

Title of Paper :	Minutes of the Board Meeting - 27 th October 2015
To be presented by:	Chair
Purpose of paper: (approval/information)	For the Board to agree the minutes of its meeting for subsequent internet publication.
Significant Issues:	None

Present:	Len O'Hagan	Chairman
	John Rae	Non Executive Director
	Trisha McAuley	Non Executive Director
	Jim McCall	Non Executive Director
	Kingsley Donaldson	Non Executive Director
	Sara Venning	Chief Executive
	Ronan Larkin	Finance & Regulation Director
	Sean McAleese	Customer Services Delivery Director
In attendance:	Mark Ellesmere	General Counsel & Company Secretary
	Martin McIlwaine	Interim Asset Management Director (Observer)
	Dymphna Gallagher	Head of Safety & Asset Management (Item 2)
	Bill Gowdy	Director of Engineering Procurement (Item 4,5,7 & 8)
Apologies:	Peter McNaney	Non Executive Director

There were no conflicts of interest declared at the beginning of the meeting.

- Draft Board Minutes - 15th September 2015**
The draft minutes of meeting on 15th September 2015 were approved.

Board Actions

Board Actions were all complete or on course for completion within agreed timescales.

SIB is unavailable until the next year to conduct PPP review (Action 2).

The benchmarking on days lost due to sickness in Northern Ireland noted (Action 3).

- Health, Safety and Attendance Report**
 - No reportable incidents in period, one contractor incident.
 - Health, Safety and Attendance will remain a Board agenda item, detailed Health and Safety reporting will be made to the Risk Committee; material or significant issues will still be reported to the Board directly.
- Main Board Report**

Significant Issues in month

 - The Chair and CEO had a positive meeting with the new Minister.
 - Funding in 16/17 on agenda for QSM that afternoon.
 - ACE support contract awarded.
 - Company-wide mock incident (Snowpiercer) held on 12th and 13th October.

- RPDM final business case submitted to DRD - potential for some further minor adjustments in light of DRD comments.
- Water Bill - risk of additional responsibility/liability for the Company - working closely with DRD to mitigate the risk and ensure subsidy continues beyond March 2016.

Customer Issues

- Calls not abandoned target has been adjusted with consent of UR and now on track; leakage target remains challenging; increase in CCNI stage 2 complaints.
- Customer Satisfactory score below target - this KPI only covers telephone experience ie. is not an overall customer satisfaction analysis.

Finance, Governance and Risk Issues

- Financial KPIs on target.
- Planning on-going in relation to 16/17 budget; movement in corporate risks 8 and 9 noted.
- Risk of potential liability under recent employment law cases being assessed.

Compliance Issues

- Water Quality and Wastewater Compliance on target.

4. PPP - Exceptions Report

The update report was noted.

5. CWP - No Surprises Report

Update report was noted.

8. i. JI065 - Base Maintenance WTW - North/East

Approved based upon the information provided within the report.

7. Sicily Park Update

- The update report was noted and the Board agreed with the current approach being adopted to this project.

6. Winter Readiness (Presentation from Customer Service Delivery Director)

- Verbal update on recent mock incident - Snow Piercer
- Risks in relation to response to an emergency have been mitigated however still reliant upon staff volunteering/good will.
- Board members advised how they can help in a major emergency.

8. Approvals

- ii. C727 - EICA Contract
- iii. C806 - Subscription to WRc
- iv. C819 - LGC Acquacheck and Crypts Proficiency Schemes
- v. 2015/16 Subsidy Assurance Statement from NIW to DRD
- vi. Monitoring Plan 15/16

Approved based upon the information provided within the reports.

9. **Information Governance Quarterly Report**
 - Report Noted.
10. **Audit Committee Update**
 - John Rae updated on matters arising from last Audit Committee meeting including KPMG final Management Letter.
 - Issue in relation to regularity will arise again in 16/17 - UR and DRD are aware.
11. **Risk Committee Update**
 - The Chair of the Committee provided an update on Risk Committee that morning - revised Terms of Reference were agreed for recommendation to Board.
 - Positive discussions on actions that can be taken by the Company in order to mitigate the majority of corporate risks including CR2.
12. **Procurement Activity Report**
 - Noted; ISO 9001 reaccreditation for Procurement.
13. **Forward Look**
 - Noted; Meeting between Chair and CEO with Utility Regulator Chair and CEO to be arranged.
14. **Any Other Business**
 - No items under Any Other Business.