

PR19 Customer Challenge Group – Vulnerability Sub-Group

Meeting number: 6

Meeting Date: 30th January 2018

Paper No: 1

Agenda No: 1

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

Author: Nicola Blake

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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)
 Steve George (SG) (SEW)
 Oliver Martin (OM) (SEW)
 Sheila Bowdery (SB) (SEW)
 Laura Harvey (LH) (SEW)
 Steve Brown (SB) (Water2050)

Apologies:

Veronica McGannon (VM) (Household Customer)
 Jane Gould (JG) (Create 51)
 Simon Mullan (SM) (SEW)

Notetaker: Nicola Blake (NB) (SEW)

| Agenda Item no. | Notes and Actions |
|---|---|
| 1. Introductions | The Sub-Group introduced themselves to the new members attending the meeting. Apologies were received from VM, SM and JG. |
| 2. Minutes from the last meeting and Challenge Log | The group agreed that the minutes from the previous meeting. |
| 3. Data mapping progress update | <p>SG presented paper 2 to the group which covered off a number of actions from the previous meeting.</p> <p>Action A0127 – SEW to revisit the source data to see if England and Wales only comparator information is available. SG informed the group that it was UK data so having discussed this with Experian a new comparator data set will be provided and the updated analysis will be brought back to the group.</p> <p>ZM asked the company if it was possible to have data on single occupiers given this was a key vulnerability risk factor. SG confirmed this was possible.</p> <p>Action A0126 – confirm how many households are in the postcode areas on the maps, due to questions around the averaging and weighting of number of customers in each area. Maps and tables were included into the presentation to show the number of postal areas, the average, the minimum and the maximum number of either, dwellings, residents or average number of residents to property in the postal area.</p> <p>Action A125 – SEW to look at internet usage data. SG informed the group that for this information he received help from Roger Darlington to find sources of this information. Maps showing the level of digital exclusion were taken from The Tech Partnership website. Using this website the company was able to see the South East Regions level of exclusion in comparison to other areas of the country.</p> <p>Sub-group agreed that digital exclusion data was a useful indicator for wider deprivation. JH warned the company that this data had been aggregated up to borough level and that this could mean that there are areas within these districts that could still be excluded as there is not the infrastructure to allow residents to have digital access.</p> |

| Agenda Item no. | Notes and Actions |
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| | <p>CF raised that although some customers may not have access to the internet as they do not have a home phone they may be using mobile devices and so the company should make sure that any web content is suitable for use on mobiles. The Company confirmed that this was already being done and the new website had been launched with this capability.</p> <p>The Company also provided maps displaying DWP data received from Kent County Council (KCC) following a data request. The Company informed the group that there were gaps in the data and the company is currently chasing KCC for this information.</p> <p>CF asked the Company if they had the number of customers in each category by area and the total number of customer in that same area, this relates to action 0126 covered off earlier, to be able to better see where the problem areas are a sight of the back ground information may be more helpful. CF informed the Company that she had brought some data that she had collected for a piece of work for Citizens Advice which could be shown to the Company as an example. SG was very interested in seeing this and asked for a short meeting after the Sub-Group to discuss this.</p> <p>The Sub-Group expressed their disappointment that there had not been more progress made since the November meeting. There was an expectation that the company should be on to the next stage - drawing conclusions at this point. All agreed it was the insight from the data that was the critical thing.</p> <p>AM asked the Company what the requirement from the regulator was on this data, should certain areas be prioritised over others. ZM informed the Sub-Group that as per the Terms of Reference the CCG needed to ensure that SEW engaged with and listed to all its consumers – this involved them knowing who their customers are so they can target engagement effectively. Ofwat are also placing greater scrutiny on vulnerability in PR19 and that assessing the quality of data and how companies use data are important along with the effectiveness of partnerships. Also that there was an expectation that the CCG will provide assurance on the quality of services for vulnerable customers.</p> <p>The final map of the presentation showed the number of customer visits that were carried out between April and November 2017.</p> <p>PS wanted it to be recognised that the Company had come a long way since the start of the Sub-Group.</p> <p>ZM suggested a stepped process:</p> <ol style="list-style-type: none"> a) SEW to make clear: <ul style="list-style-type: none"> • Their vulnerability aims e.g. ensuring customers not suffer more detriment during loss of water • Ensuring equal access to services so not at a disadvantage because of their vulnerability risk factor • Ensuring reach hard to access groups during engagement activity so all customers' voices of heard b) SEW map key customer journeys c) SEW identify key vulnerability risk factors in relation to the identified customer journeys d) SEW identify list of questions that want the data to be able to tell them so they are clear how will use data |

