

IAP Response

Ref B2.WSH.OC.A2

Annual Performance Reporting

1 April 2019

WSH.OC.A2 Annual Performance Reporting

Nature of Adjustment (Summarise how you have responded to this action)

Existing reporting

Within our submitted business plan in September 2018 we failed to highlight the various existing stakeholder reporting that we undertake.

We produce a number of reports and updates throughout the year to advise our customers and stakeholders of our performance and awareness of our targets. For example, we have since mid-2017 been sharing monthly with CCWater, our performance scorecard which highlights our performance on some key measures plus a graphical view on the number of complaints received.

In addition, we publish online both our preliminary and interim financial results (in June and November respectively) and these are promoted via press release (including localised releases for local media) as well as via social media. These reports and press releases include operational performance updates as well as financial data. Our social media activity (on Youtube, Twitter, Facebook and LinkedIn) relating to such reports, often include short films to help bring the issue to life. We also publish a number of annual publications including: Annual Report, Social Impact Report, Biodiversity Report, and Innovation amongst others. Again, such reports are also published online and can include embedded case study videos to help explain the work we do and challenges we face. We also promote such reports on social media.

Future proposals

We take the feedback provided by all of our customers and stakeholders very seriously including the company monitoring framework feedback which also touched upon the area of reporting and frequency of such within the following statement:

“This year, we were also pleased to see that some companies are providing customer-focused performance reporting more than once a year and also using an increasing number of channels of communications.”

We have a number of current work streams looking at how we can improve further in our customer focused reporting, such as:

1. Within our 2018/19 Annual Performance Report to be published in July 2019, we are working towards designing and including a new part to explain how our performance impacts on any rewards and penalties that may be due. We have highlighted this improvement within our Final Assurance Plan for our customers and stakeholder to be aware of the new section in our 2018-19 APR.
2. We are currently scoping how we can improve further our online presence for more customer focussed performance reporting and what this could look like, which we will promote via social media. We intend to roll-out this activity during 2019. In addition, we are also looking at how we can improve the impact of our social media content to bring performance areas to life and build on the success of the content we created for PR19 customer engagement such as the “Reservoir Vlogs”.

3. We are currently in discussions with the chair of our CCG to arrange a workshop to discuss how we can further improve on our future reporting.

Additional evidence (please elaborate/reference) (Please include where appropriate)

Within our published Final Assurance Plan we highlight to our customers and stakeholders the additional reporting we intend to put in place to provide additional reporting for external stakeholders and customers beyond our Annual Performance Report.

Assurance (please elaborate/reference) (Please include where required (see cover) or if it is deemed appropriate)

Performance reporting is subjected to our three lines of defence model as outlined in our Final Assurance Plan.