

PR19 Customer Challenge Group – Vulnerability Sub-Group

Meeting number: 5

Meeting Date: 3rd January 2018

Paper No: 1

Agenda No: 1

Title: Minutes from the last meeting, Challenge Log and Action Log

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What is this paper about:	Minutes from the last Sub-Group meeting. Challenge Log and Actions from previous Sub-Group meetings.
Action needed from the CCG:	The Chair is seeking the Sub-Group’s approval that the previous meeting minutes are a true and fair reflection of the meeting. The Chair is seeking the Sub-Group’s views on the updated Challenge Log and Action Log.

South East Water CCG's Consumer Vulnerability Sub-Group Note of meeting 4 held on 20 November 2017

Present:

Zoe McLeod (Chair)
 Penny Shepherd (PS) (CCW)
 Janet Hill (JH) (Swale Borough Council)
 Caroline Farquhar (CF) (Citizens Advice)
 Adrienne Margolis (AM) (Household Customer)
 Veronica McGannon (VM) (Household Customer)
 Leslie Sopp (LS) (Independent – research and insight)
 Steve George (SG) (SEW)
 Oliver Martin (OM) (SEW)
 Jane Gould (JG) (Create 51)
 Simon Mullan (SM) (SEW)
 Sheila Bowdery (SB) (SEW)
 Laura Harvey (LH) (SEW)
 Aaron Burton (AB) (Waterwise)
 Steve Brown (SB) (Waterwise)

Apologies:

Rupika Madhura (RM) (Independent – price controls)

Notetaker: Nicola Blake (NB) (SEW)

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1. Introductions	The Sub-Group introduced themselves to the new members attending the meeting. PS sent her apologies that she would be late to the meeting due to train troubles.
2. Minutes from the last meeting and Challenge Log	<p>The group agreed that the minutes from the previous meeting were a fair and true reflection of the meeting and were therefore approved.</p> <p>SG gave updates to the two outstanding actions from the last meeting:</p> <ul style="list-style-type: none"> • A paper was circulated during the meeting to show how many customers were on the Company's PSR against certain vulnerability needs codes. The Sub-Group clarified that they also wanted information on the number of customers who had actually received the different PSR services. • SG explained that the areas in the distributional maps discussed at the last meeting with no colours was due to a postcode formatting error, which has now been corrected. <p>Actions from this discussion were:</p> <ul style="list-style-type: none"> • SEW to demonstrate how many of their PSR services have been/are being used by customers. <p>There were no challenges from this discussion.</p>
3. Vulnerability Insight & Horizon Scanning	<p>SB and AB from Waterwise attended the meeting to discuss their proposed approach to horizon scanning for the Company. AB gave a brief background of Waterwise and its remit of activities, which have predominantly focussed on water efficiency and behaviour change projects and activities.</p> <p>SB presented from a handout outlining the scope of the proposed work and the approach they intended to take. ZM commented that it appears the focus of the work is more at the risks and external factors which could impact the Company's vulnerability work rather than</p>

