

## PR19 Customer Challenge Group

**Meeting number:** 7

**Meeting Date:** 7<sup>th</sup> March 2018

**Paper No:** 3

**Agenda No:** 6

**Title:** Board engagement programme

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**Printing:** This document does contain graphs or pictures and therefore does require you to print in colour. If you need a printout please let Nikki know.

<b>What is this paper about:</b>	The paper outlines the Board Engagement Programme that has been developed.
<b>What is the context of this paper:</b>	Following the Board Customer Research Workshop in October 2017, the Board requested that an Engagement Programme was established so they could get a deeper level of insight into our engagement activities.
<b>Action needed from the CCG:</b>	This paper is for information. Comments are welcome.

## Board and Executive Engagement Programme - Details

Engagement opportunity	Details	Format	Source of Insight	Strategy / approach informed	Timescale/Date	Communications	How to get involved
<b>Dates confirmed</b>							
<b>Back to the Floor</b>	1-2 hours with front line staff - customer services, field staff, customer care team, social media team	Various	Employees Customers	PR19 Business Planning Vulnerability Strategy BAU	Propose to run events pre/post Board meetings. See timeline and list for dates. Field visit dates available on request	Social Media Internal - Spout/Gurgle PPP report	Email: laura.rafferty@southeastwater.co.uk to request alternative dates and field visits
<b>In Your Shoes</b>	Experience what the customer experiences - Options to include: sheltered accommodation visit, support workers/agencies visit, meet customers who have contacted/complained, mystery shopper	Field based	Customers Employees Stakeholders	PR19 Business Planning Vulnerability Strategy BAU	See timeline and list for dates. Additional dates to be added as arranged. Field visit dates available on request	Social Media Internal - Spout/Gurgle PPP report	Email: laura.rafferty@southeastwater.co.uk to request alternative dates and field visits
<b>Open Days - SEW sites</b>	Customer Open Days at SEW treatment sites - Bewl, Arlington and Keleher	SEW site visits	Customers	PR19 Business Planning BAU	Ongoing throughout the year. See timeline and list for dates	Social Media Internal - Spout/Gurgle PPP report	Email: laura.rafferty@southeastwater.co.uk
<b>Staff Communications</b>	Paul Butlers staff communication presentations across SEW sites - Snodland, Farnborough and East Sussex	Presentation	Employees Executive	BAU	Every six months, timings and locations to be confirmed, see timeline and list for indicative dates	Social Media Internal - Spout/Gurgle PPP report	Email: laura.rafferty@southeastwater.co.uk
<b>Customer Challenge Group</b>	Attend Customer Challenge Group, Engagement Sub-Group, Vulnerability Sub-Group meetings	Meeting	Stakeholders	PR19 Business Planning BAU	Monthly. See timeline and list for dates	Social Media Internal - Spout/Gurgle PPP report	Email: laura.rafferty@southeastwater.co.uk
<b>Vulnerability - co-creation workshops</b>	Involvement in co-creation workshops with stakeholders to help develop and co-create the Vulnerability Strategy	Workshop	Stakeholders	Vulnerability Strategy BAU	Jan 2018 - March 2018	Social Media Internal - Spout/Gurgle PPP report	Email: laura.rafferty@southeastwater.co.uk
<b>Drop Ins sessions</b>	Draft Water Resource Management Plan (WRMP) and Customer Metering Programme (CMP) drop in sessions for customers to talk to SEW staff about the plans in local areas	Drop -In	Customers Employees	Water Resource Management Plan 2019 Customer Metering Programme	Ongoing throughout the year. See timeline and list for dates	Social Media Internal - Spout/Gurgle PPP report	Email: laura.rafferty@southeastwater.co.uk
<b>Know How Awards</b>	SEW pilot awards programme with key stage 3 students. Opportunity to attend the awards ceremony to judge the submissions (limit of one Board member due to event capacity)	Ceremony	Future Customers	Brand awareness STEM	April 2018	Social Media Internal - Spout/Gurgle PPP report School/STEM Literature	Email: laura.rafferty@southeastwater.co.uk
<b>Fishing 4 Schools</b>	Event at Arlington with school children	Event	Future Customers	Brand awareness	April 2018	Social Media Internal - Spout/Gurgle PPP report School Literature	Email: laura.rafferty@southeastwater.co.uk
<b>Customer Challenge Group - Research Methodology Sub-Group (Snodland 1.30pm-4pm)</b>	Involvement in societal impact workshops with stakeholders, customers and employees	Workshop	Stakeholders Customers Employees	PR19 Business Planning BAU	Jan 2018 - March 2018	Social Media Internal - Spout/Gurgle PPP report	Email: laura.rafferty@southeastwater.co.uk
<b>Dates to be advised</b>							
<b>Research Focus Groups</b>	Attendance at focus groups - 'behind the scenes' as a participant at the end of the session	Focus Groups	Customers	PR19 Business Planning BAU	Jan 2018 - March 2018	Social Media Internal - Spout/Gurgle PPP report	Dates to be confirmed. Email: laura.rafferty@southeastwater.co.uk
<b>Drop Ins - Capital scheme</b>	Attend capital scheme drop in session	Field based	Customers Employees	PR19 Business Planning BAU Capital Programme	Ongoing throughout the year	Social Media Internal - Spout/Gurgle PPP report	Dates to be confirmed. Email: laura.rafferty@southeastwater.co.uk
<b>Drop Ins - Metering</b>	Attend metering drop in session	Field based	Customers Employees	PR19 Business Planning BAU	Ongoing throughout the year	Social Media Internal - Spout/Gurgle PPP report	Dates to be confirmed. Email: laura.rafferty@southeastwater.co.uk
<b>In development</b>							
<b>Stakeholder strategic relationships</b>	Executive level relationships to discuss and tackle key strategic issues and improve partnership working	Meeting	Stakeholders	Vulnerability Strategy PR19 Business Planning Engagement Strategy BAU	From March 2018	Social Media Gurgle PPP report	Activity and dates to be confirmed. Email: laura.rafferty@southeastwater.co.uk

