

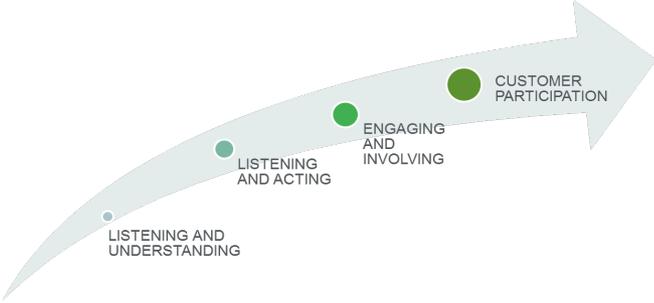
# Meeting summary

## Isle of Wight Stakeholder Panel

Thursday 27 June 2017, 10:00 - 14:30 SW's Fairlee offices	
<b>SW Attendees:</b>	Sam Underwood, Paul Kent, Nick Price, Kate Rice, Keith Herbert
<b>Panel Members in attendance:</b>	Tricia Stillman, IW Council Richard Grogan, AONB Lead Officer Jackie Mellan, Environment Agency Ray Harrington-Vale, Footprint Trust
<b>Apologies:</b>	David Rumble, Hampshire and Isle of Wight Wildlife Trust Carol Flux, Natural Enterprise Stuart Baker, Head of Local Growth Solent LEP Jack Potter, Natural England Serena Ledlay, Natural England

No.	Minute
<b>1</b>	<b>Welcome and introductions</b>
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"><li>• Working in partnership with customers, communities and stakeholders</li><li>• Growth, resilience and strategic long term planning</li><li>• Integrated approach to working in catchments.</li></ul>

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2	<p><b>Working in partnership with customers, communities and stakeholders</b></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>

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2.2	<p>There was then a roundtable discussion where the following feedback was noted:</p> <p>There was some criticism that Southern Water has been the slowest water company to come to this point on integrated catchment management, so pleased to see our aspiration. Panel member felt that the company needed to catch up with others before aspiring to lead.</p> <p>Southern Water should be more active in communities and go to local events such as county shows.</p> <p>The company is strong on the social care side with home visits for water efficiency and the customer helpline but needs to share and communicate these good news stories better.</p> <p>Does long-term planning link with Southern Water's plans? There are a couple of development/planning examples on the Island where the company engaged too late to influence which resulted in infrastructure / resource shortfalls.</p> <p>Improvements are needed to support local communities, growth and improve the environment e.g. shellfish waters. We need to go beyond resilience to actual improvement/enhancement. The Environment Agency is involved in PR19 but could be more involved in Southern Water's capital programme.</p> <p>Engaging with customers – messaging should be simple and avoid jargon. The company should listen to advice from local experts who know what works.</p> <p>When metering came in, people on the Island saved water in anticipation of increased bills. If you visit homes on the Island everyone has a water butt and want more – metering has got people thinking (e.g. if they see a leak they report it immediately). People on low income are especially interested in what they can do to save water and money.</p> <p>We need to stop the water meter being viewed as a device to punish you (water bill) and turn them into a device which gives more control to homeowners. Could there be a reward tariff where people who use less than average get proportionate savings on their bills? Could the company offer rewards for lower use linked to charitable contributions?</p> <p>The cost of connecting to mains drainage is prohibitively expensive. Communities who want to install mains and connect should be supported as this would protect water quality and the environment.</p>
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"> <li>- Collaborate with more partners such as Step Change, local authorities and Citizen Advice Bureau to help identify people who may be starting to experience problems with their bill or accessing our services.</li> <li>- More pilot projects, eg Cheriton Water Efficiency, at community level.</li> </ul> <p>Additionally, the following suggestions were made:</p>

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	<p>“Many vulnerable people not aware of how to get help. Many poorly educated in how to save water and get into terrible debt.”</p> <p>“Need ambition. Incentivise. Connect water to the local environment people love.”</p> <p>“Work with established organisations, charities etc. Remember demographics – some will embrace new tech, others won’t.”</p> <p>Council more engaged in recent years. Great having Keith Herbert as a point of contact.</p> <p>SW now has to get people involved - ask what they think. Requires more work and proactive steps from SW. Need to demonstrate benefits of our work rather than just be passive recipients when things go wrong. Need audience engaged which is difficult and takes time.</p> <p>Wildlife Trust showed farmers what help was available which worked well. Less stick, more carrot!</p> <p>We need more tools, guidance and examples to help people help themselves.</p> <p>Southern Water should project themselves as stewards of water environment. Here's the service we provide and the added benefits to you as our customer.</p> <p>Need a focus on education. Reach parents through kids – pester power. There are not enough engineers on the Island – link to STEM education in primary schools.</p>
<b>3</b>	<b>Growth, resilience and long-term planning</b>
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><b>What could success look like in 25 years’ time?</b></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"> <li>- Remove the word “sustainable” in reference to growth – Southern Water has a statutory obligation to connect new properties and therefore no power to ensure growth is sustainable. The company needs to ensure sustainability of water.</li> <li>- Is it realistic to say you will address future challenges? The company needs to meet current challenges first and endeavour to meet future ones.</li> </ul>
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>

