



BRISTOL
WATER



Future**Focus**Research
Innovation and Insight

Local Community Satisfaction Survey (LCS) Final Report

March 2023

Prepared by:
Future Focus Research

It's what we're made of.



Objectives and Methodology

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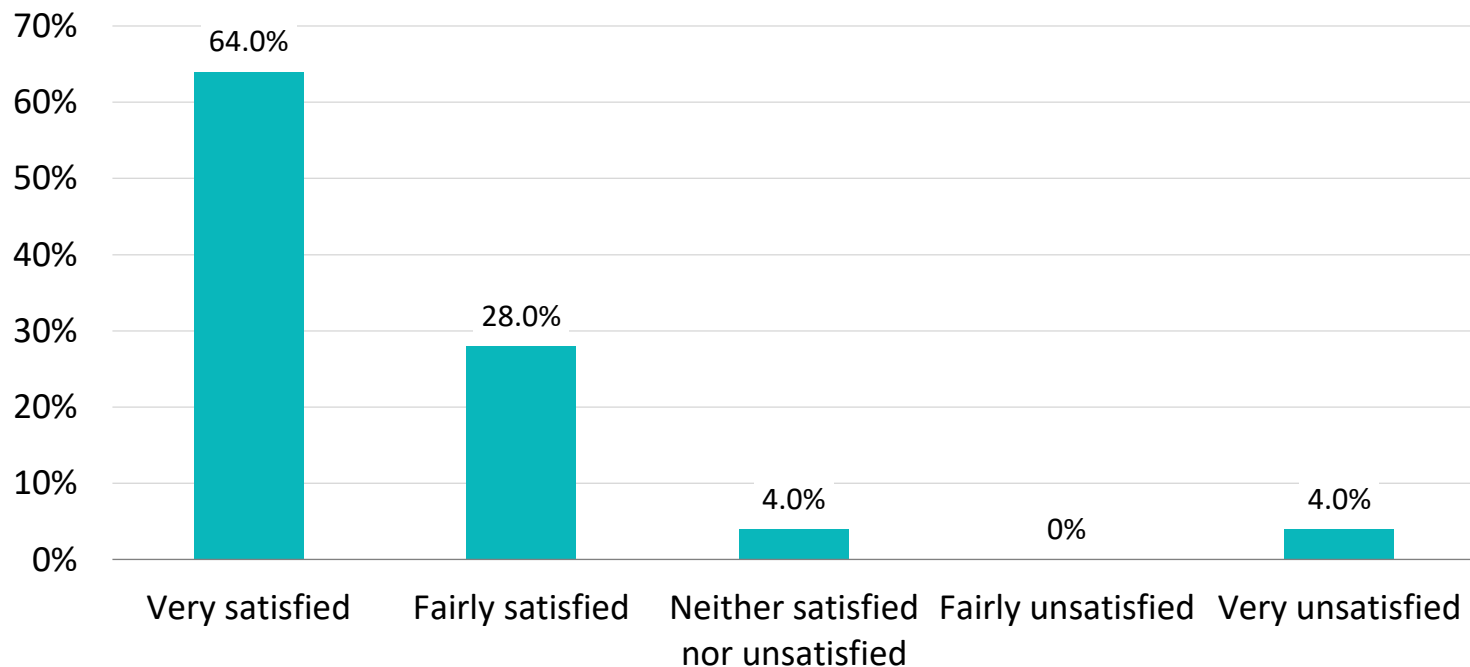
- The main objective of the survey was to understand the views of Bristol Water's Social Contract Stakeholders on how Bristol Water service local communities.
- An online survey was sent to 65 stakeholders from a list supplied by Bristol Water. The survey was sent by email and was personalised, so it mentioned the initiative name and the initiative contact within Bristol Water. 3 reminders were sent and we received 22 completed responses. We then started to contact the remaining 43 by telephone but had to use Google search to obtain a lot of the phone numbers. In a lot of cases we could never track down the individual responsible and had to leave messages with receptionists and work colleagues. However, we did manage to conduct a further 3 interviews over the telephone taking the grand total to 25 completed interviews. To improve on this number in future years we believe that greater contact details should be received at the onset of the initiative such as personal email addresses or mobile numbers.
- The findings from the research are presented in the following report, through charts showing the quantifiable answers and verbatim comments for the open-ended questions.



