



# MINUTES of the Customer Challenge Group

Walton on Thames WTW

On 16 June 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
Dr Charlotte Duke (via teams)	London Economics	CD
Baroness Grey-Thompson DBE, DL (via teams)	ukactive	BGT
Doug Taylor	CCW	DT
Monica Wilson	HM Treasury	MW
Tiger de Souza MBE	National Trust	TDS

## Thames Water:

Sarah Bentley	Chief Executive Officer	SB
Steve Spencer	Operations Director	SS
Chris Pollard	Director of Customer Services	CP
Andrew Burton	Customer Research and Insight Manager	AB
Faye England	Head of Customer Strategy, Partnerships & Research	FE
Jonathan Read	Director of Regulatory Policy and Investigations	JR
Mariana Simpson	Stakeholder Relationship Engagement Manager	MS

## Apologies:

Councillor Adam Jogee	Haringey Local Authority	AJ
Councillor Dr Pete Sudbury	Oxfordshire County Council	PS
Peter Daw	Greater London Authority	PD
Sarah Powell	Environment Agency	SP
Warren Buckley	Retail Director	WB

Agenda Item No.		Action
1.	<b>Apologies / Declaration of interests</b>	
	Apologies were noted. There were no additional declarations of interest recorded.	
2.	<b>Minutes and matters arising from previous meetings</b>	
	Minutes from the previous meeting on 19 May 2022 were approved via email	
3.	<b>CEO Session</b>	
	Following introductions, SB provided a short update reflecting on her time with TW so far, highlighting the importance of listening to customers and staff early on, the appointment of new Executive team and the roll out of corporate values. SB also provided short update on the turnaround plan to date focusing on the importance of setting deep foundation which will help turn business around and build a sustainable change.	

	<p>CCG members shared their views on their first six months, the upcoming first CCG report including its' structure, and provided an overview of the key five deep dive areas which they will be focusing on going forward: Inclusivity, Choices, Affordability, Performance and People.</p> <p>The discussion focused on challenges which TW face (including wider economic environment, systems and contracts), and opportunities to make engagement with customers easier and more inclusive. CCG were keen to understand more about turnaround plan milestones especially linked to performance. There was recognition that it will take time before the benefits of the eight years turnaround plan will be evident.</p> <p><b>Action:</b> TW to share journey for the turnaround plan including milestones</p> <p><b>Action:</b> TW to include Digital transformation session with the new TW Transformation Director Norma Dove-Edwin</p>	
<b>4.</b>	<b>Wholesale performance – Q4</b>	
	<p>SS shared TW's Q4 Wholesale performance focusing on the following measures: Leakage, Supply Interruptions, Blockages, Water quality (CRI) and Internal Sewer Flooding,</p> <p>The discussion focused on TW preparedness for potential future floods similar to the London summer floods in 2021, opportunities to improve performance through an introduction of a new work management system linking to Customer Service Teams, better customer communication and also insourcing.</p> <p>CCG were keen to understand where TW makes improvements in performance even though it may not be meeting its external PC targets. It was suggested that future performance meetings will focus on specific key metrics where the discussion / CCG challenge would be most beneficial.</p>	
<b>5.</b>	<b>Retail performance – Q4</b>	
	<p>CP shared TW's Q4 Retail performance focusing on the ways TW plan to improve the performance such as insourcing all voice contacts, multiskilling agents and moving to a customer centric approach.</p> <p>The discussion focused on complaints methodology and volume of contacts. The CCG were keen to understand what the measures of success and metric are (e.g. improved customer journey, moving to 11 points scale for CSAT)</p> <p><b>Action:</b> TW to share measures of success for Retail performance</p> <p><b>Action:</b> TW to provide more information / context for AWS02 Proactive Customer Engagement and explanations for not meeting the attempted contacts targets.</p>	
<b>6.</b>	<b>Customer Engagement</b>	
	<p>AB set the context for the Customer Engagement session including an overview of the documents shared, noting that the What Customers, Communities and Stakeholders Want document includes insights from day-to-day interactions with customers not just customer research.</p> <p>The discussion focused on inclusivity – ensuring that even the quieter voices are heard, potential bespoke affordability and vulnerability research, transparent Insight and Planning triangulation, the</p>	

	<p>difference between understanding views and informing trade-offs and which key messages in WCCSW are included in statutory requirements.</p> <p>The CCG appreciated the customer engagement done to date and noted the extensive amount of evidence gathered. The CCG suggested that going forward TW could focus on a smaller number of more targeted research studies driven by the need for critical business decisions, especially in terms of affordability and vulnerability.</p> <p><b>Action:</b> TW to share assessment of page 4 of WCCSW document to show what is part of statutory requirements</p>	
11.	<b>AOB</b>	
	No AOB raised.	