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	<p>The respondents put the following as their top priorities for the short term:</p> <ul style="list-style-type: none"> <li>- Campaign for and support developers in building more water efficient homes.</li> <li>- New reservoirs, integrated catchment management and new SUDs as part of new development to integrate wildlife and recreation opportunities.</li> <li>- Put ourselves forward to take more of a lead on local flood risk management, bringing together key partners and co-ordinating funding to support action.</li> <li>- New developments should consider rainwater harvesting for grey water.</li> <li>- Creation of localised grey water supplies in new developments to reduce freshwater consumption.</li> </ul> <p>Additionally, the following suggestions / comments were made:</p> <p>The idea of water champions / volunteers within the local community who the company train, support and supply with resources (e.g. pond warden scheme). Get local people to deliver the company's messages.</p> <p>The Island currently receives 1/3 of its water supply from mainland – could it become more self sustaining? A holistic, integrated approach to water environment is needed. Sustainable drainage systems are good as they deliver multiple benefits. Can't do things in isolation.</p> <p>Challenges around retrofitting existing housing stock - greater issue than new build. It will be expensive but what's the long-term gain? Infrastructure providers need to align to provide kit ready to connect into.</p> <p>Water re-use may not be cheaper but could be easier (more sustainable source of water)</p> <p>Abstraction reform should enable licence trading.</p> <p>Water is a product we're not producing and we therefore struggle with terms like resilience and sustainability – what do we mean by these? Limits on water should lead to sustainable decisions but they don't. Our challenge is providing water sustainably to support growth.</p> <p>Water re-use should be considered so that treated wastewater is pumped into rivers, rather than out to sea. This would allow it to then be re-abstracted for further treatment to drinking water quality.</p>
4	<p><b>Integrated approach to working in catchments</b></p>
4.1	<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"> <li>- We collaborate with stakeholders and play a leading role in creating a sustainable water environment – environmentally, socially and economically.</li> <li>- We address the causes of environmental stress, and fully meet our regulatory commitments</li> </ul>

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	<p>and customer expectations.</p> <ul style="list-style-type: none"> <li>- We address multiple, complex issues at catchment level and work with others to enhance natural capital.</li> <li>- We innovate and deliver effective, efficient and adaptive solutions for people, the environment and the local economy.</li> </ul> <p>Panel members commented:</p> <p>“I’m not sure there’s significant expertise in Southern Water to lead on catchment management. I welcome the company’s involvement but there are a lot of people out there who could do a better job – the company should go to those people and work with them.”</p> <p>“Different bodies have different areas of expertise but collectively we can cater for different customers’ needs. I would welcome Southern Water’s involvement in that process.”</p> <p>“Need to measure water quality parameters such as the amount of phosphate stripped from water and how much the company is spending on treating water compared with previous years.”</p> <p>“How can you demonstrate what your contribution is to cleaning up the water when some of the pollution from phosphate and nitrates can take 40-50 years to come through?”</p>
4.2	<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 respondents put the following four opportunities as top priorities:</p> <ul style="list-style-type: none"> <li>- Offer advice and incentives to farmers and landowners to improve land management practices.</li> <li>- Solent – valuing ecosystems services to drive balanced investment.</li> <li>- More responsible farming to drive down Phosphate, Nitrogen and insecticides and to improve water quality at source.</li> </ul> <p>Additionally, the following suggestions for action in the short term were made:</p> <p>“We have set up a farmer cluster and are looking to set up another one.”</p> <p>“Should we be using the term ecosystems services, public good or something else?”</p> <p>“Incentive schemes under the Common Agricultural Policy – Southern Water should be a part of this package with other water companies and the government.”</p> <p>“We need to invent the new incentive scheme. If water companies want to clean the water and provide public goods then they should be part of developing the new incentive scheme.”</p> <p>Panel members were also keen that Southern Water made its data available. For example, if the company shared water quality data around some of its abstractions, stakeholders could use it to demonstrate the impact that schemes such as Countryside Stewardship have had on reducing diffuse pollution have had on our assets/drinking water quality. The suggestion was</p>

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	that stakeholders could provide a lot of analysis for free if data was accessible.
<b>5</b>	<b>Drought plan</b>
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.