It's what we're made of.

Research Findings

How far do you agree that Bristol Water makes a positive contribution to the communities it serves? So, in terms of your satisfaction with Bristol Water's contribution, are you...?



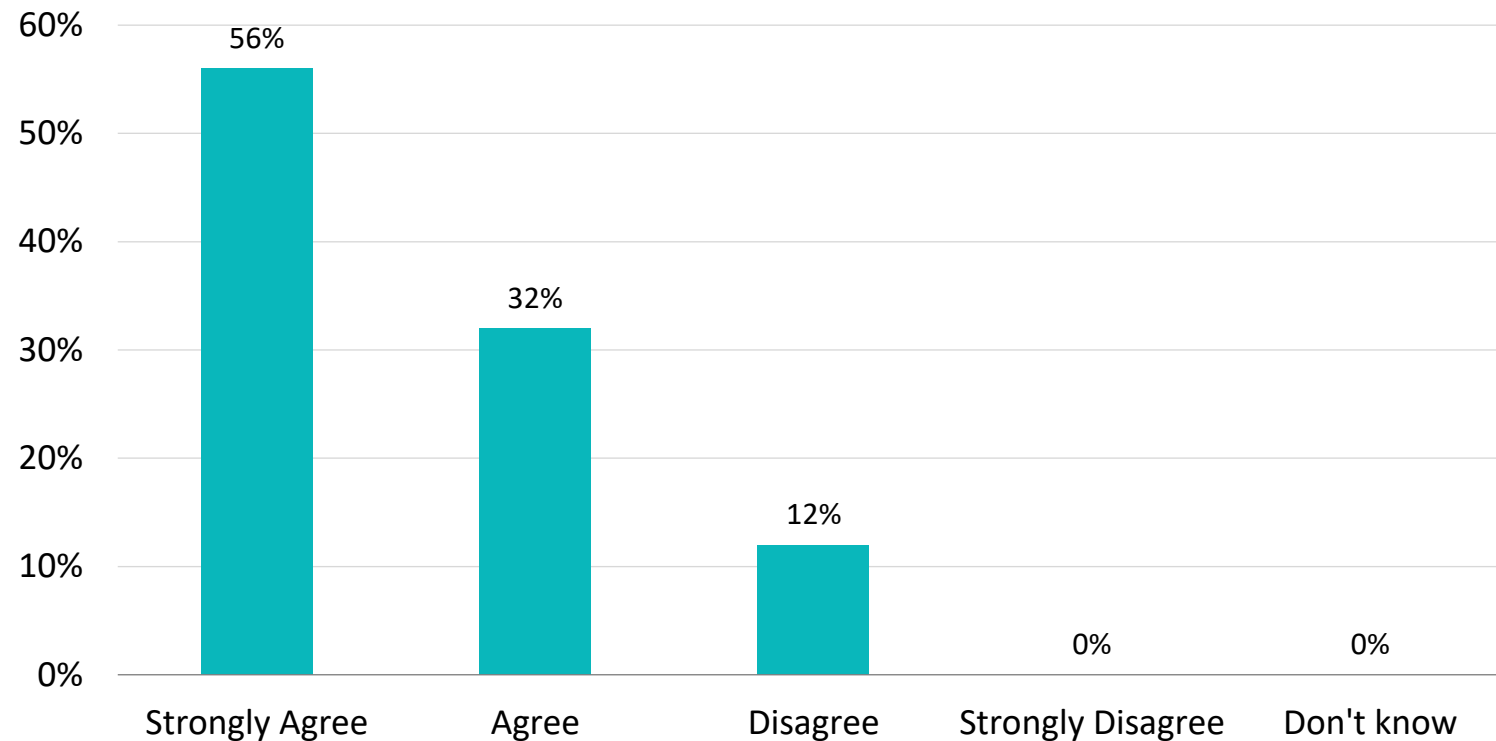
- 92.0% were satisfied (either very or fairly) that they agree that Bristol Water makes a positive contribution to the communities it serves
- Just 4.0% were unsatisfied.

