

Your Voice Challenge/Issues Log –2022/2023

Challenge/issue	Group date	Outcome impact
Your Voice		
The PR24 timetable appears tight. Is UU positioned to meet these deadlines?	Your Voice- 10 June 2022	UU already started its planning work and the timetable is broadly in line with what was expected. Ongoing reports to YV and relevant sub group
How will UU make stakeholders aware that the customer research information is available?	Your Voice- 10 June 2022	Awareness will be raised via new regular stakeholder newsletters and other emerging channels
At a time of rising cost of living challenges, is the regulator limiting UU's ability to work with other utility sectors?	Your Voice- 10 June 2022	DT to discuss further with MA Ongoing item for V&A sub group
Environment Act. Impacts What is being done to maximise partnership funding for schemes and deal with customer views/ statutory requirements, cost of living crisis	Your Voice 10 June 2022	ONGOING This is a work in progress and will emerge from the PR24 process later in 2022/2023. UU will be setting out a balance that reflects the high numbers of customers who want improvements against the affordability challenges in a time of increasing cost of living issues. Partnership funding is a key driver
The potential scale of investment is immense and it will be interesting to understand customers views around these challenges/ affordability.	Your Voice 10 June 2022	ONGOING UU will work with Your Voice to capture customers perspectives.
How easy is it to work with the combined authorities (LCR and GMCA)?	Your Voice- 10 June 2022	The combined authorities are open to engagement It can be harder to engage with unitary authorities. It still remains a challenge to get LA panel members but there have been links established through the stakeholder relationship manager and MA from Greater Manchester CBA
Consumer water consumption levels remains an ongoing area of concern for the Panel. Request deep dive	Your Voice- 10 June 2022	UU continues to undertake significant amounts of work in this area and the trend seems to be coming down towards pre-pandemic levels. This will be the subject of a future Environment and Social Capital Sub Group report February 2023

Water quality (red rating for 3 years) also remains an issue for the panel. Request for deep dive	Your Voice – 10 June 2022	UU will be reporting October 2022 back to the Chair’s meeting in on performance as it believes the direction of travel is in the right direction and that there is a strong internal focus to improve this performance measure
Customer Engagement		
CESG felt that there is a move towards strengthening CCW/Ofwat’s control of research. And expressed concern about local views being triangulated	CESG- 14 June 2022	ONGOING UU working with regulators to ensure that central research reflects the needs of the North West
CESG asked if local research will be looked at differently within this new operating environment?	CESG- 14 June 2022	UU feel that this issue links to the driver towards making research available to all research and to Ofwat’s research guidance Triangulation important
CESG asked how UU see the balance of engagement and independent assurance of their research and engagement work particularly in reports to Ofwat? This question has been asked in COG and no real answers from Ofwat	CESG- 14 June 2022	ONGOING UU currently use two systems of assurance. The challenge part is delivered via Your Voice and testing with customers. Whilst research assurance is a more technical process achieved through the use of expert evaluation. And triangulation. Once final methodology is received this item will be further discussed
CESG asked how much of the current research is challenged or assured?	CESG- 14 June 2022	UU accept that not all research is challenged BUT A VERY HIGH PROPORTION IS . This will be discussed at CESG
COG have asked OFWAT for more details regarding its new research methodology.	CESG- 14 June 2022	Response to be share with UU
CESG asked if there is the potential to share research with other interested parties.	CESG- 14 June 2022	UU confirmed that its plan was for sopen access to all research information from its website
The Group suggested that UU introduce a system of “you said we did.” This is in use across of sectors and the Group will source a copy of an NHS version. Other organisations also maintain Lessons Learnt Logs.	CESG- 14 June 2022	ONGOING UU currently use a system of feedback loops to ensure communities understand how their input contributes towards service development. It remains an ongoing challenge to ensure customers can contribute effectively to research projects.
CESG asked for the research site link to be shared with Your Voice members.	CESG- 14 June 2022	UU to supplied and include within the newsletters

