

**Water Sector ADR Panel**

**Meeting 41**

**Via conference call due to Corvid 19 restrictions**

[Wednesday 1 July 2020 at 2.00pm](#)

**AGENDA**

Present: Sandra Webber (Chair) Louise Beardmore Susan Bradford Claire Forbes Daksha Piparia Sir Tony Redmond		
<b>In attendance:</b> Shona Flood (Sec) <b>Apologies</b> [Joe Brownless]		
<b>Item</b>	<b>Title</b>	<b>Who</b>
1.	Approval of minutes of panel meeting on 2 April 2020	All
2	Matters arising: a. NHH trial; b. 8 week limit; c. changes to monthly report -see item 5; d. benchmarking; e. Publication policy	
3.	Standing items: a. the service provider's monthly report b. anonymised decisions c. customer satisfaction data (deferred to next meeting)	All
4.	Trial of preliminary decisions: a. Company comments b. Proposed scheme rules c. Evaluation and success criteria	
5.	Tender programme update and other changes to Scheme Rules	SF
6.	End to End Review: response from CCW and RWD	SW/SF
7.	Annual report	All

8.	AOB: .1 to agree reappointment of Ms Taqvi .2 Ofwat – innovation fund for the future	All
9.	Date of next meeting (first half October)	All