How far do you agree that Bristol Water makes a positive contribution to the communities it serves? So, in terms of your satisfaction with Bristol Water's contribution, are you...?



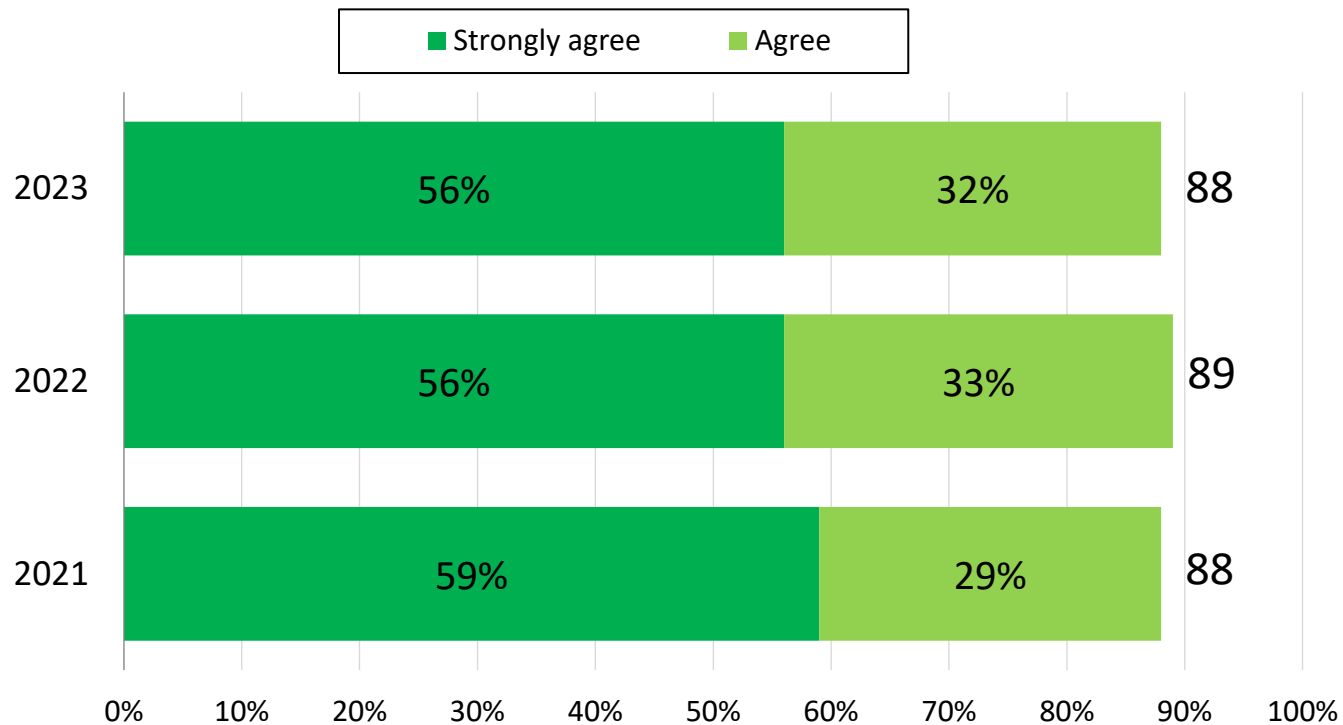
- 92.0% were satisfied (either very or fairly) that they agree that Bristol Water makes a positive contribution to the communities it serves. This was consistent with 2022 where 92.6% were satisfied.

