

Helping customers that need extra support

Our Customer Vulnerability Strategy

Appendix A



from
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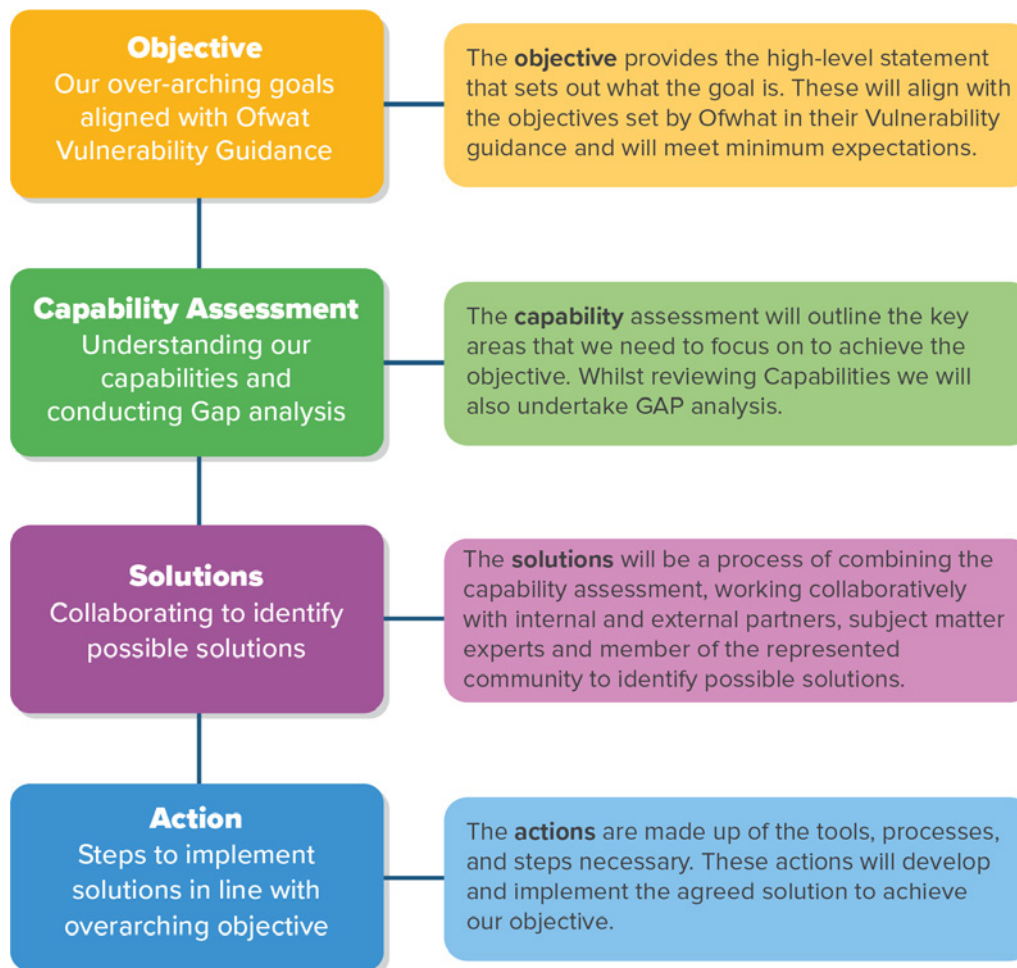


The Four Strands

Our approach to achieving the objectives outlined in our Vulnerability Strategy combines a strategic framework with practical tools and methodologies.

At the core of our strategy are the four key strands that provide a structured foundation.

