



Plenary Meeting

Tuesday 13th September 2022

Ashling Hotel, Dublin

Agreed Minutes

Attendees: Matt Crowe (Chair), Barry Deane, Keith Hyland, Denis Drennan, Charles Stanley Smith, Tim Butter, David Wright, Gerald Quain, Dominic Cronin, Brendan Fitzsimons, Liam Berney, Martin McEnroe & Tim Fenn

Attendees Online: Jean Rosney, Sinead O'Brien, Derrie Dillon, Bernadette Connolly, Ollan Herr, Suzanne Linnane, Neil Walker, Issy Petrie, Elaine McGoff

Apologies: Connie Rochford, Paul O'Brien, Siobhan Ward

In Attendance: Donal Purcell, Triona McGrath, Gretta McCarron

No.	Details	Summary	Action
1.1	Welcome & Apologies	The Chair welcomed members to the meeting and apologies were noted.	
1.1	Consideration of minutes of last meeting	Minutes adopted, proposed by Gerald Quain and seconded by Barry Deane	
2.1	Corporate Update	<p>Policy executive position has been awarded awaiting TCC to review references etc. Currently in process of arranging desk space in the Dublin area.</p> <p>Budget 2023 – forecast made, similar to last year with increased communications expenditure, awaiting Dept. review, response expected towards the end of the year.</p> <p>High level Workplan 2023:</p> <p>Water Services</p> <ul style="list-style-type: none"> • Water Services Policy review • Water Conservation report and next steps • Recast DW directive • IW Regional Plans <p>CMSC</p> <ul style="list-style-type: none"> • RBMP, Governance, Catchment plans, Public Ppt, • IAS, <p><i>More detailed Action plan to be circulated once budget is finalised</i></p>	

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	Correspondence	<p>Waters for Life project requested the Water Forum to participate in their stakeholder group to be established within the project. Meeting once to twice per year. EU life funded project aimed at improving and protecting high status waters, 7-year period. Members broadly in favour of the request. It was agreed that the CMSC would meet with Ann Goggin to discuss the project & request.</p> <p>DHLGH Water services Policy Review Request for the Water Forum to input to the review of the WS Policy. The research Lead to draft response for review by the members.</p> <p>Up coming Meetings</p> <ul style="list-style-type: none"> • WSSC 21st Sept • CMSC 27th Sept • WPAC 29th Sept • Plenary 25 Oct & 6 Dec. <p>(idea to include item of building socialisation and strategic plan on at least 4 occasions per year)</p> <p><i>Agreed</i></p>	
3.0	RBMP Dept meeting	<p>Member query re WWT treatment in a village in Tipperary on septic tank, emptied weekly and brought to WWT plant, but the rest is pumped into Nenagh river. Can we do something on this? It was explained that there is a new funding programme under the RW programme for sewage for rural villages. This has been in the news media recently as its an issue across the country & would like the CMSC to look at this. The Chair explained that recommendations re WWT were included in the Forums submission on the RBMP. Chair explained that the letter to WPAC reiterated key rbmp submission points and proposal for engagement with WPAC.</p> <ol style="list-style-type: none"> 1. To share Forum positions, 2. follow up on key issues and share research outputs. If agreed, we will update our TOR with WPAC. <p>Fintan Towey, the new Assistant Secretary, will be the new chair of WPAC, next meeting 29th Sept. Chair & SEO to attend to discuss further engagement and highlight RBMP recommendations. Members of view that the letter to WPAC made the important points & that the idea of meeting with WPAC is a sensible approach. Query if members could have direct access to WPAC, perhaps meeting once a year possible? Asks and objectives of this meeting to be agreed. <i>Propose face to face meeting with WPAC and Forum at beginning 3rd cycle.</i> Chair of the view that the Forum will need to hold a plenary meeting or CMSC meeting prior to engagements with WPAC. Agreed to hold CMSC meeting on 27th September on Zoom.</p>	
4.0	Comms update	<p>The Comms & Education Lead updated the members:</p> <ul style="list-style-type: none"> • Website to be updated in line with the new Strategy. Also intend to include information on members (organisation and role). Template will be circulated for completion includes request for information 	Comms lead