| Agenda Item no. | Notes and Actions |
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| | <p>e) Carry out the appropriate data analysis</p> <p>Actions from this discussion were:</p> <ol style="list-style-type: none"> 1. SG and CF to meet to discuss example data. 2. SEW to carry out the stepped process and write up analysis of the insights <p>There were no challenges from this discussion.</p> |
| <p>4. Horizon scanning</p> | <p>OM introduced Steve Brown, who attended the last meeting as part of the Waterwise project, following the last meeting it was decided that the remit of work had gone outside of Waterwise scope of work so SB was contracted direct to SEW to do the work. AM asked if this caused a conflict of interest, SEW and SB confirmed it did not.</p> <p>Work carried out to date has been around the soft data analysis, phase two of the project will focus on the hard measures. The company would like this piece of work to be completed in the next couple of months.</p> <p>The Sub-Group made the following comments:</p> <ul style="list-style-type: none"> • The scope is very wide – the Group suggested it be more focussed • AM asked what the priorities were in terms of learning given the September report deadline - all agreed for vulnerability specifically a 5-10 year horizon would be a practical approach in the first instance • PS commented that she felt that this project was focusing on the technology fixes and that collaborative working seems to be missing. The Company responded that this would be looked at during the next phase. • ZM suggested that a PESTEL approach could be used for this activity to ensure a rounded focus • PS pointed out that often social change and small p political change can have the biggest impact on vulnerability longer term. • CF suggested SB talk to members of the field team and customer services department as they would be able to discuss trends that they have seen over the past few years e.g. how communication channels that customers use are changing. <p>CF has done work on creating forecasts for Citizens Advice for the next 3 years and offered to meet up to discuss this further if this would be useful.</p> <p>Actions from this discussion were:</p> <ul style="list-style-type: none"> • SB to meet with ZM to share learning discuss work that she has knowledge about in other industries and to outline her suggestions for this work. • SB to meet with CF to see how she has undertaken horizon scanning at Citizens Advice. • SEW and SB to review the need for an additional meeting with other members of the Sub-Group to help speed up the horizon scanning activity. |
| <p>5. Vulnerability engagement approach</p> | <p>OM informed the group that CAG Consulting had submitted a proposal to the company late yesterday and this may have a small impact on the paper produced and therefore asked the Sub-Group for very high level comments and requested that more in-depth comments be sent via email.</p> <p>PS commented that the stakeholder list in appendix one of the document looked random selected and incomplete. JO reassured the Sub-Group that the list provided was not the</p> |

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| | <p>complete list, this only detailed the stakeholders that have been engaged with by the customer care team.</p> <p>CF asked the company if there was an overarching vision that the company wants to be – what is the level of ambition on vulnerability/ESG. OM confirmed that this vision was at the highest level to be the company people want to be supplied by and want to work for and at the vulnerability level is the 5 out of 5 service for all. CF suggested that this be upfront in the final strategy document.</p> <p>ZM suggested there should be a reference to the company as a provider of an essential service The Sub-Group suggested adding a phase 5 for delivery and iteration to how the strategy is created.</p> <p>Actions from this discussion were:</p> <ul style="list-style-type: none"> • SEW to make sure the company’s vision is at the front of the vulnerability strategy (not the co-creation document). • SEW to add a new phase to the creation of the vulnerability strategy diagram to reflect delivery and review. • SEW to update the document based on discussions with CAG Consulting and present an updated approach to the Sub-Group. |
| <p>6. Priority services register deep dive</p> | <p>SG provided a hand out to the group for this agenda item, an email copy of this was also sent out to the group before the meeting.</p> <p>The presentation detailed the history of the PSR and the original codes of practices that were a requirement from Ofwat, the Company undertook a review of all the codes of practices in 2014.</p> <p>AM queried if the Company kept track of how many codes of practice are sent out to customers, the Company told the Sub-Group that it did not however it may be useful to do so as it may be possible to track which are looked at on the website as well. This is to identify areas where most queries, where they might be able to improve their processes.</p> <p>The Company clarified that the PSR is just for non-financial support for customers.</p> <p>JH queried whether the adaptation list included local council ‘stay put’ teams, who are able to make adaptations at a cheaper cost for customers. SG told the group that it did not include these teams however informed the group that there had been very few contacts since the inception of the list.</p> <p>ZM asked the company how the call priority order during incidents had been drawn up. SG told the Sub-Group that it is done on a case by case basis however as long as dialysis patients are contacted first the rest will all be contacted in no particular order.</p> <p>PS asked if there was any data on customer awareness of the PSR, the company responded that there was not. JH highlighted that this had long been raised as an issue and should be monitored. ZM said such a PSR target was under consideration by Ofwat.</p> |