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	<p>looking for new opportunities and exploring the impact of new technologies etc. Waterwise confirmed this was correct and how they'd interpreted the brief.</p> <p>AM asked if work carried out previously during the futurologist research would be taken into account when drawing conclusions for the horizon scanning activity. OM confirmed that this can be reviewed as part of the horizon scanning work.</p> <p>SB informed the Sub-Group that reports from different sectors would be used when gathering information and lessons learnt; the Sub-Group were asked if they knew of reports that may be useful and if so to send them through to SB.</p> <p>CF shared her experience of horizon scanning and thought that the types of areas that were being looked at could be seen as softer issues over more solid data that could be used to shape the vulnerability strategy (demographics etc.) SB agreed that this was true and a discussion was undertaken as to the merit of following one approach over the other - or doing both but consecutively. A further discussion was had as to the weighting that should be given to each approach; CF suggested that she would give the more certain issues a bigger weighting over the softer measures.</p> <p>The Sub-Group discussed their expectations against what had been presented; these included changing trends in vulnerability status and understanding the more certain data. SEW will look into how this can be included into the horizon scanning work.</p> <p>The Sub-Group concluded that they would encourage the horizon scanning to include:</p> <ul style="list-style-type: none"> • A look at overall trends that could impact vulnerability e.g. A PESTEL type analysis – the social, political, technological, legal, economic, behavioural trends in the South East likely to impact vulnerability. To clearly differentiate between any England and Wales/South East trends where appropriate. • Then to explore the opportunities and risks to support and empower customers, given these trends. • Wider look at what other research out there in relation to vulnerability <p>In order to carry out the work effectively, the Waterwise would need to have a good understanding of vulnerability risk factors. It is important that they look not just at risks but also opportunities to support vulnerable customers.</p> <p>Actions from this discussions were:</p> <ul style="list-style-type: none"> • Sub-Group members to send any reports that could be used in horizon scanning to the Company. <p>Challenges from this discussion were:</p> <ul style="list-style-type: none"> • SEW should look to include a combination of both approaches to horizon scanning – looking ahead to trends and more solid data and learnings.
<p>4. Data mapping progress update</p>	<p>SM presented paper 2 to the Sub-Group. The Company informed the Sub-Group that the corporate website was now live and includes the Recite Me feature. Investigations are currently underway to get this feature included on the My Account site.</p> <p>VM told the group that she hosted a Don't Dry Out event in collaboration with SEW and NHS, 50 people attended and received very good feedback on the event and there was positive appreciation (and improved perception) of SEW attending. The event was designed to xxx</p> <p>There has been an increases in take up of both the support tariff and Watersure (30% and 10% respectively) along with a 7% increase in customers on the PSR.</p>

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	<p>SB told the group that a support request form was added on to the new website when it went live. Rather than have to have multiple forms to fill out, customers now only have to fill out one simple form following this the team has seen a large increase in submissions for these support services.</p> <p>Text local will also be rolled out to help support deaf or hard of hearing customers, with additional support offered to those who need help using this. SEW clarified that their intention is that this will be a two-way texting service, customers will be able to text the company would receive through an email, when the company responds the customer will receive a text.</p> <p>The Sub-Group discussed the maps that were in the presentation showing Experian data for the company on a number of different subjects, age, mobility issues, customers receiving DWP payments ect.</p> <p>PS joined the meeting during this discussion and asked the Company if using the UK as a whole as a comparator was appropriate over using just England and Wales due to the known differences in Scotland which can significantly skew the information. The Company thought that for this data there would be no impact on having Scotland's data included, but agreed to revisit the source data to see if England and Wales only comparator information is available. Other members agreed with PS and suggested that on income in particular it would significantly impact averages.</p> <p>AM asked the Company if it has income data for the customer base; SM confirmed it does in terms of income ranges and will circulate this to the Sub-Group when it is mapped. This was thought to be important.</p> <p>JH commented that although there was data for social rented accommodation there was not a map for private rented – JH flagged the higher levels of fuel poverty in the private rented sector, and in fact that social housing tenants often have support available from the housing provider that private rented sector tenants don't</p> <p>SEW informed the Sub-Group that it does not have this information at present. ZM asked if there is any data on internet usage, the Company responded that the source data supplied did not have this metric however could look into finding sources for this.</p> <p>There was then discussions on the maps showing the red/amber/green (RAG) rating of certain customer/social factors overlaid onto the SEW supply area. CF asked how many of the number of customers in each area of the maps are actually affected by the individual risk factor - could there be a weighting issue which highlights one area as a problem hot spot when in fact there is simply a smaller population from which to assess the impact? SEW agreed to take this away and review how the RAG filter is applied.</p> <p>PS commented that although the map showing customers with access issues as having no red areas, this does not mean there are none; SEW agreed that it would not draw that conclusion the data mapping.</p> <p>CF was pleased with the progress shown by the Company and suggested using NHS data on customers with illnesses causing them to be vulnerable, as this information would not be included in the Experian data (largely because these customers were likely to be in a transient state of vulnerability). SEW recognised that there was significant more work to do in terms of mapping and analysis.</p>