Do you agree that there was a benefit to community and wellbeing through the partnership between your organisation and Bristol Water?



- 88% agreed that there was a benefit to community and wellbeing through the partnership.
- 12% disagreed

Do you agree that there was a benefit to community and wellbeing through the partnership between your organisation and Bristol Water?



- 88% agreed that there was a benefit to community and wellbeing through the partnership. This was consistent with previous years where 89% agreed in 2022, and 88% in 2021.

Please share any further feedback or suggestions you may have in relation to Bristol Water's work in the community.

The following quotes were provided by respondents:-

Positive:

- *Bristol Water actively seeks to collaborate and positively engage with others in order to generate the best outcomes for its customers and communities.*
- *Great social tariffs and good communication between Social Policy Team and free to client debt advice providers.*
- *Helen Gavin did an excellent job in our ReGen session explaining the role of Bristol Water and discussing water health, as well as answering questions from the public in an engaging and thoughtful way. We really appreciated her involvement and that of Bristol Water.*
- *It is clear that projects like Resource West contribute positively to Bristol Water's social license to operate, and its general profile in the community it serves.*
- *It was lovely to have Bristol Water staff visit us. A thoroughly enjoyable visit especially for the greyhounds. So enjoyable that we already have another day booked. Thank you.*
- *Its a pleasure working with Steph Martin and Jamie Angelinetta and the wider Bristol Water Team who bring so much to Crimestoppers work helping communities speak up, stop crime , stay safe and remain 100% anonymous .*
- *Installed a drinking water fountain in Frome. During covid the Fair Frome food bank was the only place open and only place with an outside tap for drinking water for homeless.*

Please share any further feedback or suggestions you may have in relation to Bristol Water's work in the community (continued)

The following quotes were provided by respondents:-

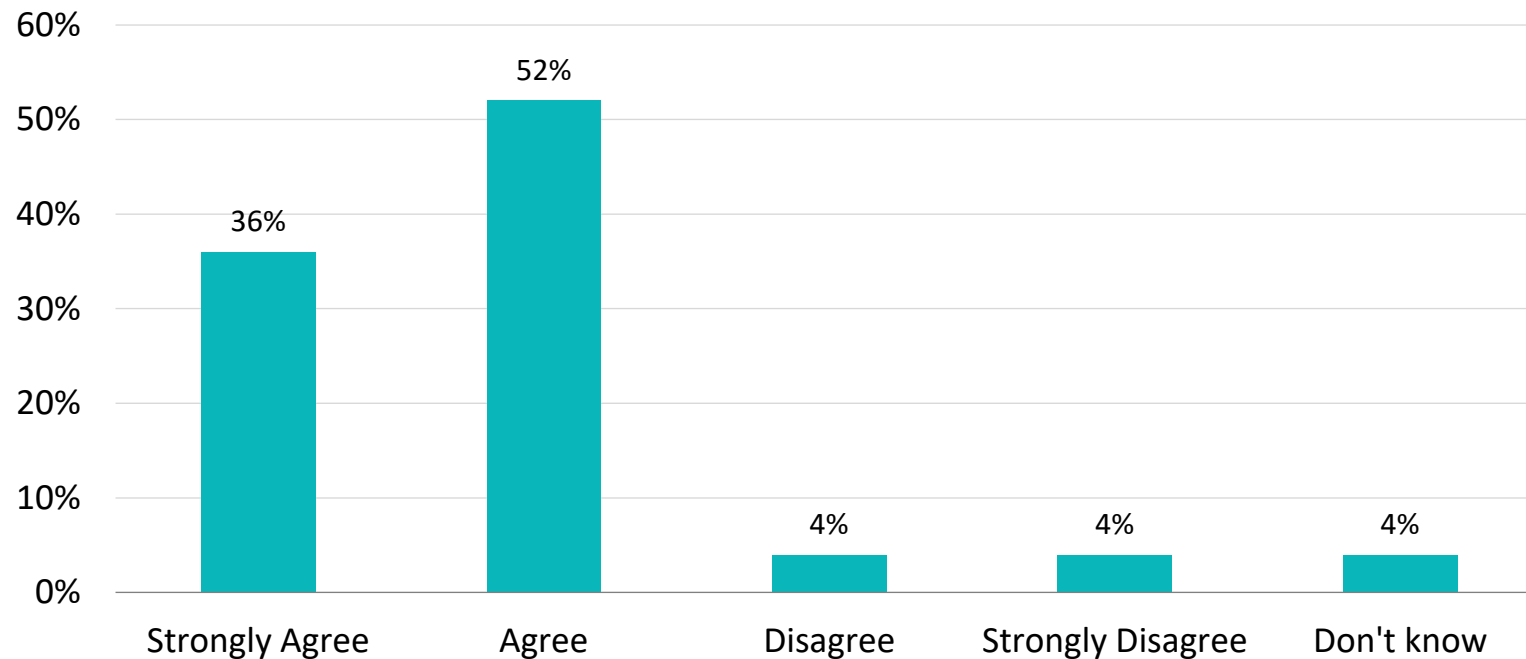
Positive (continued):