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| | <p>JH suggested using the current push by energy companies to get customers signed up to their PSR to increase the company's register. AM added to the discussion by suggesting adding notes about the PSR on to the bill.</p> <p>ZM asked for an update on the changing over to common codes on the PSR, SG informed the Sub-Group that the codes have been drafted and would seek further update from members of his team.</p> <p>PS asked the company how it dealt with customers who do not have a Bill nominee and then become into a situation that they need one but are unable to nominate. The company would request proof of power of attorney or try a home visit, PS thought that the process could be simplified. ZM highlighted that BT has done a piece of work that shows the best practice on this subject which SEW may want to look at.</p> <p>Actions from this discussion were:</p> <ul style="list-style-type: none"> • SG to update the Sub-Group on the company's progress to using common codes on its PSR. • SEW to make sure that a section to explain our experience to date, particularly with the PSR, is included in the vulnerability strategy. <p>Challenges from this discussion were:</p> <ul style="list-style-type: none"> • SEW to think about the value of tracking what codes of practices are being used. • SEW to understand best practice in power of attorney • Company to estimate idea how many people it would expect to have under different needs codes on the PSR • Company to provide greater comparative information on vulnerability - How does the Company compare to other industries/companies in terms of number on the PSR? |
| 7. Private Session | <p>Concerns were raised that SEW lacked the skills and knowledge needed to appropriately carry out the vulnerability data analysis and insight work. That some parts of the organisation lacked a commitment and understanding of the additional needs of customers. A number of staff have said "we are not a social welfare provider" – it does not instinctively seem to recognise its role as the provider of an essential service which all need for health yet have no choice in provider. Also concerns raised that the company was using GDPR as a reason not to do things. Given the long lead in time to this some members were surprised that the company did not have a clear strategy in place to address this.</p> |

Summary of Actions

| Action | Owner |
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| SG and CF to meet to discuss example data. | SG and CF |
| SEW to carry out the stepped process and write up analysis of the insights | SG |
| SB to meet with ZM to share learning discuss work that she has knowledge about in other industries and to outline her suggestions for this work. | SB and ZM |
| SB to meet with CF to see how she has undertaken horizon scanning at Citizens Advice. | SB and CF |
| SEW and SB to review the need for an additional meeting with other members of the Sub-Group to help speed up the horizon scanning activity. | SG and SB |
| SEW to make sure the company's vision is at the front of the vulnerability strategy (not the co-creation document). | JG |

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| SEW to add a new phase to the creation of the vulnerability strategy diagram to reflect delivery and review. | JG |
| SEW to update the document based on discussions with CAG Consulting and present an updated approach to the Sub-Group. | OM |
| SG to update the Sub-Group on the company's progress to using common codes on its PSR. | SG |
| SEW to make sure that a section to explain our experience to date, particularly with the PSR, is included in the vulnerability strategy. | SG |

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-demogrp hic 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 diagra me 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 regsitering 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 indebtedt. | 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

| Item | Raised by | Date Raised | Subject Matter | Comment/ Feedback/ Challenge | Response | Status (Open/Closed) |
|------|-----------|-------------|-------------------------|--|--|----------------------|
| 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 |
| 77 | Sub-group | 03-Jan-18 | Vulnerability Sub-Group | SEW to think about the value of tracking what codes of practices are being used. | | Open |
| 78 | Sub-group | 03-Jan-18 | Vulnerability Sub-Group | SEW to understand best practice in power of attorney | | Open |
| 79 | Sub-group | 03-Jan-18 | Vulnerability Sub-Group | Company to estimate idea how many people it would expect to have under different needs codes on the PSR | | Open |
| 80 | Sub-group | 03-Jan-18 | Vulnerability Sub-Group | Company to provide greater comparative information on vulnerability - How does the Company compare to other industries/companies in terms of number on the PSR? | | 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. |

CUSTOMER CHALLENGE GROUP ACTION LOG

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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. |
| 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 requested map illustrating 'energy and water'. |

CUSTOMER CHALLENGE GROUP ACTION LOG

| REF | FUNCTION | DESCRIPTION | OWNER | DATE RAISED | DEADLINE | COMPLETE | COMMENTS |
|-------|-------------------------|---|-----------|-------------|------------|----------|--|
| 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 vulnerability 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 government 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 the contact for Robobraille otherwise known as Sensus Access is tanja@sensus.dk |
| 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 | |
| A0131 | Vulnerability Sub-Group | SEW to include Resilient/Engaged Customer into the Vulnerability Strategy framework. | OM | 20/11/2017 | | Ongoing | |

CUSTOMER CHALLENGE GROUP ACTION LOG

| REF | FUNCTION | DESCRIPTION | OWNER | DATE RAISED | DEADLINE | COMPLETE | COMMENTS |
|-------|-------------------------|--|-------|-------------|----------|----------|---|
| 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 | | | |