

Appendix 1.1.Q – Stakeholder survey with advice agencies

Wessex Water

September 2018

Business plan section	Supporting document
Board vision and executive summary	
1 Engaging customers	1.1 Summary of research findings
	1.2 Communications strategy
	1.3 Customer participation and behavioural engagement strategy
2 Addressing affordability and vulnerability	
3 Delivering outcomes for customers	
4 Securing long term resilience	
5 Markets & innovation: wholesale	
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1) Introduction

We seek detailed feedback from each of our funded partners through the year as part of our 1-2-1 engagement visits.

In addition, we ran an online survey through January 2018 with both funded and non-funded partners to seek feedback on:

1. Value and effectiveness of our partnerships
2. Support for customers in vulnerable circumstances (both financial and non-financial)
3. Ideas for improvement to our partnerships and customer offering.

We followed this up with a set of stakeholder workshops in February 2018, which explored the results of the survey in more detail.

2) Partner survey

Methodology

The survey was administered using our Qualtrics survey tool and was sent to 44 partner agencies, both funded and non-funded. We received a total of 27 responses, a rate of 61%.

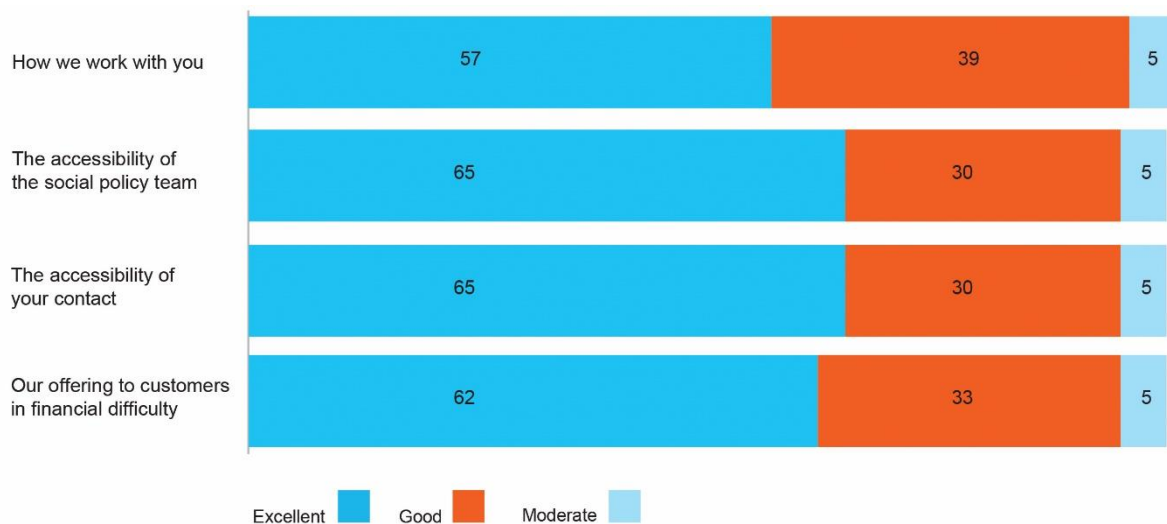
Overview

The survey was overwhelmingly positive with on average 95% of our partners happy with the way we work with them including accessibility of our staff and our offering for customers. The results can be found below along with direct quotes received from partners in answer to questions asked.

We presented the findings of our survey at our annual workshops with the advice agencies in February 2018 and ran workshop sessions to help us co-create our strategy for customers in vulnerable circumstances, Every Customer Matters.

Key findings

1) Rating for the value and effectiveness of our partnerships



2) Benefits from working with us

- *“We benefit from resources, support, training, networking and good partnership”*
- *“A better service to our clients”*
- *“Funding of our work”*
- *“Quick resolutions for our clients”*

3) Rating for the training we provide

50% said the training was excellent and 50% said good.

4) Overall support we offer for those customers in vulnerable circumstances

78% of respondents were aware of our Priority Services scheme and the support we offer to customers in vulnerable circumstances.

5) Ideas to improve support for those in financial vulnerability

- *“Improved communications with customers going through a DRO”*
- *“Consider applying restart for those not currently paying their bill, instead of keeping application on hold”*
- *“More help for customers who pay their water as part of a service charge”*
- *“Target those in debt from details from your accounts department, actively offering them a referral”*
- *“Discretion of staff to make decisions based on client’s individual circumstances”*

6) Ideas to improve our Priority Services scheme?

