

8th September 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	■
Brian Lironi	Scottish Water	In attendance	■
Tom Harvie Clark	Scottish Water	In attendance	■
Simon Parsons	Scottish Water	In attendance	■
Molly Horsley	Scottish Water	In attendance	■
Fiona Templeton	Scottish Water	In attendance	■

Introduction

1. Apologies

Apologies had been received from Tom May.

Declaration of interest

None declared.

2. Minutes and matters arising from the 19th August 2020 meeting

The previous minutes were agreed subject to a minor amendment.

Update

3. Transformation Plan Agreement (TPA)

SG updated members on the progress of the TPA, confirming that 'inform' had now been incorporated within the heading 'Engage, understand and empower customers and communities' as requested at the 19th August meeting. The Scottish Water Board had approved the TPA on the 26th August, and it was shared with wider stakeholders at the Stakeholder Advisory Group on 28th August.

Internal Discussions

4. Customer Forum Achievements

SG summarised the achievements paper, inviting comments from members. Members were very positive about the paper and thought it reflected the accomplishments of the Forum. Comments included:

- There could be greater emphasis on the 'bold and transformative' nature of the Sector Vision.
- It was suggested that section 3 refer to 'in the interest of customers'

5. Reflections

The members reviewed comments provided by WICS and CAS giving their perceptions of the Customer Forum's role within the SRC21 process

Members shared their own reflections, with a collective view that the process overall had been a constructive and productive experience which has delivered benefits for customers.

External Discussions with Scottish Water

6. Reflections

AR welcomed Scottish Water to the discussions and summarised the Forum's own reflections on the SRC21 process. She added that while SRC21 had developed into a very different process from SRC15 the constant throughout had been the excellent, productive, and mutually respectful relationship between the Forum and Scottish Water.

Scottish Water expressed their thanks to the Forum, noting that a formal 'letter of thanks' had been issued. Their reflections included:

- The overall professionalism, knowledge and insight of members.
- The major role the Customer Forum played in developing the ambitious sector vision.
- Their positive role in ensuring customers were at the heart of the Strategic Plan, influencing Scottish Water and other sector stakeholders to secure more benefits for customers.
- The push for greater priority placed in specific areas, such as climate change, broader public benefit and vulnerable customers.
- Their input and knowledge at the Research Co-ordination Group, ensuring customer voices were at the heart of decision making.
- Their constructive approach to securing the Strategic Plan Minute of Agreement and Transformation Plan Agreement.
- Specific thanks was given to Agnes Robson in relation to her role as Chair.

The Forum reflected on their thoughts on working with Scottish Water over the previous three and a half years, noting:

- The professionalism, courtesy and patience of Scottish Water in engaging with stakeholders and responding to feedback and challenge.
- Their dedication in sharing their knowledge and expertise to allow stakeholders to engage with the process, particularly the deep dive sessions.

The Customer Forum asked that their thanks and appreciation be conveyed to all the Scottish Water staff they had worked with during the SRC21 process.

7. Any Other Business

There being no further business the Customer Forum for SRC21 concluded its work.