- *The opportunities for students to gain professional experience with Bristol Water have been planned and executed to an excellent standard.*
- *There is a good mix of project funding available to the communities. We have first hand experience of the value of this and its impact on the communities*

Suggestions for improvement:

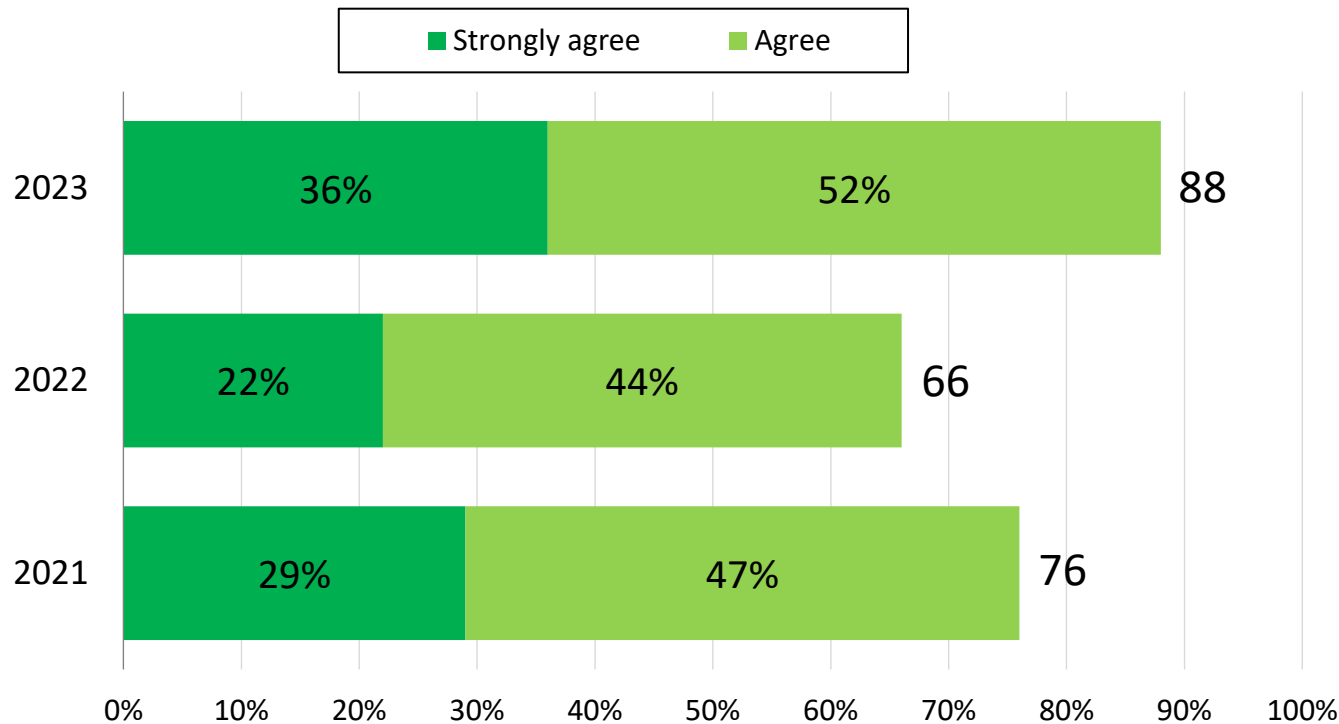
- *Bristol Water could raise awareness of the importance of water saving, rainwater collection and sustainable practices not just for Bristol Water customers but for UK water security. Could also do more to encourage biodiversity around reservoirs*
- *I don't think that Bristol Water really engaged in a serious way with our club. I could expand.*
- *I'm aware that Bristol Water support local charity work, it would be great to be able to access more funding and work together to help support the people and animals of Bristol and the surrounding areas.*
- *More messaging out to vulnerable clients, more leaflets with tips to save water.*
- *We have not yet been able to work together. No real interest from employees to commit to regular volunteering at the moment. If managers supported, promoted and encouraged employees volunteering more this would have a more significant impact on the local community.*