- *“Send out this information to all new customers”*
- *“Improved links with energy companies, more people know about this”*
- *“Look into individual circumstances more”*
- *“Proactively target those who would be relevant for the PSR”*

7) Ideas to improve the way we work together

- *“Prefer to have contact from social policy if an application refusal is being considered”*
- *“Wessex Water website is very gloomy and foreboding looking”*
- *“Collect the application data for us”*
- *“Improve the design of the TAP form”*

3) Stakeholder workshops

As part of our annual meeting with our partners to share and learn, we took the opportunity to explore the findings of the survey in more detail and have workshop discussions on a number of themes including:

- How do we raise awareness of our Priority Services scheme?
- How do we better identify those who are at risk of financial difficulty?

Members of the Wessex Water Partnership attended the sessions.

Feedback from partner workshops

Priority Services

- Add a Priority Services sign up box on the social tariff application form for agencies to tick and add shortened version of Priority Services application to the Pension Credit application form
- Insert case studies of how Priority Services has helped in our materials and on our website
- Develop an online form from the main page of our website
- Further work with Housing Associations to widen information in their tenant packs
- Copies of Priority Services booklets and a crib sheet (NEW) explaining what it is for all partners
- Expansion ideas for circulation of booklets and/or awareness training to variety of local organisations including other local charities, foodbanks, health centres, Red Cross, half-way houses, cottage hospitals, day care centres, motability centres, GPs
- Automatic approach e.g. following receipt of a WaterSure Plus application and it appears they may be eligible
- Work more closely with councils to target blue badge holders
- Provide further information in existing materials/ channels – such as messages on our vans
- Explore more tailoring of our overall approach to debt recovery if the customer in on the Priority Services
- Various promotional ideas – social media forums, radio, parish magazines, printed food bags for food banks, sheltered housing, pension advisors

Identifying those at risk of financial difficulty

- Look at better targeting for those on Universal Credit
- Working with local authorities to target using other data such as free school meals and bedroom tax
- Can local agencies build links with Housing Associations on our behalf, or encourage councils to refer to funded advice agencies to ensure the quality of applications?
- Issues with DROs for some agencies but not others, can we provide a process diagram we can send out to those who don't understand.

- Identify obvious customer behaviours that may indicate some financial difficulty and set up supportive rules around that - missed Direct Debit
- Add sense check (emojis) to bill around financial difficulty
- Develop additional advertising routes to raise awareness e.g. Mumsnet, health visitors, midwives
- Consider introducing a Wessex Water roadshow bus or develop current community vehicle.

4) Use of the research

All suggestions and ideas from both elements of this research have fed directly into our strategy for customers in vulnerable circumstances, Every Customer Matters. These include improving communication, growing promotional activities, increasing diversity of partners and improving the application process.

Wessex Water partners survey - funded

Start of Block: intro

Thank you for taking part in this survey, it should take you no longer than five minutes to complete. We want to hear your views on our partnership work – both what we do well and how we can improve. We'll use your feedback to help develop our partnership and customer support further.

End of Block: intro

Start of Block: Section 1

We value our partnership and want to make sure it is as good as it can be. Thinking about our meetings, are you happy with how often we meet?

- Yes, this is about right
 - No, I'd like more frequent meetings
 - No, I'd like less frequent meetings
-

What is your preferred method of communication?

- Face to face
 - Email
 - Telephone
 - Other
-

Please specify what your preferred method of communication is.

We will soon be launching our new Partner Hub which we hope will improve our two-way engagement with you.

The Hub will give you easy access to our promotional and training materials, provide news updates as well as information on all of our support schemes and how to apply. You'll even be able to contact us about events that you'd like us to support.

Is there anything else you would like to see on the site?

End of Block: Section 1

Start of Block: Section 2

How do you rate the following?

	Excellent	Good	Moderate	Poor	Very poor
The training we provide your staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The resources we provide e.g. posters, flyers, leaflets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accessibility of your point of contact at Wessex Water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The accessibility of the social policy team who administer your applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of referral of your clients to our schemes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please let us know what areas we could improve.

What benefits do you gain from working in partnership with us?

End of Block: Section 2

Start of Block: Section 3

Do you have any comments on the reporting that we ask from you?

Our funding model is based on the number of referrals you make to us each year. The more you do the more funding you receive.

Do you think that this is fair?

- Yes
 - No
 - Unsure
-

Are there any changes to the funding model that you would like to suggest?

End of Block: Section 3

Start of Block: Section 4

Overall, how satisfied are you with the way we work with you?

- Very satisfied
- Satisfied
- Neither
- Dissatisfied
- Very dissatisfied

Why have you given us this rating?

