

**WATRS independent ADR Panel**  
**Meeting 49**  
**Note of a meeting on 14 July 2022 via MS Teams**

**Present:**

Jane Taylor  
Elsa Wye

Daksha Piparia (Chair)  
Claire Whyley

**Apologies**

Susan Bradford  
Emma Clancy  
Claire Forbes

Anton Gazzard  
Patrick McCart

**Attending**

Shona Flood (Secretary)  
Claire Thomas (nominee for Emma Clancy)

	<b>Note: the meeting was not quorate. The actions listed below will be ratified at the next meeting of the Panel on 28 September 2022.</b>	Action No.
<b>Item 1</b>	<b>Welcome to new Panel Members</b>	
1.	It was noted that Ms Taylor had joined the Panel as a water company representative, Ms Wye had joined as an independent Panel member and Mr McCart had joined as a retail company representative.	
<b>Item 2</b>	<b>Approval of Minutes</b>	
2.	The minutes of the meeting on 28 March 2022 were noted and would be approved at the next Panel meeting	
<b>Item 3</b>	<b>Action log</b>	
3.	Accessibility: It was noted that CEDR had completed the upgrades recommended by the Shaw Trust. It was further noted that the customer experience review by Lion+Mason (LM) had been completed and a number of recommendations made. A separate contractor (Hex) was to be appointed to implement the LM recommendations. It was agreed that CEDR would be asked for a summary of the LM recommendations as they related to WATRS and the work to be undertaken by Hex.	[57] SF
4.	It was also noted that user acceptance testing of the website and CMS application process had taken place using non-professional testers. It was agreed that CEDR would be asked to provide a summary of the user acceptance testing undertaken.	[58] SF
5.	Recruitment: see Item 1. All Panel vacancies have now been filled.	
<b>Item 4</b>	<b>Standing Items</b>	
6.	2 <sup>nd</sup> Insights Report:	

	<p>It was noted that the 2<sup>nd</sup> Insights Report had been amended to include an executive summary. It was further noted that the presentation to the stakeholder event in April had included an informative slide deck. It had been agreed with CEDR that:</p> <ol style="list-style-type: none"> <li>1. the slide pack format would be used to produce a short interim report in September (reporting for January to end June 2022); and</li> <li>2. a full report with executive summary would be produced in February/March 2023 (reporting for January – December 2022) for the stakeholder event in April 2023</li> </ol>	
	Decisions:	
7.	<p>No significant changes were noted to outcomes (in Q1 2022/23: actions required: 31%, No actions required 69% compared to 26% and 74% f respectively for 2021/22); there continued to be a significant disparity between the amount claimed by way of compensation claimed (£157,000) and the amount awarded (£3870). It was agreed that that CEDR would be asked to remove the specific reference in the application form to the Scheme’s financial limits for a 6 month trial period.</p>	[59] SF
	Customer satisfaction survey results:	
8.	<p>There was no significant change in the tone and tenor of the verbatim customer responses. It was agreed that customer feedback in relation to the CMS should be cross referenced against the work to be undertaken by Hex. It was also agreed that Ms Flood would be asked to follow up on a number of process queries relating to specific feedback given.</p>	[60] SF  [61] SF
<b>Item 5</b>	<b>Draft Annual Review</b>	
9.	<p>The contents of the draft annual review were noted. It was agreed that the lack of customer profile data from both companies and CCW made it difficult to be satisfied that WATRS was readily available to all customer demographics. The issue of demographic data would continue to be monitored. It was agreed that Ms Flood would arrange a meeting for Ms Piparia, Ms Wye and Ms Whyley to discuss this further.</p>	
<b>Item 6</b>	<b>AOB</b>	
	Future landscapes:	
10.	<p>Ms Thomas confirmed that an options paper was going to the board of CCW regarding proposals for the evolution of the scheme. Ms Thomas also confirmed that CCW were in the process of commissioning consumer research to inform proposal for the future structure of the scheme.</p>	
	E2E and annual review:	
11.	<p>It was noted that the E2E sub-group had identified and reviewed 4 of the 10 potential decisions previously identified. Meetings had taken place with CCW and one of the companies involved and meetings with the remaining companies were scheduled to</p>	

	take place. The sub-group's draft report would be circulated to the Panel for discussion and approval at the next meeting.	
	CMS	
12.	It was noted that CEDR had advised RWD and the Panel that due to cost constraints and the inherent uncertainty surrounding potential plans for the future development of the scheme, they had taken the decision to change CMS provider. CEDR confirmed that all contractual obligations to the end of the current contract would be met in relation to the CMS system.	
	<b>Next meetings:</b> 28/09/22: 10:30 am (in person: 100 St Paul's Churchyard, London, EC4M 8BU) 08/12/22: 1:30pm	