

**WATRS independent ADR Panel**  
**Meeting 45**  
**Minutes of a meeting on 26 June 2021 via MS Teams**

**Present:**

Susan Bradford

Anton Gazzard

Claire Forbes

Daksha Piparia (Chair)

Claire Whyley

**Apologies**

Louise Beardmore

Emma Clancy

**Attending**

Shona Flood (Secretary)

		Action No.
<b>Item 1</b>	<b>Welcome and declaration of interests</b>	
1.	Mr Gazzard was formally welcomed to the Panel. He confirmed that other than his employment with a water company he had no interests in any supplier to or subscribing member of WATRS.	
<b>Item 2</b>	<b>Minutes from meeting on 6 October 2020</b>	
2.	The minutes of the meeting on 26 March 2021 were approved.	
<b>Item 3</b>	<b>Action log</b>	
3.	It was noted that RWD had ratified the amendments to the Panel's terms of reference. It was agreed that organisations with expertise in cross sector consumer issues would be approached with a view to joining the Panel as an additional independent member. Panel members agreed to submit suggestions for suitable organisations to the secretary.	[27] All
4.	It was further noted that RWD had accepted the Panel's recommendations regarding the adoption of the preliminary decision stage. It was also noted that a number of changes had been made to the information and guidance available to customers. The Panel recommended the order in which the videos on the WATRS website appear should be changed such that the video outlining how WATRS works should appear before the video about the CMS system.	[28] SF [29] SF
5.	The Panel considered the report provided by the service provider regarding a GDPR breach. The Panel were satisfied that feedback had been taken on board and that any similar incident would be handled better in the future following changes made to the service provider's processes.	[30] SF
6.	The Panel noted an internal review on accessibility had been undertaken by the service provider and that an external review	

7.	<p>was to be commissioned in due course. It was agreed that the service provider would be asked to provide an update on its accessibility policy with regard to telephone and other channels of communication.</p> <p>Ms. Forbes noted that CCW had commissioned research into preferred channels of communication. It was agreed that CCW would be asked to share insights gained from that research. It was also agreed that companies and CCW would be asked to provide baseline data on an anonymised percentage basis for a 12 month period. It was agreed that Ms Piparia would draft the request for data and/or a data template to go to both companies (through RWD) and CCW.</p>	<p>[31] SF</p> <p>[32] DP</p>
<b>Item 4</b>	<b>Standing items</b>	
8. 9. 10. 11. 12.	<p>The proposed format of the quarterly review was discussed. It was agreed that whilst the broad headings outlined were appropriate the Panel was particularly interested in narrative and commentary the report should provide.</p> <p>The Panel would like to see customer feedback grouped by trend and where appropriate the service provider’s feedback on specific issues provided. The Panel would also like the report to include reference to vulnerability and reasonable adjustments that could have been made both in terms of that were handled well and those that were handled less well.</p> <p>The service provider would be asked to provide a draft report for further comment prior to the final format being available in September.</p> <p>There continued to be a significant discrepancy between the amounts requested for redress and the amounts awarded. It was agreed that CCW would be asked about information provided to customers either during telephone contacts or in writing particularly regarding payments for distress and inconvenience.</p> <p>It was noted that whilst the customer satisfaction data reported was not atypical of feedback received where the outcome had been unfavourable there were a number of comments in relation to the operation of the case management system (CMS). The service provider would be asked to include its response to customer feedback in relation to the operation of the CMS as part of the quarterly review referred to above.</p>	<p>[34] SF</p> <p>[33] SF</p> <p>[34] SF</p>
<b>Item 5</b>	<b>E2E</b>	
13.	<p>The draft E2E report was discussed. It was noted that whilst the 4 cases were not statistically significant, they were representative of the type of cases that came to WATRS and all 4 cases had common themes with regard to the way in which they had been dealt with by the companies involved and CCW. It was agreed that subject to minor amendments the report would be recirculated to Panel members for final comments. The</p>	[35] All

	report will form the basis of discussions with the service provider and CCW about the Panel's findings and recommendations.	
<b>Item 6</b>	<b>Annual Review</b>	
14.	The general format of the annual review was agreed. It was further agreed that the case studies would be chosen at random from the 4 largest complaint types. Panel members would review the draft and feedback any comments or observations to the secretary	[36] All
<b>Item 7</b>	<b>AOB</b>	
15.	It was noted that Ms Taqvi had stood down from the Panel. The Chair expressed the Panel's thanks for her support and work.	
	Next meetings: October 2021: the secretary would ask for availability for the 1 <sup>st</sup> week in October. December: 06/12/21: <b>10am</b>	