

Water Sector ADR Panel

Meeting 44

Via conference call due to Corvid 19 restrictions

[Friday 26 March 2021 at 10.00am](#)

AGENDA

Present: Daksha Piparia (Chair) Louise Beardmore Susan Bradford Emma Clancy Claire Forbes Katie Taqvi Claire Whyley		
In attendance: Shona Flood (Sec)		
Apologies		
Item	Title	Who
1.	Welcome & declaration of interests	DP/EC
2.	Approval of minutes of panel meeting on 11 January 2021	All
3.	Action Log:	DP/SF
4.	Standing items: a. the service provider's monthly report b. anonymised decisions c. customer satisfaction data (Oct 2020 onwards part of monthly report)	All
5.	Preliminary decisions trial: recommendations for RWD	DP/SB/KT /SF
6.	'Putting things right': <ul style="list-style-type: none">• response to Ofwat/CCW• update on 'Future Landscapes'	DP
7.	Terms of Reference: review and development of Panel	DP/SF
8.	GDPR breach: update	
9.	AOB: <ul style="list-style-type: none">• budget requests to RWD Next meeting dates: provisionally: <ul style="list-style-type: none">• 25/06/21: 2pm*• 01/10/21: 10am*• 06/12/21: 2pm	All