

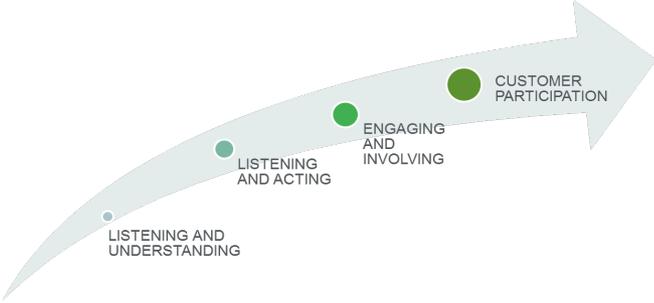
Meeting summary

Hampshire Stakeholder Panel

Thursday 20 June 2017, 09:00 - 14:30 Testwood Lakes	
SW Attendees:	Sam Underwood, Meyrick Gough, Kate Rice, Branwen Rhead
Panel Members in attendance:	Dave Rumble, Hampshire and Isle of Wight Wildlife Trust Bill Scott, Environment Agency Nick Measham, Salmon and Trout Conservation Clare Mills, Hampshire County Council Rachel Bailey, Natural England Moya Grove, Campaign to Protect Rural England
Apologies:	Paul Walton, New Forest National Park Authority Paul José, Wessex Chalk Stream and Rivers Trust Martin Lowe, Southampton City Council Cllr Keith Evans, PUSH/Fareham Borough Council

No.	Minute
1	Welcome and introductions
1.1	To ensure attendees were able to talk freely and openly, any comments made during the meeting have not been attributed to individuals.
1.2	<p>A short welcome presentation provided an overview of the plan for the day and an update on our Let's Talk Water public consultation. The update included an overview of what customers and stakeholders have told us so far as well as feedback from the Hampshire stakeholder panel meeting in April.</p> <p>To ensure the session built on the discussion at the April stakeholder panel, it was based around the top three areas of interest as indicated by attendees at the previous meeting:</p> <ul style="list-style-type: none">• Working in partnership with customers, communities and stakeholders• Growth, resilience and strategic long term planning• Integrated approach to working in catchments.

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2	<p>Working in partnership with customers, communities and stakeholders</p>
2.1	<p>A short presentation gave an overview of Ofwat's <i>Tapped In</i> report. It offers water companies a model for improving customer engagement by "moving customers from passive recipients of water company services to active participants in helping to achieve a successful long-term future for water".</p> <p>Examples of initiatives that Southern Water already has under way which fit into the <i>Tapped In</i> model were then shared and discussed and attendees provided feedback on these.</p> <p>Panel members were then asked to identify where they thought Southern Water appeared on Ofwat's customer participation continuum which progresses through the following stages to the ultimate goal of customer participation:</p>  <p>Most placed the company between Listening and Acting and Engaging and Involving.</p>
2.2	<p>There was then a roundtable discussion where the following feedback was noted:</p> <p>"Regarding catchment partnerships, Southern Water has been actively participating but its ability to act has been limited by the resources it has available."</p> <p>"The company is doing more in some areas but there's a lack of engagement regarding partnership working on the flooding. However, we are all at that stage together especially around some of the new roles and responsibilities."</p> <p>"Southern Water is moving in the right direction in engaging and involving people."</p> <p>"As a stakeholder I feel very listened to and engaged and the company has also got a new Chief Executive who's taking the time to listening and understand as well."</p> <p>"As an NGO I feel engaged regarding the environmental focus."</p> <p>"I think that, for customers, participation is about incentives to encourage them manage their demand and reflect upon the cost of supplying their water."</p> <p>"I've been really pleased. We've seen some step-changes in engagement."</p>