Tayo Adebowale also asked for a 3-6 months project plan to help develop and align the sub groups agenda.	CESG- 14 June 2022	UU produced a project plan and use as a basis for future sub group agendas.
Bernice Law asked if UU's research plans reflect the input from Your Voice comments and suggestions.	CESG- 14 June 2022	UU confirmed that these comments are reflected in individual pieces of research. UU to collate the panels input into the research programme and specific projects. Document available showing all YV comments and UU's actions on these
Affordability & Vulnerability		
Visit the Smart Flat at Warrington Disability Centre. This includes a range of technology that's designed to support people to live independently	A&VP - 7 September 2022	October meeting scheduled to include a visit to the Smart Flat
The Panel would encourage a stronger understanding of the needs of customers facing the cost-of-living crisis	A&VP - 7 September 2022	UU also now focusing on customers who are just managing
The Panel would like to encourage data sharing between UU and other agencies	A&VP - 7 September 2022	UU working closely with gas and electricity providers to share data that leads to benefits for customers, especially vulnerable groups.
Invite Kerry Booth from the Rural Services Network to join the stakeholder sub group	A&VP - 7 September 2022	YV secretary to arrange
Customer Engagement		
The Group asked how UU will decide its own local ODI's and what role YV and customers will play in deciding and agreeing these indicators.	CESG – 28 September 2022	ONGOING UU confirmed that YV will be included within ALL these discussions (local ODI's)
The Group asked how UU would respond to this complicated research (PR24) given the short timescales?	CESG – 28 September 2022	Whilst UU would challenge any specific issues it was committed to delivering the new Business Plan by October 2023.
The Group asked if UU was carrying out its own research alongside OFWAT's national research for PR24.	CESG – 28 September 2022	UU had commissioned more North West "numbers" as part of the national research to ensure that OFWAT's survey data was of wider use across the North West and to raise the confidence factor of the survey for the region. UU are focusing on ensuring that the survey data reflects the North West's customer profiles. ONGOING ITEM FOR CESG AGENDA
The Group asked about how UU was managing to engage with disengaged customers?	CESG – 28 September 2022	ONGOING UU are using a number of techniques and working with consultants (Britain

		Thinks) to carry out work with disengaged customers. Consultation with A&V sub group and helpful discussions there. Research feedback will include commentary on this particular group of customers as well as specific pieces of work
The Group challenged the use of the label “disengaged”. They felt that the onus was on the service provider to maximise engagement.	CESG – 28 September 2022	UU confirmed that they would seek alternative wording going forward. And report to the sub group on this
The Group questioned the way UU offered incentives to research participants.	CESG – 28 September 2022	UU confirmed that they followed MRS guidance. However, this may not reflect the impact upon customers in terms of benefits or tax. UU confirmed that they would review these guidelines to ensure that customers are not adversely affected by participating in these surveys.
The Group asked if UU are monitoring research related web hits now that research is openly available online.	CESG – 28 September 2022	UU confirmed that it will carry out this work
The Group pointed out that opening up UU research was linked to a previous YV challenge.	CESG – 28 September 2022	Confirmed and actioned
The Group also asked to what degree the research is being pre-prepared before it is published.	CESG – 28 September 2022	UU confirmed that it is following OFWAT publishing guidelines and is publishing reports in full unless there is sensitive/commercial information in a piece of research.
The Group asked if UU had appointed a body to carry out Assurance work and asked for clarity between the role and work of YV and any assurance work as there could be a duplication if there isn’t clarity in this matter	CESG – 28 September 2022	ONGOING UU confirmed that it will respond to this issue at a future date as its still clarifying its understanding of the issues.
The Group asked for an explanation of how these activities (assurance/consultation) are linked and also repeated the point about who would carry out any assurance work?	CESG – 28 September 2022	UU see assurance as setting a minimum standard, whilst challenge seeks to establish a higher standard of service AND CONFIRMING THAT CUSTOMERS ARE BEING CONSULED, ENGAGED AND LISTENED TO.
Group members asked that UU include the YV challenge, feedback and input into future research reports, including YV feedback around research projects, suggesting an additional column showing the impact of YV’s challenges or support	CESG – 28 September 2022	UU confirmed that it will action this challenge THIS IS NOW DONE
Group members felt that some of the points identified seem to represent	CESG – 28 September 2022	UU confirmed that it wanted to use the bespoke ODI’s as a mechanism for raising standards. YV will be fully

standard practise for running a water company.		involved in commenting alongside customers and stakeholders on levels of service and ODI's
A Group member raised a similar point, asking where the "stretch" would come and how do you avoid business as usual indicators?	CESG – 28 September 2022	UU stated that their aim was to look at measures which add value to the customer experience linked to penalties or incentives. Full transparency to YV on the current performance and proposed rates
The Group asked why should customers pay more to improve standards if the current standards were below reasonable expectations?	CESG – 28 September 2022	UU confirmed that they would take this into account in the ODI selection process. See above
A Group Member stated that the operational context (much less benign) for this research is very different from the previous price review process.	CESG – 28 September 2022	UU agreed that the context is much less predictable and confirmed that it would keep YV informed of its research and how this is being used to underpin decision making
The Group asked for an update on the work on the national Social Tariffs.	CESG – 28 September 2022	UU stated that there were diverse views from across the water industry but that the North West would likely be a net recipient of any further developments. Andy White CCW is presenting to YV on 1 November on this matter
Lucy Byrne also wondered if water bills may go under the radar when compared to the scale of other utility bills during the cost-of-living crisis.	CESG – 28 September 2022	UU concurred that it wasn't going to be an easy process. Ongoing discussions in A&V sub group
Affordability & Vulnerability	A&VP - 11 October 2022	
Can UU arrange to install a Smart Water Meter into the Smart Flat? This will help demonstrate how Smart technology can integrate into supporting independent living.	A&VP - 11 October 2022	UU Lead will discuss with the Smart Metering team
The Panel suggested contacting Dave Sweeney who would be a good contact for accessing this hospital discharge service across Cheshire & Merseyside to offer Priority services enrolment.	A&VP - 11 October 2022	Joint action between DT and UU lead
The Panel suggested that UU could tap into the work of CAB Warrington whereby people leaving hospitals could be asked questions that establish if they would benefit from the Utilities Priority services enrolment which would include going onto PS for other utilities. This	A&VP - 11 October 2022	SC to discuss further with UU lead