## Board and Executive Engagement Programme - Dates

Timeline	New	Subject	Key events	Dates	Sign ups
Back to the Floor - Customer Services - Complaints & 5/5 (From 3pm)		Customer Service		24 January 2018	Chris Girling Emma Gilthorpe Nick Salmon
Back to the Floor - Social Media Desk (From 3pm)		Customer Service		24 January 2018	Chris Girling Emma Gilthorpe Nick Salmon
Back to the Floor - Customer Care team - Difficulty to Pay (From 3pm)		Vulnerability		24 January 2018	Chris Girling Emma Gilthorpe Nick Salmon
Customer Challenge Group - Vulnerability Sub-Group meeting (Snodland 10am-12.30pm)		Vulnerability		30 January 2018	Anne-Noëlle Le Gal
Customer Challenge Group - Research Methodology Sub-Group (Snodland 1.30pm-4pm)		PR19		30 January 2018	Cancelled
Customer Challenge Group (London 11am - 4.30pm)		PR19		07 February 2018	John Barnes
In Your Shoes - Vulnerable customers - Hailsham Children Centre (Hailsham 10-1pm)		Vulnerability		13 February 2018	
In Your Shoes - Involve Kent - Older People Forum (Maidstone 10am-2pm)		Vulnerability		20 February 2018	Marissa Szczepaniak
Customer Challenge Group - Vulnerability Sub-Group meeting (Snodland 10am-12.30pm)		Vulnerability		<del>28th Feb 2018</del> 5th March 2018	Anne-Noëlle Le Gal
Customer Challenge Group - Research Methodology Sub-Group (Snodland 1.30pm-4pm)		PR19		<del>28th Feb 2018</del> 5th March 2018	
CMP Drop In (Seaford 11am - 2pm)		General		01 March 2018	
Customer Challenge Group (Snodland 10am - 4pm)		PR19	✓	07 March 2018	Nick Salmon
Back to the Floor - Customer Services - Complaints & 5/5 (From 2.30pm)		Customer Service		08 March 2018	Marissa Szczepaniak Oliver Schubert
Back to the Floor - Social Media Desk (From 2.30pm)		Customer Service		08 March 2018	Marissa Szczepaniak Oliver Schubert
Back to the Floor - Customer Care team - Difficulty to Pay (From 2.30pm)		Vulnerability		08 March 2018	Marissa Szczepaniak Oliver Schubert
Vulnerability Strategy Co-creation - Stakeholder Workshop ( 1 of 3) (Basingstoke 9am - 5pm)		Vulnerability	✓	13 March 2018	
Vulnerability Strategy Co-creation - Stakeholder Workshop ( 2 of 3) (Maidstone, 9am - 5pm)		Vulnerability	✓	14 March 2018	Andrew Farmer
Vulnerability Strategy Co-creation - Stakeholder Workshop ( 3 of 3) (Eastbourne, 9am - 5pm)		Vulnerability	✓	15 March 2018	
dWRMP19 Arlington Public Exhibition (Polegate, 12pm - 8pm)	←	WRMP		19 March 2018	
dWRMP19 Aylesford Public Exhibition (12pm - 8pm)	←	WRMP		20 March 2018	