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2.3	<p>Panel members were then asked what could be done to move the company along the continuum. They were asked to review a list of “opportunities to innovate” from Let’s Talk Water and others which were suggested at the previous panel meeting and asked to prioritise the longer-term opportunities.</p> <p>Key areas panel members felt we should take action on in the short term included:</p> <ul style="list-style-type: none"> - Use more insight into customer trends to design a broader range of tailored services. - Work with communities to increase their understanding of water use and the water cycle. - Join up with other agencies to find ways to bring about behaviour change. <p>Additionally, the following suggestions for longer term action were made:</p> <ul style="list-style-type: none"> - Increase awareness, understanding and buy-in of customers of CSF / catchment programme. - Award / accreditation for developers and local planning authorities that deliver water-saving schemes and policies.
3	<p>Growth, resilience and long-term planning</p>
3.1	<p>Following a presentation on growth, resilience and long-term planning, the panel discussed the following ambition, which was developed using feedback from the April panel meetings.</p> <p>What could success look like in 25 years’ time?</p> <p>We work pro-actively with key partners across the region and deliver high quality, resilient water and wastewater services which support sustainable growth, address future challenges and meet the needs of our future customers.</p> <p>The following feedback and suggestions were noted:</p> <ul style="list-style-type: none"> - Adding “maintain the quantity of waters in rivers”. - There’s no aspiration that you would increase the Natural Capital of the environment or leave it in a better place than it is.
3.2	<p>Panel members were then asked to review a further list of “opportunities to innovate” relating to growth, resilience and long-term planning from Let’s Talk Water and others which were suggested at the previous panel meeting and asked to prioritise the longer-term opportunities.</p> <p>The majority of respondents put the following as their top priority:</p> <ul style="list-style-type: none"> - New developments should consider rainwater harvesting for grey water. <p>Other key areas panel members asked us to prioritise in the short term included:</p> <ul style="list-style-type: none"> - New reservoirs, integrated catchment management and new SUDs as part of new development to integrate wildlife and recreation opportunities. - Creation of localised grey water supplies in new developments to reduce freshwater consumption. - Consider how to sustainably cope with growth and have longer-term discussions at government level.

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	<p>Additionally, the following suggestions for longer-term action were made:</p> <ul style="list-style-type: none"> - Understand possibilities for retrospective improvements and then how to incentivise take-up. - Agree with partners the key policies needed for new Local Plans. - Develop lifecycle of water within a new development and pull out benefits for developers. - Use innovative techniques to improve efficiency of existing infrastructure. - Understand locally how we can all jointly influence national policy.
<p>4</p> <p>4.1</p>	<p>Integrated approach to working in catchments</p> <p>A presentation on our integrated approach to working in catchments highlighted feedback from the previous panel along with examples of what we are doing currently.</p> <p>The panel was asked to consider what success would look like in 25 years' time. Members were asked to respond in reference to the following bullet points, which were developed using our draft vision for Integrated Water Cycle Management and feedback from the April panel meetings.</p> <ul style="list-style-type: none"> - We collaborate with stakeholders and play a leading role in creating a sustainable water environment – environmentally, socially and economically. - We address the causes of environmental stress, and fully meet our regulatory commitments and customer expectations. - We address multiple, complex issues at catchment level and work with others to enhance natural capital. - We innovate and deliver effective, efficient and adaptive solutions for people, the environment and the local economy. <p>Panel members commented:</p> <p>“We need to add a water quality standard in the rivers and look at river bottoms as an indicator of river health.”</p> <p>“We can only get so far in terms of water quality and quantity with the measures that we have. We are going to have to think about different solutions.”</p> <p>“You’ve got bringing more bathing waters up to excellent standard but there’s nothing about shellfish water quality.”</p>
<p>4.2</p>	<p>Panel members were then asked to review a further list of “opportunities to innovate” relating to working in catchments from Let’s Talk Water and others which were suggested at the previous panel meeting and asked to prioritise the longer-term opportunities.</p> <p>The majority of respondents put the following four opportunities as top priorities:</p> <ul style="list-style-type: none"> - Solent – valuing ecosystems services to drive balanced investment. - Data input into catchment management:

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	<p>- More responsible farming to drive down Phosphate, Nitrogen and insecticides and to improve water quality at source. - Work with Solent / PUSH partnership to determine delivery of development contribution through IWCM / catchment management.</p> <p>Additionally, the following suggestions for action in the short term were made:</p> <p>“Understand catchment level source apportionment affecting water quality and relevant mechanisms to tackle them.”</p> <p>“What’s the role of Southern Water in Catchment Partnerships in the future – how could they help?”</p> <p>“Be clear about what we want to achieve and how we measure it within a catchment.”</p> <p>The following suggestions were made regarding medium to longer term actions:</p> <p>“Need research to establish baselines and sources and agreed environmental monitoring of Natural Capital.”</p> <p>“Scalable pilot projects, eg re-wilding sub-catchments.”</p> <p>“Investigate different mechanisms to secure improvements, developer contributions and land purchase.”</p> <p>“There is a bathing water quality aspiration but no shellfish quality aspiration.”</p> <p>Panel members also asked whether we could set some metrics linked to Natural Capital to help inform catchment visions and help us to measure success in terms of delivering integrated catchment management.</p> <p>The South East Natural Capital account was also mentioned, with reference to the desire for consistency in evidence around Ecosystem Services and Natural Capital asset mapping and how we apply methodologies in a consistent way.</p>
5	Drought plan
5.1	A presentation gave an overview of our upcoming Drought Plan.
5.2	The date for the next meeting has not yet been set.