would be especially useful in the context of the potential risks to energy supplies.		
DT (David Tai) was asked if, as a housing association they could promote the installation of Water Meters as a way of helping tenants reduce their water bills by as much as 30%?	A&VP - 11 October 2022	DT to report back at a future meeting Keep on agenda and UU to review
The Panel suggested that any future Affordability Summits could tie in with DAD (Disability Awareness Day) in Warrington in July.	A&VP - 11 October 2022	WDP to liaise with UU Lead
Environmental & Social Capital		
A Group members asked if the 3 consultation sessions for the WRMP were targeted at different types of stakeholders.	E&SCG 11 October 2022	ONGOING UU confirmed that the 3 sessions would cover the same ground and were not targeted at specific audiences. UU confirmed that it would consider this input and report back further.
The Group raised a challenge about the intention to focus on an online WRMP consultation exercise. Group members felt that there should also be a role for face-to-face interaction.	E&SCG 11 October 2022	UU confirmed that it would consider this input and report back further.
Group members also raised points about sector specific consultation or balanced geographic sessions from across the North West.	E&SCG 11 October 2022	UU confirmed that it would consider this input and report back further.
A Group member suggested connecting into the existing Water Catchment Area Partnerships. These meetings could potentially come together to hold a joint consultation session on the WRMP	E&SCG 11 October 2022	UU confirmed that it would consider this input and report back further.
The Group stated that it was important that UU ensures The Right Tree In The Right Place and that UU's approach includes for effective management/maintenance.	E&SCG 11 October 2022	UU stated that it would include this issue in a future presentation Action point in minutes
The Group suggested investigating the Metrological Office's approach to storing monitoring equipment in sensitive areas	E&SCG 11 October 2022	UU to research and feedback at future meetings of the Sub Group. Action on minutes
The Group also asked for more information about the work and role of the Citizen Scientists alongside UU and other volunteers	E&SCG 11 October 2022	Include in the forward plan for the work of the group
A Group member asked that the location of inland bathing water sites be publicised more widely	E&SCG 11 October 2022	Report back to a future meeting

A Group member asked about overflows putting pressure on the sewage system causing sewage to enter the wider environment.	E&SCG 11 October 2022	UU is working with farmers to improve water quality for all across the NW and happy to have a further conversation outside the meeting.
The Group asked about asset resilience e.g., water waste treatment sites.	E&SCG 11 October 2022	UU explained that water treatment and overflows would drive the investment plans in AMP8 and onwards into AMP9/10. This is significantly higher than the UK average and represents a major investment challenge.
The Group asked about the treatment requirements in relation to nutrient neutrality.	E&SCG 11 October 2022	UU explained that it was looking at the sustainability of smaller treatment sites in the context of onerous regulatory requirements.
The Group felt that the PR24 plans would represent a huge increase in investment and potentially large increases in water bills.	E&SCG 11 October 2022	UU stated that this would be part of the trade off decision making and that would include considerable input from customers. Also referred to CESG sub group
TA asked for information about how UU was introducing innovation in its PR24 Delivery Models to help deliver the investment and achieve Value for Money for bill payers.	E&SCG 11 October 2022	ONGOING UU confirmed that there would be more time for identifying delivery innovations going forward UU also explained the delivery challenge in its wider UK context whereby lots of water companies will be seeking to procure skilled contractors and delivery partners.
The Group would like to understand how these investments levels will be achieved?	E&SCG 11 October 2022	This would form part of a future agenda item in the forward plan, once final PR24 guidance is issued.
The Group asked about how work on modelling potential water bills in relation to these levels of investment was progressing?	E&SCG 11 October 2022	Ongoing UU are working to meet its statutory obligations but the scale of the investment represents a massive deliverability challenge Link to CESG and A&V sub groups Deep dive into WINEP
The Group asked if UU's Land Bank plan in relation to Bio Solids was feasible and what plans are in place to seek to reduce the level of demand.	E&SCG 11 October 2022	UU explained that they are working with others to seek the most realistic outcomes. This may include incineration, but bearing in mind that there is a demand for the nutrients.
A Group member asked if the Bio Solid Land Bank maps could be shared.	E&SCG 11 October 2022	UU confirmed that these could be as they are already shared with Environment Agency.