PR19 Customer Challenge Group – Vulnerability Sub-Group

Meeting number: 8

Meeting Date: 27th March 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 7 held on 5th March 2018

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)
Laura Rafferty (LR) (SEW)
Anne-Nöelle Le Gal (SEW Board member - Hastings)
Jane Gould (JG) (Create 51)
Steve Brown (SB) (Water2050)

Apologies:
Steve George (SG) (SEW)
Oliver Martin (OM) (SEW)
Simon Mullan (SM) (SEW)
Sheila Bowdery (SB) (SEW)
Jo Osborn (JO) (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.
2. Declaration of interest	There were no specific conflicts declared beyond existing vulnerability interests.
3. Minutes from the last meeting and Challenge Log	The Group agreed that the minutes from the previous meeting were an accurate record. There were four outstanding actions from the previous meeting. 1. The Sub-Group were asked to send comments on the vulnerability overview document. 2. ZM to circulate updated terms of reference (TOR) for the group - ZM updated the Group that the TOR have been updated so as to be clear on which elements of affordability should be addressed by the sub group and/or the CCG. The Sub-Group agreed to limit its affordability remit to those customers who struggle to pay their bill with other affordability concerns going to the main CCG. ZM will now update the terms of reference and circulate to the Group. 3. ZM is currently working on the interim reporting score card. 4. SEW to share data on languages most used by the Recite Me tool on the SEW website. Post meeting note - Added to Engagement Dashboard (LR) Action: The Company is to carry out a review of the challenges in the Log to assess whether they can be grouped into subject areas.
4. Horizon Scanning – progress update	SEW outlined their progress on mapping current and future customer vulnerability (horizon scanning). PS commented that it felt that the Company had changed the definition of horizon scanning so that it was now not looking at the future but focussing on the present situation. The Company reassured the Sub-Group that it was still in the first phase of data gathering and reviewing the `now' as part of the process to understand the baseline position, before moving onto the next phase which is mapping what likely future trends there will be. This approach was supported by all members of the Group.

PS urged SEW not to reinvent the wheel when it came to stakeholder mapping if they could `buy or borrow' data. She highlighted that UK Power Networks who shared parts of SEW's constituency has already carried out a similar exercise. ZM stated that energy network companies were incentivised under the regulatory framework to share data and good practice on vulnerability data so should be receptive to collaborative working with SEW. SEW outlined that following an earlier challenge they had been working with SSEN and the Centre for Sustainable Energy to learn from their approaches. The Chair also highlighted that the Group had previously suggested SEW learn from WPD's vulnerability and stakeholder mapping.

Action: ZM to provide UKPN contact details.

The Group suggested SEW clearly distinguish between mapping current vulnerability risk factors and a) horizon scanning which looks at future vulnerability related risks and opportunities and b) Horizon scanning that actively seeks to identify learning from organisations outside of SEW. Forward looking horizon scanning should focus on the wider political, social, technological, environmental, economic and legislative issues that might impact levels of vulnerability in the future compared to today. Insight should inform investment decisions and action to prevent and support vulnerability in the future.

ZM suggested SEW should also contact Advizzo, as she understood they had developed their vulnerability data sets and were working with Wessex Water in this area. Given that they already provided services to SEW this should be a relatively easy step to take.

PS suggested that once the stakeholder mapping was complete and the customer journeys finalised SEW should consider which kind of vulnerabilities would be best served by an inclusive well designed service; and which customers would need additional bespoke services e.g. Sign translation.

AM - Questioned how the company was going to attempt to capture transient vulnerability.

The Group stressed the need to ensure that any data was kept up to date and the approach used would enable live analysis to inform day to day decision making. They encouraged the company to build internal capacity and resource expertise.

ZM queried if SEW would be sense checking their vulnerability insights with stakeholders at their vulnerability co-creation events. CF stated that for many of those attending - data mapping and forecasting would be something they would live and breathe so it would be useful to build partnerships with them and enable them to review and add to this. SEW confirmed that they would be using the stakeholder events to outline what it is doing around data mapping and horizon scanning. ZM said it was good to see progress being made on the data mapping but there needed to be a significant step change in the pace of this.