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	<p>The Sub-Group discussed what support was available for deaf/hard of hearing customers – and who can also have difficulties reading written material whether printed or online as this is not always their first language; it was suggested the Company should think about using software or companies that are able to translate company communications into visual mediums, such as bespoke sign language videos which could be uploaded to the website. ZM suggested the Company explore a service called RoboBraille – this translates document formats in seconds into a range of languages and format and can be used by customers with a range of additional needs. AP – ZM to circulate contact details for RoboBraille – Sensus ApS.</p> <p>PS asked for an explanation as to why the numbers of customer in the DWP and Watersure categories are not more closely aligned. The Company explained that for customers to be in receipt of DWP payments they are already in water debt and this is the mechanism for recovering that debt; however the Watersure tariff offers support to customers with specific water-usage needs, but who are not in debt.</p> <p>Actions from this discussion were:</p> <ul style="list-style-type: none"> • ZM to provide information about RoboBraille/Sensus Aps and kinds of communication services provided by companies. • SEW to share more granular mapped income data across the customer base and to continue their mapping. This includes health data to identify key health and disability conditions so they can assess the numbers on the registers. • SEW to look into internet usage and access data in their area along with mobile phone use. • SEW to confirm how many households are in the postcode areas on the maps, due to question around averaging and weighting of number of customers in each area. • SEW to revisit the source data to see if England and Wales-only comparator information is available. <p>There were no formal challenges from this discussion.</p>
<p>5/6. Vulnerability strategy framework update.</p> <p>Co-creating a Vulnerability Strategy</p>	<p>SG updated the Sub-Group on their approach to developing the Company’s vulnerability strategy. This will form a key component of the Retail Business Plan.</p> <p>PS agreed with the Company’s rationale for doing this however urged caution that the strategy is not positioned as somehow offering “additional” support to vulnerable customers; rather it should be about making sure current and future services are inclusive for all those customers who wish to access them, whatever their circumstances. SEW assured the group that its strategy will be built on the basis of this “inclusivity” premise, and would make sure the language used reflects this.</p> <p>The CCG strongly felt that the Strategy needed to look beyond ‘services’ and fit within the companies’ wider work including a link with environmental and resilience. CF highlighted the opportunities to empower customers – not just support them.</p> <p>CF suggested the outputs from the horizon scanning exercise should be used in the section of the strategy (section 2) where it intends to capture the changing vulnerability landscape of the future. SG agreed to take this point away as the strategy is developed. SEW would also think about how its wider social responsibility to customers fits within the vulnerability strategy framework. CF suggested the resilient/engaged customer concept should also feature in the framework. SEW agreed to incorporate this.</p>

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	<p>SEW sought the groups views on how the group could best co-create its Vulnerability Strategy.</p> <p>OM issued a discussion paper to the group which posed a series of questions: Specifically, the Sub Group were asked for their feedback on the following:</p> <ul style="list-style-type: none"> • Who should be involved in the co-creation of the vulnerability strategy? • What kind of forum should be held to co-create the vulnerability strategy? • How should attendees be recruited to get maximum take-up? • How should the forum be run? • After SEW has written up the strategy – how should the output be ‘tested back’ with attendees? <p>This paper prompted some healthy discussion around the tension between engaging with stakeholders/customers with no prepared starting position to develop the strategy (true co-creation); as opposed to SEW having some pre-formed ideas/approaches of its Vulnerability Strategy and then engaging to gather views/feedback (an approach which has been criticised by the CCG as not reflecting true co-creation).</p> <p>The Sub-Group thought that:</p> <ul style="list-style-type: none"> • Ideally SEW would map vulnerability in their area, and make sure that those areas of key vulnerability are represented in some way in the engagement approach. e.g. financial vulnerability, elderly groups given high propensity of over 65s in SEW area etc. • Ideally SEW would also map their stakeholders on vulnerability so they knew the kinds of groups that were available to engage and already working with customers on the ground in their area. That way they could ensure appropriate representation and also a spread of expertise. • A two-tier approach would be appropriate. Step 1. When initially developing the <i>Strategy</i> – engage with those groups representing customers with additional needs. E.g. debt advice groups, housing associations, NHS, local citizens advice. This would help the company prioritise which areas to focus on. They could then also identify areas where they could support others/rather than duplicate activity. The Group agreed some kind of workshop/series of workshops in different areas may be the best approach for this. CF also suggested carrying out engagement online may also be helpful given the limited resource and time of groups. • Step 2: once the key priorities are identified then engage with appropriate vulnerable customers themselves on how to deliver those priorities in the best way. This could be done in a variety of ways. ZM highlighted that E.ON in Germany had a good approach to co-creation of their support for customers in financial difficulties. They brought customers, debt advisors, company staff, job centres, social housing providers together to explore the causes of their financial difficult and the role that the company could play to help prevent them falling into debt. But also the role that other parties could play in the process. <p>In particular, the Sub-Group discussed the need to strike the right balance between not presenting the stakeholder workshop with any pre-conceived ideas/thinking, while ensuring there is some context as to what SEW already know but wants to learn from attendees. Members of the Sub-Group were asked to share with SEW details of any companies who have experience in undertaking these type of co-creation workshops. The Sub-Group had limited experience of effective co-creation exercises and recognised that in order for it to be done</p>