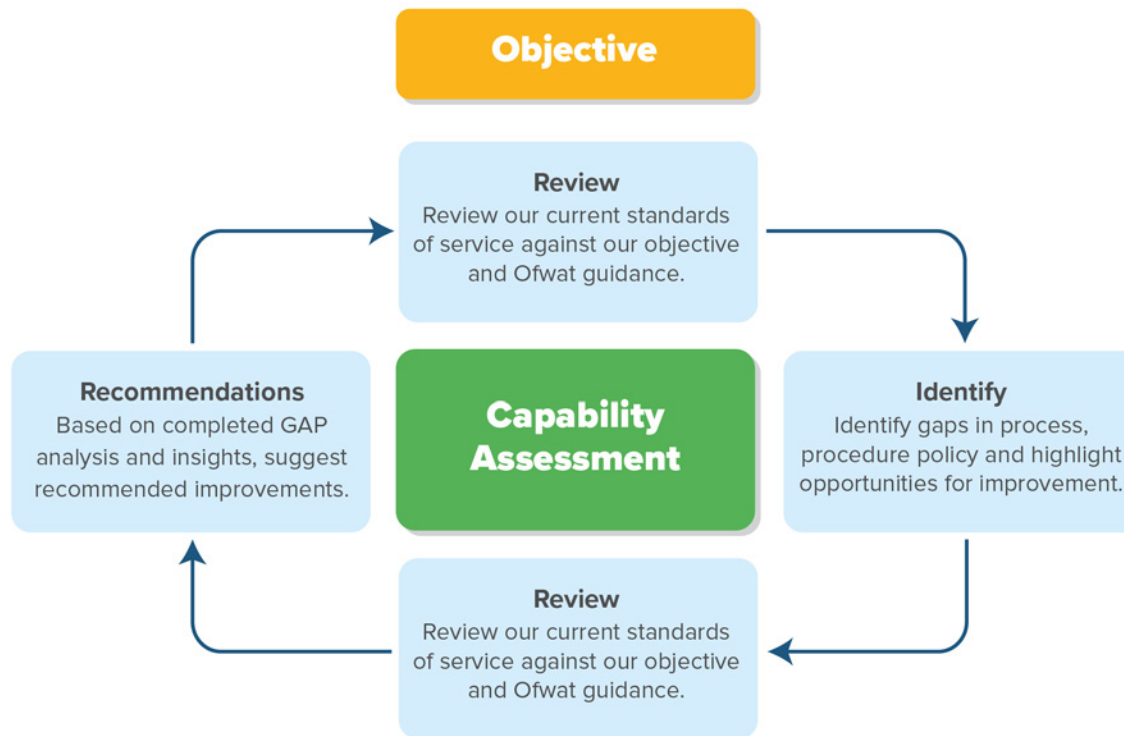
Integral to this approach is the use of bespoke Capability, Solution, and Action Tools. These tools ensure a uniformed and consistent approach across all stages, enabling the effective identification of process gaps along with the determination of appropriate solutions and improvements.



Objective

To achieve our objective, it is important that what we develop will deliver the best outcomes in the most cost-efficient manner whilst promoting the best service for our customers.

The Capability assessment tool ensures that the work we will undertake will be beneficial to our objective, and include the voice of subject matter experts, our community, and key internal and external stakeholders.



Solutions

The solutions will be identified through a process combining the capability assessment, working collaboratively with internal and external partners, subject matter experts and member of the represented community to identify workable solutions.

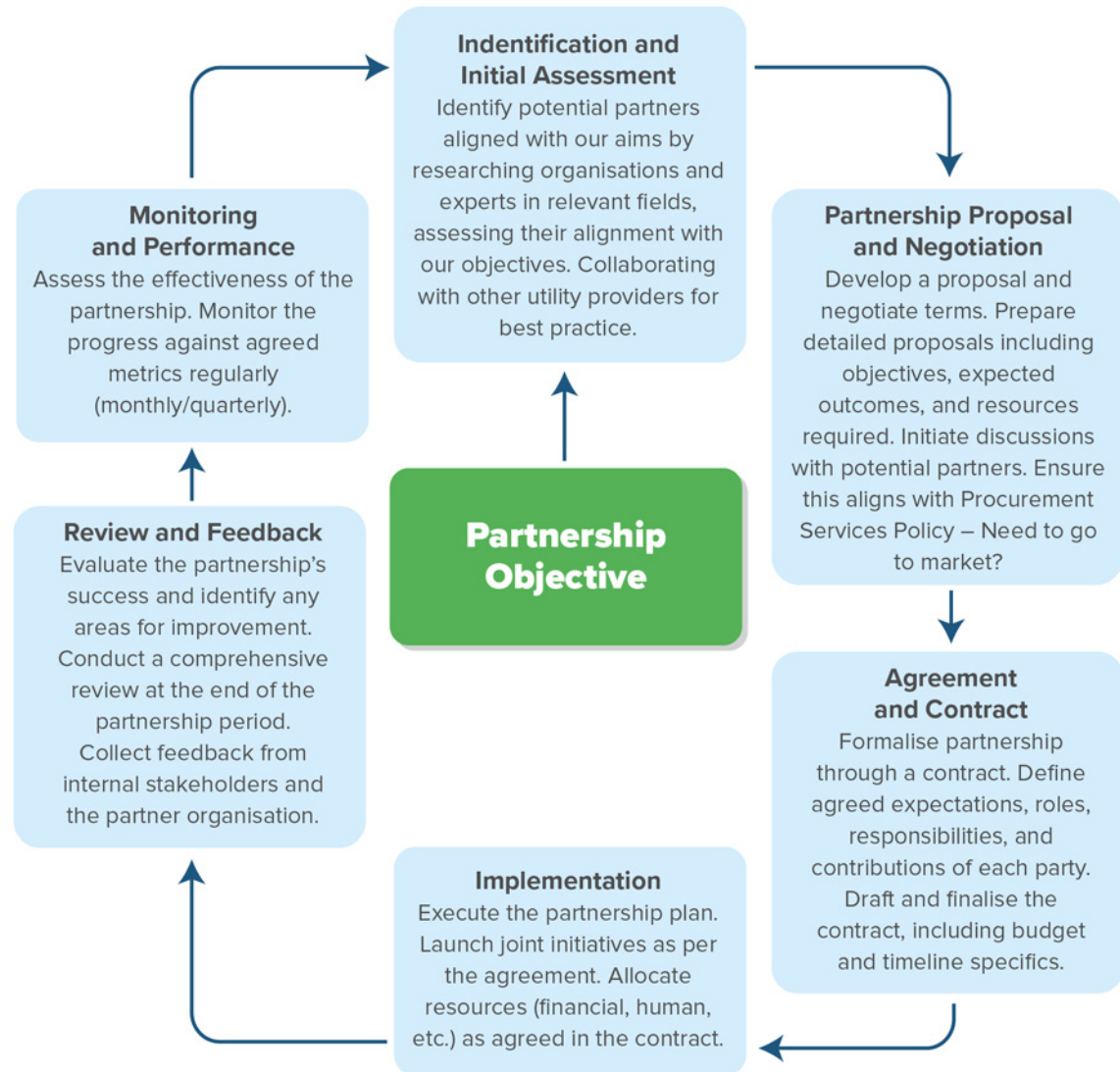
The Solutions tool will also be supported and aligned with our Partnership and engagement Strategy (Appendix B) ensuring that any partnership work we agree to is focused and delivers on key objectives that support and benefit our vulnerable customers.



