

You can write to us at:

Scottish Water

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Alternative formats of this leaflet can be made available free of charge. Textphone users please call **0845 603 8855**. For information on Braille, large print, audio tapes and a variety of languages, please call **0845 606 8855**.

We record all calls for quality and training purposes.



consultation code

For more information on Scottish Water, call our Customer Helpline on **0845 601 8855** or visit our website at:

www.scottishwater.co.uk

welcome to the Scottish Water consultation code

Scottish Water provides water and waste water services throughout Scotland. We are owned by and responsible to the Scottish Parliament and the people of Scotland.

It is our ambition that our business develops in such a way that we are able to demonstrate we have moved customers to the forefront of our decision-making processes.

How we consult with our customers and use the responses to develop more informed decisions will play a key part in realising that ambition. That consultation process will help demonstrate that we are determined to involve customers and operate in an open manner.

This Consultation Code is intended to provide a framework for our consultation, giving clarity to customers and our employees on how we will consult on our activities. The Code follows Cabinet Office guidelines and was developed in consultation with the five Water Customer Consultation Panels. In addition the Code fulfils our obligations under Section 28 of the Water Industry (Scotland) Act 2002*.

Although this Consultation Code complies with the relevant legislation and guidelines it is, first and foremost, our commitment to consulting the communities of Scotland.



*Water Industry (Scotland) Act 2002 Section 28 Consultation Code

- (1) Scottish Water must prepare and submit to the Scottish Ministers a code of practice (a "consultation code") making provision as to the consultation which it will carry out in relation to:
 - (a) proposals for, and
 - (b) the undertaking of, any significant activity in the exercise of its core functions.
- (2) The consultation code must, in particular, make provision:
 - (a) as to consultation with persons who live, work or carry on business in any area significantly affected by such an activity, or who represent the interests of such persons,
 - (b) as to the manner of such consultation, the information to be provided to consultees and the time to be allowed for consultees to express views,
 - (c) for Scottish Water to have regard to the views of the persons consulted in pursuance of the code, and may make different provision in relation to different cases or descriptions of case.

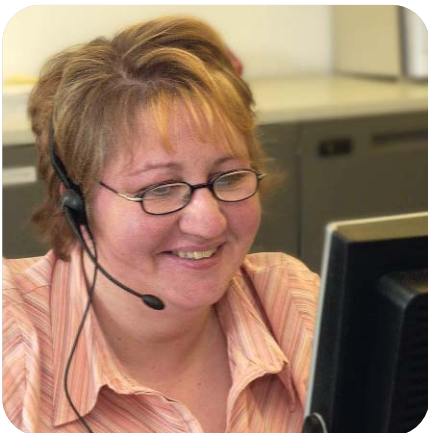
There is a key difference between communication and consultation, each is a two-way process and each helps to inform but only the latter can influence decision making.

the purpose of consultation

Scottish Water is determined to implement and develop its consultation processes to give customers the opportunity to be involved and influence decisions that impact the delivery of water and waste water services within the communities we seek to serve. Equally, we will ensure strong communication processes where there is not an opportunity to influence the decision making process (e.g. where we are required by legislation to carry out certain proscribed activities).

In summary there are 6 key reasons why we want to consult with our customers:

- To improve our decision making.
- To ensure that all concerned parties have the opportunity to have their say.
- To confirm the openness and accountability of our organisation.
- To ensure open dialogue.
- To listen and react to customers comments.
- To comply with legislation and guidelines.



scope of consultation

We will consult as widely as possible to be aware of the fullest spread of views from customers most likely to be affected by our work and from those with most to contribute.

Key groups will include:

- Local Councils
- Business Representative Groups
- Community Groups
- Special Interest Groups
- Individual Customers
- Industry Stakeholders.

We are committed to carrying out a full range of consultation exercises on various aspects of our operations including:

- Priorities for infrastructure development.
- Planning for all water mains and sewer works.
- Development of water and waste water treatment works.
- Major infrastructure projects.
- Impact of construction programmes.
- Scottish Water's operations as they affect economic development, local business interests, the local environment and the quality of life of residents.
- Opportunities for community investment and involvement.
- Standards of service and code of practice.
- Domestic and Business water and waste water charges schemes.



consultation criteria

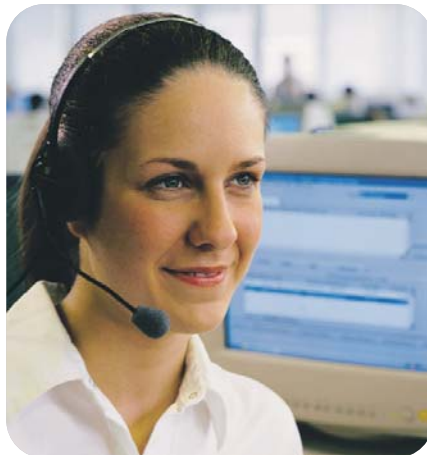
We will adopt the following:

- Consult throughout the process, allowing a minimum of twelve weeks for formal consultation - if exceptional circumstances mean that we cannot give twelve weeks, we will explain why.
- We will be clear about who will be affected, what questions are being asked, and the timescale for responses.
- We will ensure that our consultation is clear, concise and accessible - following the plain English guidelines and giving contact details of a Scottish Water employee responsible for that consultation exercise.
- We will give feedback regarding responses received and how the consultation process has influenced the final outcome - will always make responses publicly available unless respondents request they be kept confidential.
- We will monitor our effectiveness at consultation and report annually on progress.

consultation methods

We will consult using a range of appropriate good practice methods including:

- Written consultation exercises
- Opinion surveys
- Focus groups
- User panels
- Business & Community forums
- Information days
- Roadshows
- Website interactive facilities.



consultation summary

We have summarised the Code's processes in the following diagram.