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	<p>well it required someone with appropriate expertise. E.g. design exercises so one or two individuals cannot dominate the discussion.</p> <p>While discussing who should be included in the workshop CF suggested asking customers who had already been engaged with the Company and also engaging with the likes of Mind, Age UK and Carers First who have meetings on a regular basis. ZM commented that the stakeholder list that was circulated at the last meeting was out of date, and so asked if this list would be updated before used as the premise for engaging with these types of stakeholders. OM confirmed this is underway and should be completed before the end of December.</p> <p>AB advised the Sub-Group that he will share the outputs of a co-creation workshop that was carried out in the engineering sector to see if any learnings could be made from this.</p> <p>Actions from this discussion were:</p> <ul style="list-style-type: none"> • Make sure the language of strategy reflects its inclusivity premise (not about additional support). • SEW to include horizon scanning findings into the Vulnerability Strategy framework. • SEW to include implications of its Responsible Business strategy into the Vulnerability Strategy framework. • SEW to include Resilient/Engaged Customer into the Vulnerability Strategy framework. • SEW to develop a two-tier approach to co-creation of the Vulnerability Strategy and dovetail this with its stakeholder mapping activity. • SEW to send out updated stakeholder list once completed for peer review from the Sub-Group. • Sub-Group to provide information of companies experience in carrying out co-creation workshops. <p>Challenge: to ensure that the vulnerability strategy looks beyond customer services and is embedded across the whole organisation's activities including as part of its wider social responsibility work.</p>
7. Private Session	The Group discussed progress on mapping and the approach to the vulnerability strategy. Also administration of the Sub-Group.

