

SOUTH WEST WATER SUSTAINABILITY TARGETS



FOCUS AREA	SDG	TARGETS	2017/18 Committed Performance	2018/19 Committed Performance	2020 (ODI)
WORKPLACE		1. To achieve an improving level of employee satisfaction / engagement in our annual survey (contributing to the Pennon Sustainability Target No. 3)	78%	79%	80%
		2. Our desire is to have no accidents at work and our target is to achieve a reducing accident frequency rate (contributing to Pennon Sustainability Target No's.1 & 2)	0.80%	0.6	0.5
		3. To have extended the recruitment of apprentices on our programme (contributing to Pennon Sustainability Target No. 4)	110	160	100
MARKETPLACE		4. To achieve an improving number of our customers being satisfied or very satisfied with our overall services	90%	90%	90%
		5. To achieve an improving number of our customers being satisfied with the value for money for our services	70%	80%	90%
		6. To ensure our Drinking Water and Waste Water activities are emitting a reduced level of greenhouse gas compared to 2014/15 in line with our business plans	Drinking Water 52 Waste Water 102	Drinking Water 50 Waste Water 102	Drinking water 48 Waste Water 102
ENVIRONMENT		7. To ensure the average time taken to fix significant customer reported leaks is reducing	2.1	2	<2
		8. To achieve zero category 1&2 pollution incidents which are our responsibility from our waste water assets	0	0	0
		9. To increase the number of farms that have an agreed plan to benefit the environment and the acres of farmland under revised management plans and delivering environmental outcomes in line with our Business Plan.	6,942 Acres 1,140 Farms	7,692 Acres 1,290 Farms	8,154 Acres 1,400 Farms
COMMUNITY		10. To minimise our supply interruptions to customers	0.228	0.214	0.2
		11. To increase number of customers assisted through our Water affordability initiatives in line with our Business Plans	29,000	29,000	23,210
		12. To invest in the local community through sponsorship during the year and measure benefits this investment has delivered	£80k	£80k	£80k