SEW reported that it was close to finalising common vulnerable customer needs codes between the water and energy companies. The Group welcomed progress on this. This has been informed by the development of Vulnerability Risk Factors that are being progressed by the industry.

AC then outlined how these Vulnerability Risk Factors were being captured in SEW using a range of other external and internal influences. These Vulnerability Risk Factors are then 'quantified' using external data sources.

ZM was concerned that non-English speakers was missing from the vulnerability risk factor groups identified by SEW; SB informed the group that this was captured in a sub set of the risk factor titled `adult education', which also covers English not as a first language.

	The Group explored the extent to which the company had a clear idea as to how it was going to use the IMD (index of multiple deprivation) data collected. The Group highlighted that the current findings did not seem to include many absolute numbers and were arguably therefore of limited value. SB outlined the challenges of establishing absolute numbers from the current data sources but said that this was the end ambition. JH said that she had seen absolute numbers data so this was possible. SEW agreed. CF was happy to see the company covering 1-3 deciles from the IMD data as those who are deprived are not just those who are in the first decile. There are no set guidelines for determining which deciles show those who are deprived however the Sub-Group agreed this was a good approach. AM asked the Company what the timetable of this work was. The Company responded that the process would be ongoing into AMP7 but would clearly feature as a component of its Vulnerability Strategy and business plan. But it was likely to be an ongoing and iterative process. CF was pleased the company was not planning to just end the work for the formal business plan submission. Challenges raised during this discussion were: • SEW to articulate their initial data mapping questions/their initial thoughts on how they intend to use the vulnerability data e.g. Targeting uptake of the PSR, targeting financial support at those that most need it, ensuring appropriate services are available in given areas; informing resilience decisions. This is to help ensure that the Company's approach is targeted and effective. • SEW to contact UK Power Distribution Networks and explore how the companies can work together/share vulnerability mapping data. UKPN have already carried out extensive vulnerable mapping and their constituency overlaps with SEW's. This would prevent SEW reinventing the wheel and ensure the most cost effective and time efficient approach to mapping. • SEW to consider how it will seek to understand the levels of transient vulnerability in its area e.g. mental health, bereavement.
5. Deep Dive – identifying Vulnerability and training	The Sub-Group further discussed the training undertaken by company staff following on from the previous meeting. A copy of the training pack given to customer services staff was included in the meeting papers. The Company has identified the need to expand its vulnerability training to all field staff, a gap the Sub-Group were happy had been identified. ZM asked the Company how the training to staff was delivered; the Company advised that the vulnerability element of training was a dedicated session within a three week induction programme for new customer service staff. The Sub-Group asked if there was any refresher training and the Company confirmed this did not currently occur; there was further discussion on how the Company might want to achieve this. JH asked what training contractor staff must undergo; the Company responded that this presented much the same issue as training SEW field based staff in vulnerability issues and was a gap; however when new training is rolled out this is likely to mirror the same Ambassador training approach contractors Customer Metering Programme (CMP) were required to undertake. CF felt that on the job training reinforcement is just as important as refresher presentations. ZM highlighted the importance of regular reminders to staff about identifying vulnerability to keep it front of mind.

	ZM asked what SEW's view of best practice in vulnerability training is and where did the Company currently think it was in relation to that; and how the Company monitors the effectiveness of the training given?

Further questions that the Group has should be shared with the Company via email.

Challenges raised during this discussion were:
- SEW to research best practice in training and identifying vulnerability and to map where they think they are relative to exemplary cross-sector approaches.
- SEW to provide further information on how it measures the effectiveness of their training and to provide feedback from that as appropriate.

The below were additional actions raised during the meeting;
- How many vulnerability champions are there in the business?
- How often have the vulnerability champions presented to teams in the last year?
- Who are the list of training providers?
- How does the company select training providers e.g. the Samaritans? |
| 6.

Journey mapping update – approach, timeline | The Company discussed the matrix that is currently being created to show customer journeys (i.e. the different pathways customers would go through depending on their situation and reason for contact with the company) across the wider business processes. This includes interactions with field staff such as water samplers. This method allows for quick identification of any gaps around addressing vulnerability issues in each process.

The Group queried when the mapping of customer journeys would be complete. ZM suggested they might want to prioritise by numbers impacted/likely to go through that journey, risk/likely detriment, in the first instance (though recognising that a minority of customers could suffer high levels of detriment if their needs were not met so prioritisation based on numbers impact alone was not appropriate).