Partnership Objective

We acknowledge and accept that we are sometimes unable to deliver outputs internally, so we form partnerships depending on the type of outcomes required.

The **Partnership and engagement Strategy** describes how our partnerships with third parties serve the wants and needs of vulnerable customers when we are not best placed to deliver a service. It provides a **Partnership Process tool** to identify, select, monitor, and evaluate potential partnerships ensuring we collaborate with the best organisations to deliver the best outcomes.



Actions

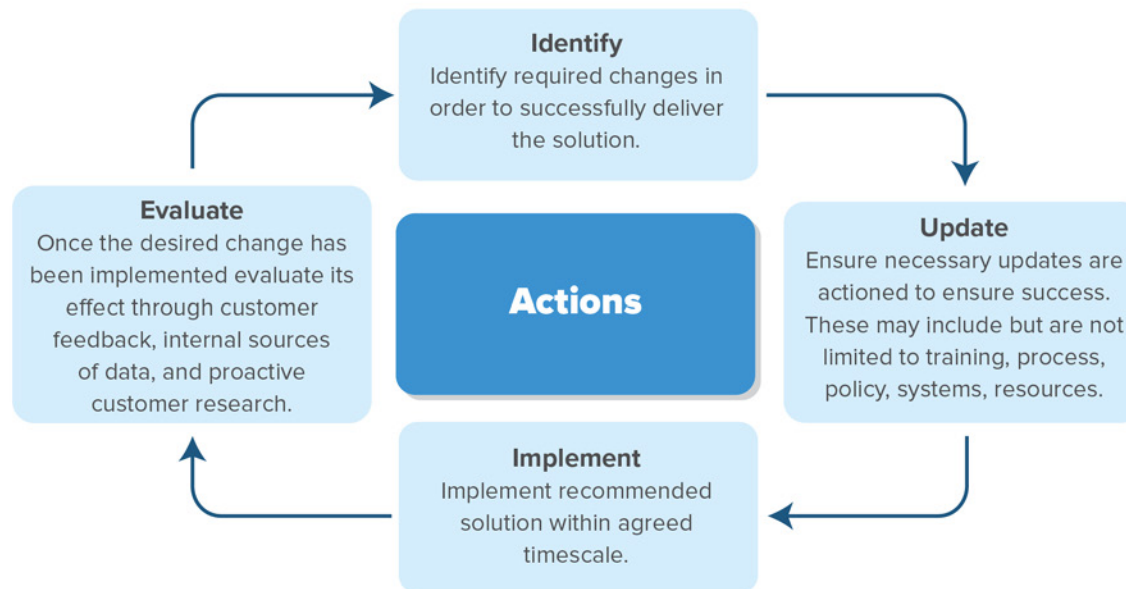
Once we have utilised the Solutions tool and engaged with partners (if required) the identified solutions are then transferred to our Action tool, enabling us to plot out a Plan for our agreed solution.

Following the identification of necessary improvements, these will be systematically plotted on our Objective Solutions Matrix. This matrix is a critical tool that aids in recording and monitoring improvements, ensuring a clear and structured overview.

To effectively prioritise these initiatives, we will employ the RAG (Red, Amber, Green) rating system, assessing each solution based on its implementation times, associated costs, and expected impact. This tool classifies initiatives into long-term (RED), medium-term (AMBER), and short-term (GREEN) categories, allowing for efficient prioritisation and resource allocation required.

Crucial to the execution and success of each initiative is the assignment of specific owners. This ensures accountability and focuses monitoring, facilitating a robust assessment of progress.

Through this comprehensive approach, blending strategic planning with practical execution, we are set to robustly meet our Vulnerability Strategy objectives, thereby enhancing the overall resilience and efficiency of our operations.





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The Southern Water logo graphic consists of three stylized, wavy lines that resemble water waves, positioned to the right of the word 'Water'.