How do you think we could improve the way we work with you?

End of Block: Section 4

Start of Block: Section 5

We'd now like your views on the support we provide our customers who are your clients. For those in financial difficulty we offer a range of schemes and low rate tariffs to help customers afford their ongoing water charges and repay their debt. You may have heard of Assist, Pension Credit Discount and Restart amongst others.

How do you rate our offering to customers in financial difficulty?

- Excellent
- Good
- Moderate
- Poor
- Very poor

How could we do more for customers in financial difficulty?

What could we do better for customers in financial difficulty?

End of Block: Section 5

Start of Block: Section 6

Turning now to wider support, are you aware of our Priority Services scheme for customers in vulnerable circumstances

- Yes
 - No
 - Unsure
-

You can find out more about our Priority Services scheme using the link above.

In summary we offer: - Extra assistance in the event of water supply interruptions. - Bills and leaflets in braille, large print or a language other than English. - A security password system to protect against bogus callers. - Help with reading a meter.

How do you rate our Priority Services scheme for our customers in vulnerable circumstances?

- Excellent
- Good
- Moderate
- Poor
- Very poor



How could we improve our scheme?

End of Block: Section 6

Start of Block: Section 7

This survey is anonymous, but it would help us to know a bit more about your organisation.

How many people work for your organisation including paid and volunteer staff?

- 0 - 4 people
- 5 - 9 people
- 10 - 19 people
- 20 - 49 people
- 50 - 99 people
- More than 100 people
- Prefer not to say

End of Block: Section 7

Start of Block: Section 8

What type of funding do you receive from us?

Please select as many as apply.

- Debt advice funding
- Hard to reach funding
- Money Matters funding
- Other

What other type of funding do you receive from us?

End of Block: Section 8

Wessex Water partners survey - non-funded

Start of Block: intro

Thank you for taking part in this survey, it should take you no longer than five minutes to complete. We want to hear your views on our partnership work – both what we do well and how we can improve. We'll use your feedback to help develop our partnership and customer support further.

End of Block: intro

Start of Block: Section 1

We value our partnerships and want to make sure they are as good as they can be.

Thinking about communication, how do you prefer to keep in touch with us?

Face to face

Email

Telephone

At events

Other

Please specify how you would prefer to liaise with us.

We will soon be launching our new Partner Hub which we hope will improve our two-way engagement with our current and future partners. The Hub will give you easy access to our promotional and training materials, provide news updates as well as information on all of our support schemes and how to apply. You'll even be able to contact us about events that you'd like us to support. Is there anything else you would like to see on the site?

End of Block: Section 1

Start of Block: Section 2

Wessex Water works with partners in a number of ways including supporting mailshots, attending events, providing bespoke literature, providing training on our services.

We may have worked with you in one or more of these ways.

Please list the ways in which we have worked with you:

Overall, how satisfied are you with the way we work with you?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Why have you given us this rating?

How do you think we could improve the way we work with you?

End of Block: Section 2

Start of Block: Section 3

We'd now like your views on the support we provide our customers who are your clients. For those in financial difficulty we offer a range of schemes and low rate tariffs to help customers afford their ongoing water charges and repay their debt. You may have heard of Assist, Pension Credit Discount and Restart amongst others.

Were you aware of the range of support we offer customers in financial difficulty?

- Yes
 - No
 - Unsure
-

How do you rate our offering to customers in financial difficulty?

- Excellent
 - Good
 - Moderate
 - Poor
 - Very poor
-

How could we do more for customers in financial difficulty?

What could we do better for customers in financial difficulty?

End of Block: Section 3

Start of Block: Section 6

Turning now to wider support, are you aware of our Priority Services scheme for customers in vulnerable circumstances?

- Yes
 - No
 - Unsure
-

You can find details of our Priority Services scheme using the link above.
In summary we offer: - Extra assistance in the event of water supply interruptions.- Bills and leaflets in braille, large print or a language other than English.- A security password system to protect against bogus callers.- Help with reading a meter.

How do you rate our Priority Services scheme for our customers in vulnerable circumstances?

- Excellent
 - Good
 - Moderate
 - Poor
 - Very poor
 - Don't know
-

How could we improve our scheme?

End of Block: Section 6

Start of Block: Section 7

This survey is anonymous, but it would help us to know a bit more about your organisation.

How many people work for you organisation?

- 0 - 4 people
- 5 - 9 people
- 10 - 19 people
- 20 - 49 people
- 50 - 99 people
- More than 100 people
- Prefer not to say

End of Block: Section 7