Based on the annual Social Contract Programme Report, to what extent do you agree that Bristol Water has prioritised the right balance of activities within its programme?



- 88% agreed that Bristol Water has prioritised the right balance of activities within its programme.
- 8% disagreed
- 4% did not read the report

Based on the annual Social Contract Programme Report, to what extent do you agree that Bristol Water has prioritised the right balance of activities within its programme?



- 88% agreed that Bristol Water has prioritised the right balance of activities within its programme. This was much higher than in 2022 where only 66% agreed.

Do you have any additional ideas of other social contract projects that Bristol Water could work with you on in the future?

68% (17 respondents) had additional ideas of other social contract projects.

These included:-

- *Cleaning up our waterways for wildlife - lakes, river, streams and canals in our area; as a local animal charity that takes in and cares for local wildlife (as well as pets) we see a lot of injuries locally, that are preventable - by keeping our water and surrounding outside spaces litter free (fishing nets/tackle etc is a particular problem). We work with many businesses in Bristol that are keen to support a way to work together to keep them clean for our local wildlife. This would also massively improve our outside spaces for people too. Good for people, good for animals, good for Bristol. I'm sure that Bristol Water must be well placed to either support or lead such a project, in Bristol and beyond?*
- *Coexist Community Kitchen.*
- *Community engagement events.*
- *Continuation of Resource West into a second stage that builds on results of first stage but now innovates with approach --e.g., via ChangePoints or similar methodologies. It is only in this way will innovation in water demand management be achieved.*
- *Further opportunities for students to gain professional experience with Bristol Water.*

Do you have any additional ideas of other social contract projects that Bristol Water could work with you on in the future (Cont.)?

- *In discussion about supporting work with other infrastructure organisations to increase city and regional resilience in the face of forecast future climate impacts.*
- *More interaction with customers from high and low income families to understand the behaviour around water and energy to tackle in different ways.*
- *Opportunities for joint engagement with stakeholders, schools and communities across water and energy.*
- *Our Rescue Centre is in need of general maintenance/decorating in places so any help offered would be greatly appreciated. The Spring/Summer months would be better for this type of project.*
- *Regular volunteering with local community groups/ schools to support future workforce and invest in Young peoples skills development would be great. Supporting local schools - key skills development would be a start. Regular short volunteering showing true commitment to cause.*
- *Sponsorship of local futsal or football clubs: help with the costs of hiring a hall or pitch.*
- *We deliver many projects in the Bristol Water area to improve health and wellbeing through participation in music in special schools, care homes, hospitals and community venues for vulnerable people. We reach around 14,000 people each year across the whole of the South West region.*

Do you have any additional ideas of other social contract projects that Bristol Water could work with you on in the future (Cont.)?