Challenge Log

Item	Raised by	Date Raised	Subject Matter	Comment/ Feedback/ Challenge	Response	Status (Open/Closed)
36	Sub-group	30-Jun-17	Vulnerability Sub-Group	What does The Company know about the vulnerability risk factors of its customers	Company to carry out mapping of vulnerability in its area.	Ongoing
37	Sub-group	30-Jun-17	Vulnerability Sub-Group	What are the customer journeys and can The Company map these to the risk factors for each scenario.	Key customer journeys and gaps in inclusive service are currently being mapped.	Ongoing
38	Sub-group	30-Jun-17	Vulnerability Sub-Group	Use public information, e.g. Kent County Council website ect. The Sub-Group thought that it would be good to use some energy companies as they are encouraged to share with other utilities.	Use of publicly available data will be incorporated into vulnerability strategy. Company is already working with other local utilities in this area.	Ongoing
39	Sub-group	30-Jun-17	Vulnerability Sub-Group	The Company to think about getting Samaritans training like the CAB did for its new starters.	Company has commissioned training from Samaritans for memebres of its customer care team, plus others from customer Services teams. Training is scheduled for 21 November.	Closed
40	Sub-group	30-Jun-17	Vulnerability Sub-Group	The Company should look into completing horizon scanning - future socio-demographic trends plus available insight of relevance	An approach to Horizon scanning will be considered and incorporated within the vulnerability strategy.	Ongoing
41	Sub-group	30-Jun-17	Vulnerability Sub-Group	The Company should think about appointing a consumer and Vulnerability champion on the Board and how it can learn more about the additional needs of some customers	The compnay has considered this challenge and will create an 'in your shoes' style board engagement programme.	Ongoing
55	Sub-group	30-Aug-17	Vulnerability Sub-Group	SEW to contact EON to explore if there is any value in their Care and Assessment Tool.	SEW has made contact with EON to progress this. Dates to be agreed for a conference call to discuss further. SG met with EON care and assessment tool is proprietary software and not available to other companies. Tree diagraph approach to be incorporated in vulnerability strategy.	Closed
56	Sub-group	30-Aug-17	Vulnerability Sub-Group	Suggestion of setting up a language register of members of staff in the organisation who speak different languages who could answer customer service calls as a more cost effective and timely alternative to a translator.	SEW has successfully developed a language register following this challenge. A number of languages have been identified, with the speakers all regisitering their willingness to engage with customers, including times outside of nomal operating hours.	Closed
57	Sub-group	30-Aug-17	Vulnerability Sub-Group	SEW to develop their strategy for vulnerability engagement. This will be circulated to the Group for challenge - to include timelines to the subgroup.	Update on approach was provided to CCG VSG meeting on 13.10.17. Further work needed.	Ongoing
58	Sub-group	30-Aug-17	Vulnerability Sub-Group	SEW to think about what questions they wanted their data mapping to focus on.	Thoughts are developing, but initial areas include: Debt, Areas of Deprivation, Elderly, Health/Medical, Social and Ethnic grouping, Employment status, Social welfare and Benefit status.	Closed
59	Sub-group	30-Aug-17	Vulnerability Sub-Group	Please could SEW produce an analysis of the effectiveness of the social tariff including whether those on the social tariff are less likely to become indebted.	This to be developed as a standing item for future VSG meetings, to include numbers of customers benefitting, value of benefit to customers, and changes from previous report. Update on company's approach to managing debt to be provided at CCG VSG October meeting.	Ongoing
68	Sub-group	13-Oct-17	Vulnerability Sub-Group	SEW to explore how they can use insights from this geographical debt data and wider data about the distribution of income levels to develop more proactive targeted action to prevent customers falling into debt in the first instance and improve the uptake of social support in high deprivation or currently 'under-represented' areas. The Group also highlighted the open Challenge to explore the potential to quantify the impact of social support on bad debt levels.	SEW engaging with Energy companies to assess use of vulnerability risk data, both for supporting financial vulnerability, and also from vulnerability risk arising from loss of supply.	Ongoing

Challenge Log

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69	Sub-group	13-Oct-17	Vulnerability Sub-Group	It's the Groups view that SEW should engage with customers with additional needs as part of the development of its vulnerability strategy i.e. to understand their priorities.	SEW intends to engage with customers with additional needs and stakeholder and communities as part of its engagement and development of a vulnerability strategy. Linked to co-creation of vulnerability strategy.	Ongoing
70	Sub-group	20-Nov-17	Vulnerability Sub-Group	SEW should look to include a combination of both approaches to horizon scanning – looking ahead to trends and more solid data and learnings.	Expended brief to waterwise to encompass soild data	Ongoing
71	Sub-group	20-Nov-17	Vulnerability Sub-Group	SEW to ensure that the vulnerability strategy looks beyond customer services and is embedded across the whole organisation's activities including as part of its wider social responsibility work.		Open

