

Vision and Strategy Web Form Response (BHR Group)

<b>Name</b>
██████████
<b>Organisation or company</b>
BHR Group
<b>Open questions</b>
<b>Based on the draft in our discussion document, what do you think should be included in a shared vision for the sector? What are the collective aspirations it needs to achieve?</b>
Fair cost and value for all for water provision and wastewater services. There needs a greater collaboration of all parties in the sector, inc water companies, main contractors and the supply chain. Water customers need to understand and be able to see how good water companies and contractors work with or don't work with a wider local supply chain to the betterment of the industry and local economies.
<b>Should water companies be encouraged or incentivised to consider wider public value in what they do? What does this phrase mean to you, and should Ofwat take a role in making that change happen?</b>
Yes OFWAT should and I feel that it is vital that the work that takes place in regional water companies also benefits the regions economy in a positive way. Recruiting local talent and growing talent in the area.
<b>Do you think long term aspirations and targets will be effective in driving the sector forwards? What should they cover and how should they work in practice?</b>
Like any business there needs short, medium and long term plans to drive the sector forward. Longer term drivers only work if they have enough detail and provide a good enough future view on those aspirations. High fluted thought strategies are not enough and don't provide a concrete basis for investment and growth.
<b>Do you think we're focusing on the right areas in which to drive transformational change, as we've set out on pages 26-29? E.g. innovation, the natural environment, customer relationships.</b>
These are good ideas but innovation and transformation is severely lacking in detail and commitment. There needs a much greater focus and acceptance of reliance on SME's in the supply chain.
<b>How do you think we could evolve our approach to price controls, building on the conversation on page 36?</b>