**General trends on scored criteria of the Water Company Survey 2017-2021**

British Water has looked to the last five-year trends results of the Water Company Survey, in order to map water companies’ performances in key areas between 2017- 2021 and identify key themes and trends occurring across the sector.

* **Higher scores: Better Following Policy, this section includes:**

|  |
| --- |
| * Health & Safety
 |
| * Quality
 |
| * Environment
 |
| * Value for Money
 |
| * Adherence
 |

* **Lower scores: Procurement, this section includes:**

|  |
| --- |
| * The Tendering Process
 |
| * Achilles UVDB & Verify
 |
| * Debriefing
 |
| * Risk and Innovation
 |
| * Whole Life Cost
 |

The best scoring year was 2019, this might be related to more work due to the final AMP6 period and an increase in the spending.

The worst scoring year was 2018: spending and projects not delivered yet for AMP6. In 2020, the first pandemic year and first year of AMP, the trends continue similar to 2019.

**Trends changes:**

The graph shows an general decrease scores from 2019 in almost all categories, the more significant ones are:

* **Professional Qualities, this section includes:**

|  |
| --- |
| * Accuracy
 |
| * Technical Competency
 |
| * Timely Actions
 |
| * Objective Decision Making
 |

* **Innovation section includes:**

|  |
| --- |
| * Appetite for Innovation
 |
| * Process for Assessing and Adopting Innovation
 |
| * Providing Feedback on Innovation and Progress
 |
| * Overall Speed to Adopt Innovation
 |
| * Collaboration on Innovation, R&D and Testing
 |

**Innovation** -unsurprisingly despite the introduction of the Innovation Fund, Spring and innovation days, festivals, and innovation portals on water companies’ websites, the supply chain still finds challenging to engage with the water companies.

Data shows an increase from 2020 to 2012 in the criteria:

|  |
| --- |
| **Partners/Main Contractors** |
| * Others' Approach
 |
| * Others' Professional Qualities
 |
| * Others' Impact on Supply Chain
 |
| * Others' Following Policy
 |
| * Others' Communication
 |

Working Digitally trend stays very similar (only two years of data for the question).

In 2021 the survey introduced a Response to the COVID-19 question. The lowest score goes to the Communication with suppliers to ensure the visibility of project pipelines

|  |  |
| --- | --- |
| **Response to COVID 19** |  |
| Ability to implement workforce contingency to sustain operations | 7.7 |
| Coordination to ensure access to sites | 7.6 |
| Communication with suppliers to ensure visibility of project pipelines | 5.8 |

Figure Water Company Survey Trends 2017-2021

**General trends ranking Water Company Survey ranking 2017-2021**

Water Company scores evolution: The average top rated during the 5 years are Northumbrian Water and Wessex Water. Southern Water scored the lower average for the 5 years.

Consistent High-performance WASC

* Northumbrian Water
* Wessex

Consistent Low-performance WACS

* Southern Water

Dwr Cymru/Welsh, Northern Ireland, and Scottish Water moving to the top of the ranking in 2020 and 2021.

Thames Water and South West Water decreasing in average scores in the last two years.