CUSTOMER CHALLENGE GROUP ACTION LOG

REF	FUNCTION	DESCRIPTION	OWNER	DATE RAISED	DEADLINE	COMPLETE	COMMENTS
A0027	Vulnerability Sub-Group	The Chair to circulate a picture of the vulnerability risk factors diagram that was drawn on the white board at the start of the meeting.	ZM	30/06/2017		Yes	Risk factor diagram circulated
A0028	Vulnerability Sub-Group	The Company is to re-think the wording for its highest service lowest cost value.	SG	30/06/2017		Ongoing	[Update:] Delivering a Five out of Five service, for all customers, and for the lowest cost.
A0029	Vulnerability Sub-Group	The Chair and Company to have a meeting to discuss Southern Water's social tariff	SG	30/06/2017		Yes	Update paper circulated
A0030	Vulnerability Sub-Group	The Company to circulate its list of third party partnerships.	SM	30/06/2017		Yes	Update paper circulated
A0031	Vulnerability Sub-Group	The Company to circulate its list of community events the team has attended.	SM	30/06/2017		Yes	Update paper circulated
A0032	Vulnerability Sub-Group	List of ways SEW is trying to improve access to information and contact.	SM	30/06/2017		Yes	Update paper circulated
A0033	Vulnerability Sub-Group	The Chair to put the Company into contact with Barclays to discuss its training tool.	ZM	30/06/2017		Yes	Company has contacted Zoe Dixon (now Medway) and is awaiting confirmation on contact details, and whether Barclays keen to progress a water implementation. [Update]; Awaiting feedback from Barclays. They have confirmed they are about to Pilot their Community Wings solution with and Energy company, and are working on contracts with them. They have suggested they will contact SEW when this work has completed. SEW will follow up in Decemember if not heard from Barclays.
A0048	Vulnerability Sub-Group	SEW to provide an update on their vulnerability stakeholder mapping (existing Challenge) - Group asked to understand SEW's rationale for list/what used for/how updated/how people selected for engagement from the list.	SM	30/08/2017		Ongoing	Mapping of customer financial vulnerability has begun. Update will be provided in debt focus update on 13.10.17 [Update]: Further update on mapping provided at VSG meeting on 20.11.2017. Data from SEW's own systems, together with risk data from Experian now available and mapped. Data from DWP received via Kent County Council and to be formatted for mapping.
A0049	Vulnerability Sub-Group	SEW to provide a list of their third party referral networks - that is organisations that refer people onto SEW's social support schemes and organisations that SEW refers customers on to for additional help e.g. StepChange.	SM	30/08/2017		Ongoing	Third party referrals used by the Customer Care team has been provided. Further developments will be made to this.

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A0050	Vulnerability Sub-Group	SEW to circulate their intended list of needs codes	KD	30/08/2017		Yes	List of joint PSR codes being developed by Energy/Water working group circulated with VSG papers.
A0051	Vulnerability Sub-Group	Speak to Affinity water about how they engaged with their Nepalese community.	SB	30/08/2017		Yes	Affinity Water have been contacted and at present just use the language tool. It has been agreed to meet up after annual leave to pool ideas. [Update]:Affinity Water have confirmed they do not have any specific support for Nepalese community beyond a similar language line support employed by SEW. SEW undertook Radio interview with Radio BGWS (British Gurkha Welfare Society), where Customer Care team explained SEW's services and tariffs. This was then translated on air to the Nepalese community, which number 15k in Hants.
A0052	Vulnerability Sub-Group	Share number of home visits where customer won't talk/does talk to them. Could we also get any information of the benefit from these visits e.g. number of referrals to other organisations/number of customers that go onto payment plans/receive social support etc.	SB	30/08/2017		Ongoing	Basic recording method implemented but further development needed. Need to trial at least for a further month to assess data output.
A0053	Vulnerability Sub-Group	Circulate Ofwat PR19 Vulnerability appendix to subgroup.	SG	30/08/2017		Yes	SG provided to NB to circulate
A0054	Vulnerability Sub-Group	Circulate CCWater's upcoming report on vulnerability	SG	30/08/2017		Yes	SG provided to NB to circulate
A0055	Vulnerability Sub-Group	ZM suggested they needed to build in assessment and iteration phase into their current strategic work plan.		30/08/2017		Yes	Company agreed iterative 5th element would be helpful, and has added to its approach.
A0056	Vulnerability Sub-Group	SEW to explore if they had any data on the link between social support and debt levels.	SB	30/08/2017		Ongoing	Initial debt mapping has been completed and will be shared with CCG VSG. Vulnerability Risk Mapping will be developed and added to, to highlight links with referral agencies, and other support groups.
A0095	Vulnerability Sub-Group	SEW to circulate PWC report on bad debt to Sub-Group	SG	13/10/2017		Yes	Link to Ofwat report circulated with minutes.
A0096	Vulnerability Sub-Group	Number of customers who receive services as part of PSR and which services do they receive.	KD	13/10/2017		Yes	SEW PSR register breakdown circulated with VSG papers.
A0097	Vulnerability Sub-Group	Check maps for where there are no colours in areas	KD	13/10/2017		Yes	Mapping gaps due to postal area formatting issue which is now resolved.

