introduced herself as the new independent Chair of the Challenge Panel.

Action: The members agree that a note should go to Charles Howeson thanking him for his work as Chair of the Local Engagement Forum.

The Chair invited everyone to introduce themselves, highlight an individual contribution they were most proud of and what you/your organisation can contribute to the way Bristol Water places the customer experience at the heart of its business planning and implementation work.

- **Achieving our ambition**

The members discussed how to improve the way the Group operates.

Who else?

It was noted that there was an absence of representation, in particular, from commerce/industry and farming organisations. There was also mention of ethnic minorities and how they should be engaged through outreach rather than membership. There was a discussion on whether Bristol Water could offset costs to help enable Charities to attend and stay involved. It was also discussed whether the panel would benefit from an expert in customer engagement/research.

Action: Bristol Water to confirm type of organisations that would be eligible for costs to attend meetings.

Action: Further recruitment to panel to cover business, farming and charities.

Current role

The members identified the need for two sub-groups to facilitate the work of the panel.

- 1) Customer research and engagement
- 2) Environment

It was agreed that Tony Denham, the independent Deputy Chair, would Chair both the sub groups and that these would provide recommendations to the full Challenge Panel. It was agreed that the Challenge panel would make decisions based on the sub groups' recommendations.

Independence

How the Challenge panel engages with the Bristol Water's Board was discussed. Members felt it would be useful to have independent non-Executive Directors attend their meetings. It was also agreed that the Chair should have an ongoing communication channel with an INED.

Action: Bristol Water to facilitate contact between Chair and INED

The members discussed producing an annual report on its work. This should be presented to the Board by the Chair and also made available on the Challenge Panel's webpage.

Action: Bristol Water to ensure Chair is invited to at least one Board meeting per year.

Meetings

The members considered the frequency of meetings. It was felt that quarterly face-to-face meetings were about right but that telephone conference calls at 8.30am should also be arranged when these were felt necessary. The members were also keen to have a monthly email provide updates from the company in between the face-to-face meetings.

Action: Bristol Water to provide conference call facilities

Action: Bristol Water to provide monthly email updates

It was also agreed that the meetings would have a rolling 15 minute *in camera* agenda item at the start and at the end. Members were also keen to understand the business better and that this could be facilitated by having meeting at different Bristol Water sites.

Action: Agendas to include 15 minute in camera sessions at start and end

Action: Bristol Water to consider arranging meetings at different sites

Performance reporting

In order to understand Bristol Water's ongoing performance, members would want to know the underlying trend in performance as well as how this compares to other companies' performance. It was felt that this information could be made visual and should also include customers' reactions to any events (eg, complaints, affected customers).

Action: Bristol Water to incorporate this information into its presentations on performance

Evaluation

In its presentations to the Challenge Panel, the members would expect Bristol Water to report against the following four criteria.

- 1) How it is customer led
- 2) Impact on customers
- 3) How it relates to best practice
- 4) Ethical issues (eg, differing ‘willingness to pay’, intergenerational)

The Challenge Panel would also look to evaluate its performance against these criteria.

Action: Bristol Water to incorporate these criteria into its presentations

- **Next steps**

Finalise terms of reference and ways of working for the Challenge Panel

Actions identified above

Next meeting - 9th of June 2016

- **Site tour of Barrow Treatment Works**

After lunch, the members were taken on a tour of Barrow Treatment Works. Despite the weather, everyone enjoyed the visit.



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