



MINUTES of the Customer Challenge Group

Witney STW

On 21 April 2022, 10am – 3pm

Present:

Sukhvinder Kaur-Stubbs	Chair of Customer Challenge Group	SK-S
Nisha Arora	Financial Conduct Authority	NA
David Brindle	Ambient Support	DB
Jeremy Crook OBE	Action for Race Equality	JC
Peter Daw	Greater London Authority	PD
Dr Charlotte Duke	London Economics	CD
Baroness Grey-Thompson DBE, DL	ukactive	BGT
Doug Taylor	CCW	DT

Thames Water:

Richard Aylard	Sustainability Director	RA
Karen Eastbrook	Witney Performance Manager	KE
Helena Soteriou	Catchment Initiatives Programme Manager	HS
Jennifer Genevieve	Head of Regulatory Engagement & Policy	JG
Mariana Simpson	Stakeholder Relationship Engagement Manager	MS

Apologies:

Councillor Adam Jogee	Haringey Local Authority	AJ
Sarah Powell	Environment Agency	SP
Councillor Dr Pete Sudbury	Oxfordshire County Council	PS
Tiger de Souza MBE	National Trust	TDS
Monica Wilson	HM Treasury	MW

Agenda Item No.		Action
1.	Apologies / Declaration of interests	
	<p>Apologies were noted. There were no additional declarations of interest recorded.</p> <p>The Chair told the CCG that unfortunately Kay Lacey had decided to step down from the CCG. The Chair praised KL for her contribution over the years as part of the CCG especially on WRMP and WRSE topics and recognised that her knowledge and experience will be missed.</p> <p>The Chair briefly provided an update on the newly created CCG subgroups focusing on the CCG's priority area:</p> <ol style="list-style-type: none"> 1) performance 2) Customer engagement strategy 3) Shaping TW long term strategies, 4) Approach to vulnerability 	

	<p>5) “Communities “- Partnerships and co-creation</p> <p>The Chair invited members thoughts on these throughout the day or through future offline discussions.</p>	
2.	Minutes and matters arising from previous meetings	
	<p>Minutes from the previous meetings on 11 March and 31 March were approved.</p> <p>PD provided an update on his action which is now closed.</p>	
3.	Site visit	
	<p>RA and KE provided some background to the Witney STW site and area including history, challenges and plans for improvement. KE included a H&S briefing.</p> <p>No minutes were recorded during the site visit.</p>	
4.	Approach to Catchment Partnerships and engagement with local environmental groups	
	<p>RA and HS stepped through TW’s overall approach to catchment management including the approach to engagement with local organisations and the ‘smarter water catchments’ initiative including the co-creation of catchment plans; governance for co-creation and co-delivery, funding and examples of the benefits of community involvement.</p> <p>The discussion focused TW’s catchments partnership Performance Commitment, the range of stakeholders involved and trade-offs. The CCG was keen to understand whether schemes can be replicated in urban areas which would not only have environmental benefits, and raise awareness of TW’s initiatives and delivery of public value, but also help urban communities (e.g. protecting homes prone to flooding) and stewardship. RA explained TW’s wider community investment.</p> <p>Further discussion focused on how CCG can bring value – suggestions included challenging TW to ensure they do it in the best way they can and also support TW plans to do more as part of PR24, including tapping into CCG members networks in different catchment areas.</p> <p>Topics agreed for future discussion include how partnership can be widened at other catchments and to explore untapped communities and medium-sized businesses.</p> <p>Action: CCG members to check which are their local water catchment partnerships https://catchmentbasedapproach.org/get-involved</p>	
5.	Biodiversity	
	Slides on Biodiversity to be shared post meeting for information.	
6.	CCG discussion	
	CCG discussed the next steps for subgroups noting that Leads will have scoping meetings with TW key staff to agree scope where appropriate and all subgroups will share their progress and plans at the next CCG meeting on 13 May at London Councils.	
7.	AOB	
	No AOB raised.	