dWRMP19 Tyler Hill Public Exhibition (2.30pm to 8pm)	←	WRMP		<del>12th Mar 18</del> 23rd April 2018	
Customer Challenge Group - Vulnerability Sub-Group meeting (Snodland 10am-12.30pm)		Vulnerability		27 March 2018	Anne-Noëlle Le Gal
Customer Challenge Group - Research Methodology Sub-Group (Snodland 1.30pm-4pm)		PR19		27 March 2018	
In Your Shoes - Uckfield Fire Station safety day (10am - 1pm)		Vulnerability		03 April 2018	Danielle Zhu
Customer Challenge Group (London 11am - 4.30pm)		PR19	✓	04 April 2018	
Open Day - Bewl Water Treatment Works		General		07 April 2018	
Open Day - Arlington Water Treatment Works		General		21 April 2018	
dWRMP19 Broad Oak Public Exhibition (Canterbury, 12pm - 8pm)	←	WRMP		<del>20th Mar 18</del> 24th April 2018	
dWRMP19 Sturry Public Exhibition (12.30pm - 8pm)	←	WRMP		<del>20th Mar 18</del> 26th April 2018	
Customer Challenge Group - Vulnerability Sub-Group meeting (Snodland 10am-12.30pm)		Vulnerability		25 April 2018	Anne-Noëlle Le Gal
Customer Challenge Group - Research Methodology Sub-Group (Snodland 1.30pm-4pm)		PR19		25 April 2018	
Fishing 4 Schools (Arlington Reservoir)		General		25 April 2018	
Know H <sub>2</sub> ow Awards (East Malling, 10am - 2pm)		General	✓	26 April 2018	
Responsible Business Workshop (details tbc)	←	PR19	✓	<del>6th Mar 18</del> 28th March 2018	
Customer Challenge Group (Snodland 10am - 4pm)		PR19	✓	02 May 2018	
Back to the Floor - Customer Technical Centre (Post Board meeting 2.30pm or 3.30pm)		Customer Service		03 May 2018	
Open Day - Keleher Water Treatment Works (Bray)		General		12 May 2018	
Customer Challenge Group - Vulnerability Sub-Group meeting (Snodland 10am-12.30pm)		Vulnerability		30 May 2018	Anne-Noëlle Le Gal
Customer Challenge Group - Research Methodology Sub-Group (Snodland 1.30pm-4pm)		PR19		30 May 2018	
Customer Challenge Group (London 11am - 4.30pm)		PR19	✓	06 June 2018	
Staff Communications (w/c 11th June - locations tbc)		General		11 June 2018	Oliver Schubert
Customer Challenge Group - Vulnerability Sub-Group meeting (Snodland 10am-12.30pm)		Vulnerability		26 June 2018	Anne-Noëlle Le Gal
Customer Challenge Group - Research Methodology Sub-Group (Snodland 1.30pm-4pm)		PR19		26 June 2018	
Customer Challenge Group (Snodland 10am - 4pm)		PR19	✓	04 July 2018	

### Key to subject colour code:

New and / or key event	
Vulnerability	
PR19	
General or Customer Service	
WRMP	