The Group also highlighted the importance of not forgetting bespoke vulnerability related journeys e.g. debt pathways, sign up to PSR, power of attorney etc. AC responded that at the moment the Company did not have a methodology for prioritisation and would be happy to receive suggestions from the Group on the best way of doing this. The Group suggested that the journeys that are most likely to be used by vulnerable customers should be considered first along with those with a risk of greatest detriment e.g. being without water.

The Company informed the Sub-Group that the processes experienced by customers out of hours were different due to non-customer service teams taking these calls i.e. the dedicated vulnerability Customer Care Team are not available after [time to be added]; this caused some concern to AM due to the discussion at last month's meeting around the relatively high levels of lonely vulnerable customer calls in the evening. The Company explained that the out of hours service operated from 7pm and the experience is that there are not a large number of customer calls coming into the control room into the evening, unless there is an incident.

CF pointed out that the Company had missed twitter and other social media platforms off the list of contact points; the Company will add these to the list.

Action: SEW to add Twitter and other social media platforms to the list of contact points for journey mapping.

The Sub-Group discussed the timetable set out in the presentation and some were concerned that it appeared to extend past the September deadline for submission of the business plan to Ofwat. Others in the Sub-Group where pleased to see this as it showed the Company will be developing the strategy even after the submission of its plan. The Company explained that any findings before the submission deadline would be incorporated into its Vulnerability |

	Strategy which also forms an important component of the business plan; the Company further stressed that its strategy and work in this area is iterative and continuously being developed.
7. CAG workstream – update on approach and progress.	The Company updated the Sub-Group on the progress to date. CAG's proposal has now been approved. Delays in approving this was due to working through GDPR requirements for transferring of sensitive vulnerable customer data, this has now been authorised. The Customer Care Team has taken part in a workshop with CAG and the Company gave high level comments to the group as to the summary findings of that staff workshop. In the main staff members feel empowered and encouraged in making decisions as to how best to help customers, although there was some concern expressed that they would not be included in the creation of the eventual Vulnerability Strategy. The Company confirmed that members of the Customer Care Team were able to attend the stakeholder workshops. Members of the team felt that the work they did was industry leading. ZM asked on what bases was this assumption being made. The Company responded that it may have been based on the comments they receive directly from customers they deal with and support. CAG consultants have been sent the Company stakeholder list for review and have enhanced it where there were gaps. The Company informed the Sub-Group that numbers for accepting the invite to the workshops were lower than wanted last week and have not had an update this week. ZM queried if this was because they had been given insufficient time to respond. JG said they had had circa 7 weeks' notice with the initial letters going out on 31st January. CF outlined the circuitous journey the invite to CAB had taken before it reached her. ZM asked the Company if other utilities had been invited to the sessions, JG confirmed that they had not been invited at this early stage of engagement with external stakeholders (and were subject to conversations already with SEW) but there are likely to be future opportunities to engage with them in a wider stakeholder setting. The Sub-Group asked if there would be a chance to listen into the telephone interviews with customers. The Company said that customers are first asked if they would agree for the call to be recorded and so would see if it was possible to get a selection of these for the group to listen to. The Company assured the group that customers who did not want to have their conversations recorded were still being interviewed. The Sub-Group also asked to see the list of questions that were being asked. AC agreed to recirculate the scripts previously sent to ZM by email. Action: SEW to re-circulate the list of questions asked to customer during the telephone interviews carried out by CAG consultants. Action: SEW to circulate recordings of interviews with customers for the Group to hear. CF suggested the company add what are stakeholders' own views of what's on the horizon to the agenda for the stakeholder workshops. ZM queried if the stakeholder workshop materials were ready for review by the Sub-Group as the workshops were next week. JG responded that they were not yet ready however would be circulated as soon as possible. The Group queried the proposed timeline for the Vulnerability Strategy and engagement approach as it was clear that much of the work would be completed post business plan submission. PS and CF both stressed the importance of ensuring there was sufficient resource in the business plan to allow flexibility for and ongoing activity to support customers in vulnerable situations, depending on the outcomes of the research alongside ensuring sufficient internal capability - appropriate skills and knowledge.

