

WATRS independent ADR Panel
Meeting 50
Minutes of a meeting on 28 September 2022 at 100 St Pauls Churchyard London

Present:

Susan Bradford

Daksha Piparia (Chair)

Emma Clancy

Elsa Wye

Anton Gazzard

Claire Whyley

Apologies

Claire Forbes

Patrick McCart

Jane Taylor

Attending

Shona Flood (Secretary)

		Action No.
Item 1	Approval of minutes of panel meeting on 28 March 2022 and note of panel meeting on 14 July 2022	
1.	The minutes of the meeting on 28 March 2022 and the note of the meeting on 14 July were approved.	
Item 2	Action log	
2.	It was noted that CEDR had been unable to provide a summary of L&M recommendations but had provided a project plan from Hex. It was agreed that CEDR would be asked to provide more detailed information in relation to user acceptance testing and changes to content.	[65] SF
3.	It was noted that CEDR had removed the specific reference in the application form to the Scheme's financial limits for a 6 month trial period. It was agreed that customer feedback would initially be reviewed at 3 months and then again at the end of the trial period.	[66] SF
4.	It was noted that cross-referencing of customer feedback relating to process and the work being undertaken by Hex was on going.	
5.	Following the review by Ms Wye, changes had been made to the wording on RWD's website regarding the independence and impartiality of the scheme and the role of the Panel. CEDR and CCW would be requested to make similar changes to content.	
6.	It was agreed that the Panel would, subject to funding from RWD being available, consider adding 'talking heads' content to the RWD website regarding the role of the Panel.	[67] SF
Item 3	Standing Items	
	Insights Report	

<p>7.</p> <p>8.</p> <p>9.</p>	<p>The Panel considered the draft Executive Summary and PowerPoint presentation prepared by CEDR. It was agreed that the following feedback should be given to help inform the next Insights Report due in 2023:</p> <ol style="list-style-type: none"> 1. the executive summary should: <ol style="list-style-type: none"> a. be shortened and contain key conclusions and messages for example around managing customer expectations, vulnerability and on-going relationships post decision; b. refer to actions taken in response to recommendations and observations in preceding reports 2. data presented should be more qualitative rather than the present emphasis on quantitative data. The Panel is concerned that the relatively low number of applications to the Scheme make it difficult to draw conclusions from the data in isolation; 3. the report should include: <ol style="list-style-type: none"> a. more customer feedback if possible; and b. relevant benchmarking from other utility ADR schemes. <p>Decisions No significant changes were noted to outcomes: there continued to be a significant disparity between the amount claimed by way of compensation claimed (£281,815) and the amount awarded (£11,090).</p> <p>Customer satisfaction summary It was noted that there had been a marked improvement in relation to feedback regarding process/CMS issues. It was further noted that a significant proportion of the customer comments related to concerns regarding the fairness, impartiality and independence of the Scheme. It was agreed that CEDR and CCW would be asked to make amendments to wording on their respective websites to emphasise the role of the Panel and the independence of the Scheme.</p>	<p>[68] SF</p> <p>[69] SF</p>
<p>Item 4</p>	<p>End to End Report</p>	
<p>10.</p>	<p>The E2E sub-group had been impressed by the openness and willingness to engage from CCW and the companies who had taken part. The report had identified areas of very good practice and customer support but it was not consistent or applied universally. There remained a gap in the redress available to NHH customers in comparison to HH customers which continued to be of concern. It was agreed that following the submission of the E2E report to the Board, the Panel would write to Ofwat to express its continuing concern regarding this issue. It was further agreed that the Panel would contribute to CCW's 5 year review of the retail market.</p>	<p>[70] DP/SF</p> <p>[71] SF</p>

11.	The draft final End to End was considered and approved. It was agreed that it would be issued to the RWD Board with a recommendation to circulate to all companies. Feedback would be given to CCW and the individual companies who had taken part.	[72] SF
12.	It was agreed that progress on recommendations and trends in the current and previous End to End reports would be logged and tracked.	[73] SF
Item 5	AOB	
13.	Future landscapes/one stop shop Ms Clancy updated the Panel on work currently being undertaken by CCW and confirmed that although the timescales were tight, CCW were on track to deliver their project plan by October 2023. Tendering through the Crown commercial procurement process would commence in November. It was intended that the new scheme would be cost neutral. CCW were aware of the need for governance arrangements and were currently working on detailed proposals.	
14.	The Panel expressed concern that the project plan start date was after the end of the current contract with the service provider. It was agreed that there would be a further meeting of the Panel would be arranged to consider likely contingency and transitional arrangements and to consider potential recommendations to ensure that any current issues with the present Scheme are communicated to CCW	[74] SF
15.	It was agreed that Ms Flood would canvass dates for Panel meetings in 2023. Future workstreams would be considered at the meeting in December.	[75] SF
	Next meetings: 8/12/22: 1:30pm via Teams	