

20th July 2020
Meeting of the Customer Forum
Held via video / tele- conferencing facility

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	In attendance	
Karen Greenwood (KG)	Customer Forum Support Manager	In attendance	
Tom Harvie Clark	Scottish Water	Partial Attendee	

Introduction

1. Apologies

Apologies had been received from Tom May and Jo Dow.

2. Declaration of interest

None declared.

3. Minutes and matters arising from the 11th June 2019 meeting

A minor amendment was made to the previous minutes.

4. Reporting Performance & Information

The Chair highlighted the paper issued for noting in relation to feedback on the recent CEM session.

5. External discussion: Benefits Framework

Tom Harvie Clark provided an update on Scottish Water's thinking on the Benefits Framework currently being developed. It was noted that this framework will support consistent and transparent decision making via monetised benefits agreed with stakeholders. Alongside carbon and cost assessments, benefits will be a key part of future investment appraisals.

The following points were noted during discussions:

- There is an expectation that benefits weightings will reflect local priorities at project level, with more generic benefits at programme level. It will not be a one-size fits all.
- Monetising wider benefits will be difficult, but a common approach was required to bring transparency to decision making, helping enable a more holistic view than the current 'lowest cost option' approach to be taken.
- The framework will allow consistent recording of decisions and comparisons across decisions. It will inform and support decision-making but judgement will always be required.
- SW will need a **value framework** to inform the **benefits** framework.
- There is a potential risk that the benefits framework could drive the wrong behaviours; a feedback loop will drive learning and development of the framework.
- It was clarified that 'systems thinking' will be part of the decision making.
- It might be useful to set a floor value for each benefit category.

The Customer Forum will be invited to multilateral stakeholder benefit mapping workshops in late August/early September. Water and Waste Water case studies will be provided in advance of these sessions.

The Forum noted the importance of ensuring customer views are reflected in the benefit lists.

A retrospective appraisal using the framework had been carried out on the Redfern project. The case study was being finalised and would be circulated to Forum members.

6. Internal discussion: Transformation Plan expectations

An updated paper setting out the Forum's expectations of the Transformation Plan had been circulated prior to the meeting.

The Chair advised that these expectations would be discussed with Scottish Water, with a view to translating them into a Minute of Agreement style document.

The Forum agreed the paper as a basis for discussions with Scottish Water.

7. Internal discussion: Future Role of the Customer Forum

The Chair updated the Forum on discussions with WICS and Scottish Water on the future role of the Forum. It was expected that the current Forum's role will come to an end when the Transformation Plan expectations and the shape and remit of a future customer body are agreed and the SRC process is concluded. Currently that looks to be around the end of August.

Given that it will take time to set up the new body, SW have suggested that in the interim a "transition group" which could run until around Spring 2021 might be established to ensure a continued customer perspective is provided whilst work continues on the Transformation Plan and preparations are being made for the NEP. Discussions are continuing with SW.

It was noted that responsibility for the National Engagement Programme would rest with Corporate Affairs with Brian Lironi as the key Scottish Water lead.

AoB

A status update on the customer portal was requested.

Meeting Closed.

Date of next meeting: 10th August 2020.

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