	As with the previous item, the Company explained that the key findings of SEW's and CAG's work would be incorporated into the Vulnerability Strategy which forms an important component of the business plan; the Company further stressed that this work is iterative and continuous which is why it goes beyond the business plan submission date; and if necessary there would be a provision in the business plan for any costings for possible vulnerability schemes.
8. BSI 18477 – verbal update	SEW reported that the British Standards Institute were undertaking an initial audit of their vulnerability services next week company next week in order for the company to gain accreditation with their vulnerability/inclusivity standard. This was welcomed by the Group.
9. SSEN – Customer app developments	The Company reported that they had had further contact with SSEN about sharing learning on vulnerability. They now have a guest log in for the SSEN mapping tool and are currently looking into the accessibility of the tool for the business. ZM suggested speaking to Advisso as they are working with Wessex water on their vulnerability data.
10. Vulnerability strategy – discussion on deliverable for the Business Plan / within the AMP.	See item 7 above.
11. AOB	PS informed the group that CCWater's vulnerability report will be published in the next few weeks. PS also told the Sub-Group that CCWater are holding its regional public meeting in public on 21st March in London. PS – fed back on a recent UK Power Network vulnerability event where they outlined their approach to identifying and mapping vulnerability ZM told the Sub-Group that the Sustainability First's new report on the Public Interest had been published. This was developed with water companies including SEW, cross sector companies, and consumer groups and charities. The Company updated the Sub-Group on the on-going leakage and interruptions incident which has been widely publicised. At the point of the meeting 13,000 customers were still without water and non-essential business as usual activity had been put on hold for most staff to help with delivery of bottled water and manning bottled water collection points. All possible field staff and contractors were out trying to find the leaks and fixing them as quickly as possible. Action - SEW to provide an update to the Sub-Group on support provided to customers with additional needs.
12. Private Session	The Group discussed progress on the data mapping, senior leadership's commitment to the vulnerability agenda and the challenges around tight-timescales for the Sub-Group to respond.

Summary of Actions

Action	Owner
Review how the challenges are logged to assess whether they can be grouped into subject areas.	ZM
ZM to share UKPN's contact details with SEW.	ZM

SEW to demonstrate how it monitors the effectiveness of the training that staff are given.	SG
How many vulnerability champions are there?	SG
How often have they presented to teams in the last year?	SG
How does the company select training providers e.g. the Samaritans?	SG
SEW to add Twitter and other social media platforms to the list of contact points for journey mapping.	AC
SEW to re-circulate the list of questions asked to customer during the telephone interviews carried out by CAG consultants.	AC
SEW to circulate recordings of interviews with customers for the Group to hear.	AC
SEW to provide an update to the Sub-Group on support provided to customers with additional needs.	AC

Summary of Challenges

Challenge
SEW to articulate their initial data mapping questions/their initial thoughts on how they intend to use the vulnerability data e.g. Targeting uptake of the PSR, targeting financial support at those that most need it, ensuring appropriate services are available in given areas; informing resilience decisions. This is to help ensure that the Company's approach is targeted and effective.
Contact UK Power Networks and explore how the companies can work together/share vulnerability mapping data. UKPN have already carried out extensive vulnerable mapping and their constituency overlaps with SEW's. This would prevent SEW reinventing the wheel and ensure the most cost effective and time efficient approach to mapping.
SEW to consider how it will seek to understand the levels of transient vulnerability in its area e.g. mental health, bereavement.
SEW to research best practice in training and identifying vulnerability and to map where they think they are relative to exemplary cross-sector approaches.
SEW to provide further information on how it measures the effectiveness of their training and to provide feedback from that as appropriate.