- *The area which we work in has a large number of hard to reach clients. It may be that a water help day a few times a year in a community setting where we could try to engage the community in dealing with their water debt or prevent the debt from reaching crisis point where there is unaffordability putting them on one of the schemes. This would need wide publicity and connection through the community groups, schools and other agencies like the warm and welcoming spaces set up at present for the Cost of Living Crisis*
- *They need to listen to all their audiences and not just the commercial or populist ones.*
- *Wild Swimming Days - Encouraging safer swimming in selected areas with greater respect for our environment.*
- *Working with other water and sewage companies to stop release of sewage into waterways and the sea.*
- *Promote use of soakaways and swales to reduce storm water overflows.*

Would you like to be contacted by Bristol Water to discuss your responses?

- 40% (10 respondents) said they would like to be contacted by Bristol Water. These details have been supplied separately to Bristol Water on an Excel spreadsheet.
- 24% (6 respondents) said they were not ready yet and would contact Bristol Water when they were.

What impact do you think the acquisition of Bristol Water by the Pennon Group will have on customers and stakeholders?

15 respondents commented. These included:-

- *Although I have been party to this process (recently I have not had much time due to the CoL crisis) I feel that any potential impacts are being looked at. Customers I feel will not always be aware of the changes unless it personally affects them. As I am not familiar with the way the South West Water and Bournemouth Water work in relation to a social contract or if they offer the service that Bristol Water does with its schemes for clients who are in debt, I hope that the positive effects of the schemes and the engagement with the communities is carried forward.*
- *Concern over reduced local community engagement with charity programmes.*
- *Hopefully less profit and more being spent on infrastructure and passing savings on to the most vulnerable.*
- *I cannot see a genuine reason that expanding into different ownership can help in moving forward. If BW really made a bit more effort I'm convinced that they would do well as an entity on their own.*
- *I don't have enough knowledge of the Pennon Group to make a reasonable assessment but if the health of our waterways, sewage systems and customers needs are put above profit I will be impressed. Water and our access to it is a right.*
- *I'm not sure.*
- *It is impossible for ordinary people, unacquainted with the terms of any deal, to judge. Lets hope for the best.*
- *Learning from the best aspects of each organisation should drive efficiencies and smarter ways of working across all companies. Leading initiatives can be scaled more widely across the south west region, so that more customers benefit.*

What impact do you think the acquisition of Bristol Water by the Pennon Group will have on customers and stakeholders?

Comments continued-

- *More coverage is good for us.*
- *More opportunities to promote environmental sustainability and minimise pollution.*
- *Perceived risk of withdrawal of commitment and support for local communities due to nationally owned company.*
- *Positive impact if best practices of each organisation are adopted. Negative impact if cost savings due to merger are taken too high.*
- *Sharing of best practice can only lead to consistency and removal of postcode lottery of services.*
- *Superb opportunity to scale up Resource West work -- look forward to it!*
- *Very little, we will still receive regular price increases .*



Summary

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- 92.0% were satisfied (either very or fairly) that they agree that Bristol Water makes a positive contribution to the communities it serves.
- 88% agreed that there was a benefit to community and wellbeing through the partnership.
- 88% agreed that Bristol Water has prioritised the right balance of activities within its programme.

**Research conducted by:
Future Focus Research**



**On behalf of:
South West Water Ltd trading as Bristol Water**

Future Focus Research is a Market and Social Research company in England, Wales and Northern Ireland with offices in Bristol, Cardiff and Belfast.

Established in 1983 we have nearly 40 years experience in helping Public and Private sector organisations with their research requirements. We provide a full range of quantitative and qualitative research services.

We have been working consistently with Bristol Water since 2010 on a range of market research projects.

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