

South Staffs Water Outcomes Task Group

Draft Terms of Reference

The Outcomes Task Group (OTG) has been set up as a sub-group of the Customer Challenge Group (CCG) to oversee an outcome based approach to delivery which will be reflected in the PR14 submission to Ofwat.

While the OTG remains independent of South Staffs Water (SSW), it will be necessary for the company to be represented on the OTG. The full CCG may also review representation on the OTG during the life of the PR14 process.

The role of the Outcomes Task Group is to:

- Focus on challenging whether SSW proposed outcomes and incentives:
 - are an appropriate response to their customers' views, reflecting their priorities and the value they place on the different aspects of service they receive
 - strike a reasonable balance between the views of different customers and stakeholders
- Show how performance in the five year period of AMP6 will be reflected in longer term results.
- Consider how outcomes may be monitored and reported during the AMP6 period.
- To provide feedback on discussions on outcomes to both SSW and the full CCG.

Timescales

Timings for completion and presentation of discussions are to be proposed and agreed by the group. All timings will be reviewed and agreed upon during the life of the PR14 process.

Organisation

SSW will provide secretariat and administrative support and costs. Agendas and supporting materials will be provided in a timely and accessible fashion to members. Minutes will be made publicly available following sign-off by members present at meetings. The frequency and timings of meetings will be agreed by the group. This will form part of each meeting agenda.

List of Members

Tom Marshall (Lichfield District Council) Chair
John Thompson (SS Charitable Trust)
David Wurr (CCWater)
Greg Marshall (Environment Agency)
Ralph Tennant (Black Country Federation of Small Businesses)
Matt Lewis (SSW)
Rachel Barber (SSW)