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. This is now part of the ongoing update to the Vulnerability Sub-Group.	Closed
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. This is now part of the ongoing update to the Vulnerability Sub-Group.	Closed
38	Sub-group	30-Jun-17	Vulnerability Sub-Group	SEW were challenged to use public information to better map customers with additional needs, 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. The CSE tool is currently under review.	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 members 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 company has considered this challenge and has created an 'in your shoes' style board engagement programme.	Closed
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 diagram 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 registering 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.	Co-creation of vulnerability strategy now underway	Closed
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

Challenge Log						
Item	Raised by	Date Raised	Subject Matter	Comment/ Feedback/ Challenge	Response	Status (Open/Closed)
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. This is now part of the ongoing update to the Vulnerability Sub-Group.	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.	Closed
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 encompus soild data. This is now part of the ongoing update to the Vulnerability Sub-Group.	Closed
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.	This will now be picked up in co-creatation workshops and responsible business strategy.	Closed
77	Sub-group	03-Jan-18	Vulnerability Sub-Group	SEW to think about the value of tracking what codes of practices are being used.	This Challenge should be moved to the action log.	Closed
78	Sub-group	03-Jan-18	Vulnerability Sub-Group	SEW to understand best practice in power of attorney.	This Challenge should be moved to the action log.	Closed
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	This will be picked up as part of Company's Outcomes definitions and targets in its business plan.	Closed
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?	Industry comparative data can be found in the CCWater vulnerabilty report.	Closed
85	Sub-group	05-Mar-18	Vulnerability Sub-Group	SEW to articulate their initial data mapping questions/their initial thoughts on how they intend to use the vulnerability data e.g. Targeting uptake of the PSR, targeting financial support at those that most need it, ensuring appropriate services are available in given areas; informing resilience decisions. This is to help ensure that the Company's approach is targeted and effective.		Open
86	Sub-group	05-Mar-18	Vulnerability Sub-Group	Contact UK Power Distribution Networks and explore how the companies can work together/share vulnerability mapping data. UKPD have already carried out extensive vulnerable mapping and their constituency overlaps with SEW's. This would prevent SEW reinventing the wheel and ensure the most cost effective and time efficient approach to mapping.		Open
87	Sub-group	05-Mar-18	Vulnerability Sub-Group	SEW to consider how it will seek to understand the levels of transient vulnerability in its area e.g. mental health, bereavement.		Open
88	Sub-group	05-Mar-18	Vulnerability Sub-Group	SEW to research best practice in training and identifying vulnerability and to map where they think they are relative to exemplary cross-sector approaches.		Open
89	Sub-group	05-Mar-18	Vulnerability Sub-Group	SEW to provide further information on it measures the effectiveness of their training and to provide feedback from that as appropriate.		Open

Challenge Log

Item	Raised by	Date Raised	Subject Matter	Comment/ Feedback/ Challenge	Response	Status (Open/Closed)
95						
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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		Yes	New wording: 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 whther Barclays keen to progress a water implementation. [Update}; Awaiting feedback from Barclays. They have confirmed they are about to Pilot their Communty 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 Decemmber 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		Yes	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. remove
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

REF	FUNCTION	DESCRIPTION	OWNER	DATE RAISED	DEADLINE	COMPLETE	COMMENTS
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 agrred 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 agenceies., 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

REF	FUNCTION	DESCRIPTION	OWNER	DATE RAISED	DEADLINE	COMPLETE	COMMENTS
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'. SG: Proposal has been received and is currently under review.
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. CSE data tool proposal has been received and is currently being reviewed.
A0100	Vulnerability Sub-Group	The Company to research reports on wider stakeholders learning on vulnerability in governements thoughts.	KD	13/10/2017		Ongoing	SEW review of UKRN and CCW reports circulated with VSG papers. Horizon scanning to include search for cgoverment 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	Yes	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. Highlevel data shared, futher analysis under way.
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		Yes	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. Nb to check with SG.

