

10th August 2020
Meeting of the Customer Forum
Virtual meeting

Attendees and in attendance

Agnes Robson (AR)	Chair	Attendee	
Jo Dow (JD)	Member	Attendee	
Rachel Bell (RB)	Member	Attendee	
Andrew Faulk (AF)	Member	Attendee	
Bob Wilson (BW)	Member	Attendee	
Stuart Housden (SH)	Member	Attendee	
Mairi Macleod (MM)	Member	Attendee	
Tom May (TM)	Member	Attendee	
Sue Walker (SW)	Member	Attendee	
Sam Ghibaldan (SG)	Director	Attendee	
Karen Greenwood (KG)	Customer Forum Support Manager	In attendance	
Douglas Millican	Scottish Water	Partial Attendee	
Tracey Gee	Scottish Water	Partial Attendee	
Rob Mustard	Scottish Water	Partial Attendee	
Brian Lironi	Scottish Water	Partial Attendee	

Introduction

1. Apologies

Apologies had been received from Jo Dow.

Declaration of interest

None declared.

2. Minutes and matters arising from the 20th July 2020 meeting

There is one outstanding action from the previous session due to annual leave which will be updated in due course.

Activity update

The Chair and members provided an update on activities since the last meeting, including:

3. Net Zero Routemap

AF and SH provided a brief summary of the sessions held by Scottish Water and noted their confidence in the approach. Further discussion is required in relation to embodied carbon, and how Scottish Water will work collaboratively with third parties.

4. Information Sharing Tool (RP&I)

SW and MM attended an initial meeting with Scottish Water to discuss the requirements for an information sharing tool (previously referred to as a 'portal'). The sharing tool will initially be for stakeholders, but it is expected that a similar format be developed for customers. A follow-up meeting is planned for 14th August.

5. Tighnabruaich Comms Meeting

RB & MM attended a meeting which is piloting an 'early start' approach to investment communications, i.e., consulting local communities for their input **before** decisions have been taken on project options. Early start engagement is planned in addition to the regular investment communications which begin as works approach. It's recognised that there may be a learning process to understand how engagement can be most effective, have a clear purpose and do not increase anxiety in the local area. The Forum agreed that a principles-based approach, to determine if early engagement is needed, would allow flexibility to deal with local factors.

6. Internal discussion: Transformation Plan Expectations Agreement

AR updated the group on the progress of the Transformation Plan expectations process, outlining that the final Customer Forum version has been condensed into a Transformation Plan Agreement with Scottish Water. There was general comfort with this approach and the draft Agreement circulated.

There was consensus that the Transformation Plan Agreement 'moves on' from the Strategic Plan and its associated Minute of Agreement, pushing for greater ambition in key areas e.g., to be 'fully customer centric'.

It was hoped that the future Customer Group would hold Scottish Water accountable to deliver on these agreements.

7. Internal discussion: Future Customer Group

AR provided an overview of a draft paper, to be agreed with Scottish Water, outlining the role of the Future Customer Group. This paper forms part 2 of the Transformation Plan Agreement.

The following comments were provided:

- It may be helpful to include a footnote to define customers i.e. household & non-household, as well as communities of interest or geography.
- It was queried whether the appointments via the 'public appointments process' would deter applications. It was felt the focus should be on being 'open and transparent'.
- It was recognised that the Scottish Water Board is periodically refreshed and it may be of benefit to ensure that the recruitment process seeks candidates' views in terms of customer focus.

The Forum confirmed their support to use this paper as the basis of further discussions with Scottish Water.

8. Internal Discussion: Interim Customer Group

AR outlined a paper provided by Scottish Water, setting out the role of the Interim Customer Group.

It was noted that a blend of skills would be required in the Interim Group. It was agreed that the Interim Group would have to be adequately resourced in order to achieve its purpose.

9. External discussion: Transformation Plan Agreement & Interim Customer Group

Scottish Water joined the meeting to discuss the three papers covering the Transformation Plan Agreement (parts 1 and 2) and the Interim Customer Group.

Overall, Scottish Water indicated that they were comfortable with the content of all three papers.

More specific discussion and comments included:

- Transformation Plan part 1:
 - It was confirmed that the more detailed expectations informing part 1 of the Agreement would be passed on to the interim and future customer groups.
 - It was noted that business customers and LP's have varying needs and interests, making consensus on decision making particularly difficult. The future customer group will need to proactively engage non-household customers in order to assess a 'best fit' approach.
- The 'People Principle', was a useful concept but 'people' has connotations of 'staff' within Scottish Water, so the language will need to be reviewed.
- It would be beneficial to bring parts 1 and 2 into the same document.

Interim Customer Group

- BL outlined the high-level purpose of an interim group, emphasising that the interim group will not be a continuation of the current Customer Forum.
- The interim group will be smaller and focus on strategic collaboration.

10. Internal discussion: Recap

Forum members expressed support for the draft Minute of Agreement on the Transformation Plan, subject to a small number of points still being discussed with Scottish Water.

Forum members supported the proposal to establish the Interim Group to pave the way for the Future Customer Group, noting that further consideration would need to be given to the way it worked.

11. Trust and Confidence Model

AR summarised the request received from WICS in relation to the Trust and Confidence Model (formerly the Reassurance Framework).

It was agreed that AR and SG will provide the response to the 'Sector Vision' element, but the wider Forum was invited to feedback on the elements relating to the Strategic Plan Development and IPPF Workshops.

It was acknowledged that different members will have had different interactions and experiences and therefore there is no expectation that feedback be similar across members.

AoB

It was agreed that AR should issue a letter of thanks to Fraser Stewart for his work and advice on research over the previous three years.