CUSTOMER CHALLENGE GROUP ACTION LOG

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A0098	Vulnerability Sub-Group	SG and ZM to discuss gaps in vulnerability research work and how to fill them.	SG & ZM	13/10/2017		Ongoing	SG has discussed data mapping with SSEN. SSEN open to sharing its mapping of vulnerability risk in its overlapping areas with SEW. ZM has requested map illustrating enering and water company boundaries in SE region.
A0099	Vulnerability Sub-Group	SEW to review comments on mapping to clarify what needs to be done.	SG	13/10/2017		Ongoing	SEW data mapping is progressing. Data sources for range of vulberability risks now received and mapped. Similar approaches undertaken by other utilities being discussed and shared.
A0100	Vulnerability Sub-Group	The Company to research reports on the wider stakeholders learning including government's thoughts on vulnerability.	KD	13/10/2017		Ongoing	SEW review of UKRN and CCW reports circulated with VSG papers. Horizon scanning to include search for cgovernment papers and policy documents.
A0101	Vulnerability Sub-Group	The Sub-Group to review and comment on the Useful tips leaflet, if they have comments by next week.	Sub-Group	13/10/2017	20/10/2017	Yes	
A0121	Vulnerability Sub-Group	SEW to provide a breakdown of services offered to customers per PSR code and numbers receiving those services currently.	SM	20/11/2017	03/01/2018		SEW has provided numbers of customers registered on PSR. Further detail requested, and will be provided in deep-dive presentation to CCG VSG meeting on 3 January.
A0122	Vulnerability Sub-Group	Sub-Group members to send any reports that could be used in horizon scanning to the Company.	CCG	20/11/2017			
A0123	Vulnerability Sub-Group	ZM to provide information about the type of companies who could provide bill services to blind/visually impaired customers.	ZM	20/11/2017		Yes	ZM has provided name of Braille Translation service - RoboBraille.org
A0124	Vulnerability Sub-Group	SEW to share mapped income data across the customer base.	SM	20/11/2017		Ongoing	Vulnerability risk mapping continues. Further update will be provided to CCG VSG on 3 January.
A0125	Vulnerability Sub-Group	SEW to look into internet usage data.	SM	20/11/2017		Ongoing	SEW will add internet access data to its mapping work, and will update CCG VSG when available.
A0126	Vulnerability Sub-Group	SEW to confirm how many households are in the postcode areas on the maps, due to question around averaging and weighting of number of customers in each area.	SM	20/11/2017		Ongoing	SEW will update CCG VSG in January
A0127	Vulnerability Sub-Group	SEW to revisit the source data to see if England and Wales-only comparator information is available.	SM	20/11/2017		Ongoing	SEW will update CCG VSG in January
A0128	Vulnerability Sub-Group	Make sure the language of strategy reflects its inclusivity premise (not about additional support).	JG	20/11/2017		Ongoing	Outline paper detailing proposed approach to co-creation of vulnerability strategy to be taken to CCG meeting on 10 January.
A0129	Vulnerability Sub-Group	SEW to include horizon scanning findings into the Vulnerability Strategy framework.	OM	20/11/2017		Ongoing	
A0130	Vulnerability Sub-Group	SEW to include wider Corporate Social Responsibilities into the Vulnerability Strategy framework.	JO	20/11/2017		Ongoing	

CUSTOMER CHALLENGE GROUP ACTION LOG

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A0131	Vulnerability Sub-Group	SEW to include Resilient/Engaged Customer into the Vulnerability Strategy framework.	OM	20/11/2017		Ongoing	
A0132	Vulnerability Sub-Group	SEW to develop a two-tier approach to co-creation of the Vulnerability Strategy and dovetail this with its stakeholder mapping activity.	JG/OM	20/11/2017		Ongoing	On agenda for January 2018 sub-group meeting [see also A0128]
A0133	Vulnerability Sub-Group	SEW to send out updated stakeholder list once completed for peer review from the Sub-Group.	JO	20/11/2017		Ongoing	
A0134	Vulnerability Sub-Group	Sub-Group to provide information of companies experience in carrying out co-creation workshops.	CCG	20/11/2017			