

## **Minutes of the sixth meeting of the Customer Forum on 17 October 2017**

Attendees: Peter Peacock (Chair)  
Andrew Faulk  
Mairi Macleod  
Bob Wilson  
Agnes Robson  
Sue Walker  
Rachel Bell

In attendance: Douglas Millican, Scottish Water  
Simon Parsons, Scottish Water  
Tom Harvie-Clark, Scottish Water  
Molly Horsley, Scottish Water  
Louise Bannerman, Scottish Water  
Tom Hedley, Scottish Water  
Donna Very, Water Industry Commission for Scotland

### **Chairman's opening remarks**

The Chairman welcomed everyone to the meeting and thanked all for attending.

### **Apologies**

Apologies were received from Jo Dow, Stuart Housden and Tom May,

### **Declaration of conflicts of interest in relation to the Agenda**

No conflicts of interest were declared.

### **Minutes**

The minutes were approved subject to some minor amendment.

### **Actions**

Actions were noted.

### **Ethical Business Regulation (EBR) – Professor Christopher Hodges**

The Chair welcomed Professor Christopher Hodges to the meeting. Professor Hodges is an expert on Ethical Business Regulation.

Professor Hodges provided an introduction on the key concepts of EBR. Professor Hodges explained that ethical business practice is based on developing a business culture whereby trust, engagement, collaborative working and respect are key. His briefing also explored the concept of an open and 'no blame' culture which would encourage voluntary reporting by businesses of failures to meet the standards set by the regulator.

The Forum found the briefing very interesting and thought it would be helpful to hold a workshop with stakeholders to develop the principles of EBR and set out some guidelines.

### **Meetings**

Agnes Robson had recently held a discussion with the Consumer Futures Unit. The CFU are currently working on developing their workplan and would like to share this information with the Forum. The Forum agreed to invite the CFU to a future meeting being held in December.

The Forum agreed that going forward it would establish a monthly cycle for forum meetings. Donna Very will circulate new dates to Forum members.

## **Scottish Water**

The Chair welcomed Scottish Water to the meeting.

### **Strategy paper – Innovation**

Scottish Water introduced their strategy paper on Innovation. They led the discussions on why there is a need to innovate and explained the approach. This was a useful and constructive conversation on innovation and on the possibilities for development around areas where Scottish Water should try and exert some influence – especially in the public policy space. The Forum encouraged Scottish Water to think about how they influence in this space.

### **Strategy paper – Customer Experience**

Scottish Water introduced their paper on customer experience and provided an overview of their long-term strategy to become the leading service provider in utilities.

### **Strategy paper – Capital Maintenance**

Scottish Water introduced their paper on capital maintenance and explained the scale of the asset base and the requirements for maintaining base services and compliance levels. The Forum would like a further discussion on capital maintenance with Scottish Water and WICS.

The Forum thanked Scottish Water for these papers and would like to take the opportunity to reflect on the information provided.

### **Rant and Rave demonstration**

Louise Bannerman from Scottish Water provided the forum with a live demonstration on the rant and rave system used by Scottish Water which collects real-time customer information into a dashboard and tells each department how they are doing in terms of customer satisfaction

### **AOB**

The Forum will next meet in Edinburgh at the Jury's Inn on 23 November.