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		<p>on members skills and interests and what you would like further information on (fieldtrips, presentations etc). Please return as soon as possible.</p> <ul style="list-style-type: none"> Proposed Science week event: Panel discussion on Climate and Water. Transition year module Education tender awarded to Mary Immaculate and Maigue Rivers Trust, finalised April 2023 Factsheet and Infographic published Water Forum sponsored Water Award in train for BTYSTE in 2023 	
5.0	Research Update	<p>The Research lead updated the meeting:</p> <ul style="list-style-type: none"> Research Strategy will be presented in October Submission to Citizens Assembly on Biodiversity, includes content from previous submissions and information on Research reports, it aims to share Water Forum outputs with a wider audience. <i>Submission approved.</i> Water policy review To align with 3rd RBMP, Sets policy objectives for Gov. Dept wants our ideas now, high level ideas at this stage. Quality, conservation and future proofing, submission in 2018. Source protection and ICM needed to be included. Quality, safe supply, Good ecological status, WWTD, integrated catchment management and source protection, RBMP, Compliance, UWWT, RAL, NFGWS. Statement to support key RBMP outcomes. Will draft response for review by members 	Research Lead
6.0	WAB	<p>The chair welcomed the WAB members to the meeting: Martin Sisk, Paul McGowan, Michele Minihan, WAB members along with Donal Purcell & the WAB secretariat. WAB Member, Miriam McDonald, could not attend.</p> <p>The WAB Chair made a presentation the role & work of the WAB:</p> <ul style="list-style-type: none"> WAB core function advise the Minister on accountability of IW. Quarterly report, 13 KPIs reported on in total along with significant developments (WWT report, Revenue Control etc) Quarterly, Leakage, RAL, Lead, Boil Water Notice, Ease of contact. There is no indicator for all of IW customer service WAB Survey of IW customers to identify areas for communications improvement. Targeted locations that had experienced issues such as, boil water notice or mains replacement, water outages etc, looking at comms around these issues. Who to contact? People do not know, confused lines of communications. IW need to step up in this regard. 50% do not know who to contact. Contact experience. Majority dissatisfied, (60%) and issues with clarity of information. Accessing information. Majority say they found out for themselves, not proactively communicated with. Found information through a non IW route. Communication preference? flyer notice was first preference, text, email also desired. Want to be told when issue is complete as well. IW regulatory framework review. Ongoing engagement with CRU and EPA, Dept., Water Forum, in time IW, to determine advice. 	

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		<p>Investment requirements, needs National priorities aligned between CRU, IW, DEPT. on timelines and outcomes. Need CRU licencing of IW to allow for greater scope for regulation and a sanctions regime needs to be put in place to concentrate delivery in the public interest (allow for prosecutions by EPA etc) Such as: failure to comply with Directives, notices of non-compliance, provision of data, complaints management, protection of public health, timely updates of service failures.</p> <p>Discussion:</p> <ul style="list-style-type: none"> • Members welcomed the work that WAB is involved in & were supportive of the overall approach. • Some members queried if IW have enough resources to provide the necessary infrastructure. • Opportunity for the AFU and WSSC to echo the need for data into the workings of IW to inform our responses. Need to clarify alignment where we fit, our role v WAB. Liaison group with IW to focus on key areas and support policy advice. • Up to 50% of people think that Local authorities are still responsible. Huge gap in communications. • Regulatory review, alignment, needs to bear in mind the wider management of water. We need a Water Act to ensure full consolidation of disparate water regulation. ICM and IW and DW need to be included. What level of expertise is being engaged with on this? • Members mentioned need for future proofing. Phosphorus supplies are running out. Domestic P and N recovery is needed. • Task is enormous. Problem of ownership, pollution incidents? Water Treatment Plants should be treated as food factories. Wastewater status is in darkness, no information. • Planning process is not working for WWT, public health issue so should have CPO process for this necessary infrastructure. <p>WAB Chair explained that:</p> <ul style="list-style-type: none"> • on <i>alignment of legislation</i>, WAB focus is only IW, does not have broader WF remit. Review is a high-level overview of framework for IW. • Regarding financial resources- I W has substantial CIP, focus needs to be on what they spend their money on, needs to be efficient and focused action. Key is a smart investment and work programme. • WAB do not have a view on all these points. Expectations of IW, WAB follows IW remit, no role to advise on scope of IW, only on how they are performing within their role. We hold IW to account in their service provision. • Boil water notice, risk is established. Policy decision on water treatment as a food service, need regulatory framework to support this which is not there currently. DW safety plan approach, will be implemented within DWD allows risk to be identified early, will move us away from boil water notices. • Customer survey. Domestic consumers need advance notice etc, but business sector is equally affected by lack of notice, this is very surprising. IW is accountable for what they do. 1. No notice, 2. 	

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		<p>Customers have no idea what they can do, 3. health implications are serious, 4. IW v HSE who is responsible? Need clear lines of accountability.</p> <ul style="list-style-type: none"> • New DWD will connect the dots better between catchment management and drinking water supply. <p>Planning needs to be looked at by the AFU - need evidence base for further action on this.</p> <p>AFU Chair - Appreciates continued conversation between AFU and WAB. The AFU Chair thanked the WAB members for attending.</p>	
7.0	AOB	Public ppt working group - follow up by email.	Comms Lead
8.0	Next Plenary meetings	Next Plenary is on 25 October & 6 th December.	Arrange meetings & notify members