

1. PURPOSE OF PAPER

The purpose of this paper is to present the first iteration of the PR19 Quality Dashboard (the Dashboard) to the Water Forums.

2. QUALITY DASHBOARD

The providers and owners of each Dashboard component have scored the respective assessment criteria and provided evidence where available and this has been peer reviewed by the Quality Dashboard Review Group. The Dashboard is included as appendix.

The Dashboard provides quality assured representation of the current programme status:

- The quality status indicators (the box fill colours) are measured against activity completeness – therefore they are predominantly red or amber recognising the work that has, or has not yet started – these will turn to green when the work, and the Business Plan is progressed and ultimately completed.
- The progress status indicators (the lines around the boxes) represent where we are with respect to the programme and are predominantly green, ie we are where we should be at this point in time.

In coming months we will see the status scores change as this work is progressed, and the quality evidence is audited.

A number of the evidential support components have not been scored at this time as more detailed criteria requires development.

The discipline of updating progress against the Dashboard will also provide a prompt to providers to review and challenge the work they are developing, instilling a robust approach from the start.

3. ASSURANCE REVIEWS

Our internal assurance team and external assurance partner have reviewed the Dashboard to inform the planned assurance review in September. Given the current status of the Dashboard components it is not practical at this time to undertake an assurance review. It has been agreed that the first assurance review will take place in October and the outcome of the review will be presented at the company's October Periodic Review Steering Group.

4. WATER FORUM ENGAGEMENT

A sub-group of the Water Forum met with us and PA Consulting on 1 August 2017 to review the Dashboard. The purpose of the meeting was to review our quality assurance approach and to consider how it could support the Water Forum's role. See 3.3 Appendix for the meeting notes.

We have taken excellent feedback from this meeting on a number of areas and are using it to enhance the Dashboard.

We are pleased that the Water Forum sub-group has proposed that the Dashboard should become a core part of the Forum's business. If this is approved we will work with the Forums to ensure this works well for both the company and the Forums. We await the Forums decision.

5. QUALITY DASHBOARD REVIEW

As we learn more about Ofwat's requirements we will continue to review and update the Dashboard assessment criteria. The Dashboard will be updated as required, and at least monthly. The next version will reflect any additional requirements from the draft methodology and feedback from the Water Forums.

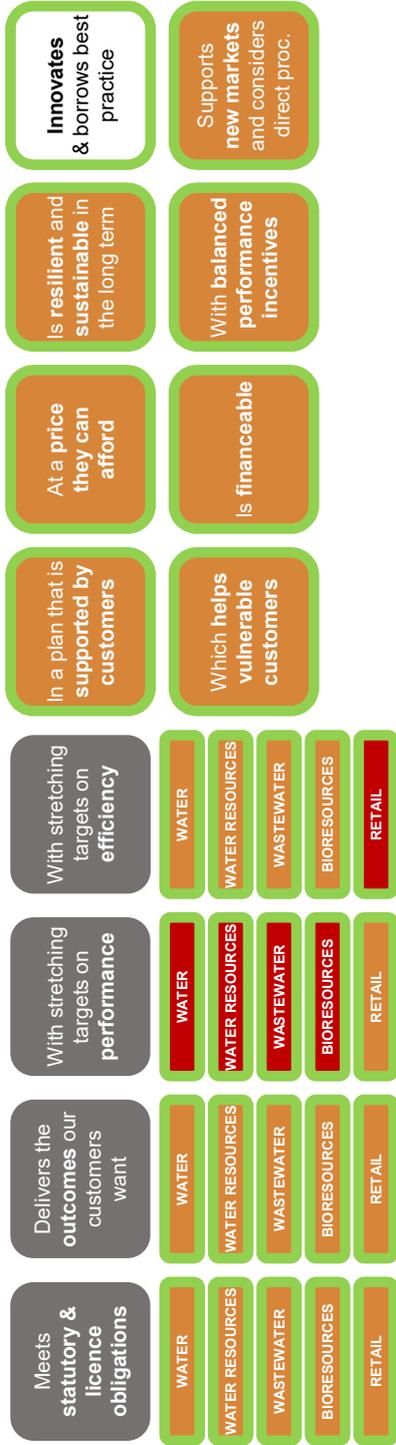
6. RECOMMENDATION

We welcome feedback and input from the Water Forum on this first iteration of the quality Dashboard.

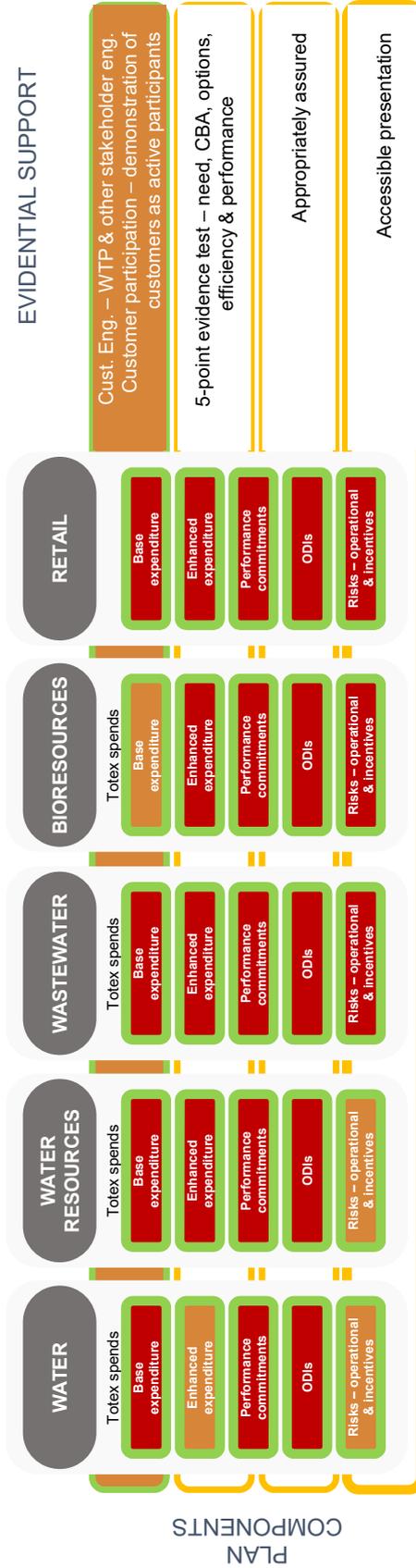
CERI JONES
Assets and Assurance Director

25 August 2017

- 1 – not yet started
- 2 – some progress
- 3 – substantial progress
- 4 – complete
- Behind target, no remedial plan
- Behind target, agreed remedial plan
- On target / Ahead of target



MAJOR OBJECTIVES



PLAN COMPONENTS