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A0128	Vulnerability Sub-Group	Make sure the language of the Vulnerability strategy reflects its inclusivity premise (not about additional support).	JG	20/11/2017		Ongoing	the updated strategy will be shared with the group following the co-creation work this will include the inclusvity premeise.
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.	SG	20/11/2017		Yes	This is part of responsible business approach.
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		Yes	Recommendations sent by 2 CCG members
A0140	Vulnerability Sub-Group	SG and CF to meet to discuss example data.	SG and CF	03/01/2018		Yes	Met after sub-group meeting in Jan 18.
A0141	Vulnerability Sub-Group	SEW to carry out the stepped process and write up analysis of the insights	SG	03/01/2018			NB to check mins
A0141	Vulnerability Sub-Group	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	03/01/2018		Yes	
A0142	Vulnerability Sub-Group	SB to meet with CF to see how she has undertaken horizon scanning at Citizens Advice.	SB and CF	03/01/2018		Yes	CF met with LR to dicsuss aproach and the cit advice was built into SEW vulnerabuility mapping.
A0143	Vulnerability Sub-Group	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.	SB	03/01/2018		Yes	Horizon scanning work has been put on hold to wait for vulnerability insigh learning to come through. Reg updates to be provided to the subgroup
A0144	Vulnerability Sub-Group	SEW to make sure the company's overarching vision is at the front of the vulnerability strategy (not the co-creation document).	JG	03/01/2018		Ongoing	Vulnerability Strategy will be developed Q1 of 2018-19 and after co-creation activities
A0145	Vulnerability Sub-Group	SEW to add a new phase to the creation of the vulnerability strategy diagram to reflect delivery and review.	JG	03/01/2018		Ongoing	Diagram will be incorporated into the Vulnerability Strategy (to be developed Q1 of 2018-19 and after co-creation activities)
A0146	Vulnerability Sub-Group	SEW to update the document based on discussions with CAG Consulting and present an updated approach to the Sub-Group.	JG	03/01/2018		Yes	On agenda for CCG sub group on 30th Jan.
A0147	Vulnerability Sub-Group	SG to update the Sub-Group on the company's progress to using common codes on its PSR.	SG	03/01/2018		Yes	high-level was provided, ZM requesting more info why faster progress cannot be made.

SEW continues to commit to the water and energy cross industry project. |
A0148	Vulnerability Sub-Group	SEW to make sure that a section to explain our experience to date, particularly with the PSR, is included in the vulnerability strategy.	SG	03/01/2018		Yes	This will be included in the vulnerability strategy.
A0195	Vulnerability Sub-Group	SEW to circulate electronic copy of handout.	NB	30/01/2018		Yes	Sent via email 02/02/18
A0196	Vulnerability Sub-Group	The Sub-Group was asked to send comments on the document to SEW via email.	Sub-Group	30/01/2018			
A0197	Vulnerability Sub-Group	SEW to share data on languages most used by the Recite Me tool on the SEW website.	SG	30/01/2018		Yes	This was presented at the 7th March CCG meeting as part of the Engagement dashboard update.

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A0198	Vulnerability Sub-Group	SEW to share list of journeys to be mapped and proposed timescale of which these will be shared with the Sub-Group.	SM	30/01/2018			
A0199	Vulnerability Sub-Group	SEW to expand the vulnerability risk factors to include, but not limited to, affordability, language, Internet and phone.	SG	30/01/2018		Yes	This was presented at the 5th March Sub-Group meeting.
A0200	Vulnerability Sub-Group	SEW to share training material that is currently used.	SG	30/01/2018		Yes	This was presented at the 5th March Sub-Group meeting.
A0201	Vulnerability Sub-Group	ZM to clarify language, map the information received to date and produce gap analysis.	ZM	30/01/2018			
A0202	Vulnerability Sub-Group	ZM to update terms of reference.	ZM	30/01/2018			
A0225	Vulnerability Sub-Group	The Company is to carry out a review of how the challenges are logged to assess whether they can be grouped into subject areas.	NB/AC	05/03/2018			
A0226	Vulnerability Sub-Group	ZM to provide UKPD contact details.	ZM	05/03/2018			
A0227	Vulnerability Sub-Group	SEW to demonstrate how it monitors the effectiveness of the training that staff are given.	SG/AC	05/03/2018		Yes	The Company will include an assesment to understand the effectiveness of future training.
A0228	Vulnerability Sub-Group	How many vulnerability champions are there?	AC	05/03/2018			
A0229	Vulnerability Sub-Group	How often have they presented to teams in the last year?	AC	05/03/2018			
A0230	Vulnerability Sub-Group	How does the company select training providers e.g. the Samaritans?	SG/AC	05/03/2018		Yes	The Company selects its training providers by subject matter experts based on need. E.g Age UK and Samaritans.
A0231	Vulnerability Sub-Group	SEW to add Twitter and other social media platforms to the list of contact points for journey mapping.	AC	05/03/2018			
A0232	Vulnerability Sub-Group	SEW to re-circulate the list of questions asked to customer during the telephone interviews carried out by CAG consultants.	AC	05/03/2018			