



MINUTES of the Customer Challenge Group

Walthamstow Wetlands

On 7 July 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	London Economics	CD
Baroness Grey-Thompson DBE, DL (via teams)	ukactive	BGT
Councillor Adam Jogee	Haringey Local Authority	AJ
Doug Taylor	CCW	DT
Monica Wilson	HM Treasury	MW
Tiger de Souza MBE	National Trust	TDS

Thames Water:

Cathryn Ross (via teams)	Strategy & Regulatory Affairs Director	CR
Emma Norris	Head of Strategy	EN
Jonathan Read	Director of Regulatory Policy and Investigations	JR
Mariana Simpson	Stakeholder Relationship Engagement Manager	MS
Rosemary Waugh	Corporate Responsibility Manager	RW
Kirsty Halford	Access, Recreation and Nature Reserves Manager	KH

Apologies:

Councillor Dr Pete Sudbury	Oxfordshire County Council	PS
Peter Daw	Greater London Authority	PD
Sarah Powell	Environment Agency	SP

Agenda Item No.		Action
1.	Apologies / Declaration of interests	
	Apologies were noted. There were no additional declarations of interest recorded.	
2.	Minutes and matters arising from previous meetings / Chair update	
	Minutes from the previous meeting on 16 June 2022 were approved. CCG discussed the TW Annual Report published 6 July 2022 and its associated headlines. CCG approved their 1 st annual report subject to minimal changes to be addressed and the letter to the TW Board to be updated. CCG Chair suggested to include performance headlines from the AR on the agenda for the 22 July 2022 including headlines figures, detail behind some of the metrics such as complaints reduction and leakage, and implications of operational split for London / Thames Valley	

	<p>CCG Chair hoped to get sight of the working draft of the Annual Report earlier in the process and hope for early engagement next year.</p> <p>It was suggested that future CCG reports could be published later in the year to provide enough time for CCG to reflect on the TW Annual report. Further suggestion included getting TW employees feedback on the CCG report.</p> <p>Action: MW and MS to agree and implement feedback loop for CCG report</p>	
3.	Introduction to strategic roadmap	
	<p>CR introduced the session by setting out the context around the Vision 2050 and Strategic Roadmap, highlighting the importance of where TW need to do things differently to achieve the set goals with the help of set enablers.</p> <p>EN stepped through the development of the Strategic roadmap since January 2022 including revised Vision 2050 wording using customer friendly language, recent customer engagement, structure of the roadmap and development of shorter version for easier engagement. The CCG discussed the importance of inclusivity (including stakeholders, images, and language). The CCG were invited to provide feedback on the shape of the roadmap but in particular on the breath of the suggested stakeholder engagement</p> <p>Action: EN to share specific examples of customer friendly language</p> <p>Action: EN and AJ to have a follow up conversation regarding Stakeholder engagement list and its inclusivity</p>	
4.	PR24	
	<p>JR introduced the session with an explanation of the recent shareholders' contribution and addressed some of the CCG questions from earlier in the day regarding spend, implications for PR24 and performance.</p> <p>Noting Ofwat's PR24 methodology was published on the day of the meeting, CCG discussion focused on the shared PR24 roadmap, landing pad and customer engagement programme.</p> <p>CCG shared concerns over the tight timeframe and whether customer engagement and all the relevant insights can meaningfully influence the business decisions which TW need to make. CCG also highlighted that the PR24 plan does not seem to include all customer engagement previously shared with them.</p> <p>Action: TW to provide comprehensive customer engagement plan and share how TW plan to engage / respond to the focus areas set out in CCG plan.</p>	
5.	Access to sites	
	<p>RW and KH introduced themselves and provided a short overview about access to TW sites including nature serves, fisheries, long distance footpaths and various partnerships. In addition they shared history of the Walthamstow wetlands and its value to local community ahead of the walk around the site.</p>	

6.	CCG wrap up	
	CCG shared reflections on the day, the material presented including PR24 timescales CCG Chair summaries actions (captured in above sections) and raised the importance of capturing issues as well as actions raised by the CCG and tracking progress / responses against them as well as against the five focus areas outlined in the CCG report.	
11.	AOB	
	No AOB raised.	