



Social Contract Forward Programme 2024/25



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Bristol Water's Social Contract

Bristol Water's history is a story about how a safe water supply came to the city of Bristol. It is also a story about a social purpose. We have been providing an essential public water service to the communities within and surrounding the city of Bristol since 1846.

Bristol Water was founded by philanthropists who realised that wellbeing mattered. If you wanted a happy and productive workforce in a growing city, then you could not neglect public health and their lives as citizens. The founders had their first meeting in a pub – the White Lion, as at the time it was far safer to drink beer than water.

Their plan (thought mad at the time) was to bring water from outside of the city through a carbon neutral feed by gravity. They were passionate about supplying the whole of the city, not just the wealthy few, to solve a public health crisis at the time.

A strong social purpose in an organisation is an important part of the planning for the future. It is the key to unlocking the trust of employees and citizens. We have to look after society, and the wellbeing of the citizens within it. To be effective, this should, as in Victorian times, start with the local issues where people feel they can make a difference.

As a provider of an essential public service, we recognise the responsibility that we have to society. We have attempted to reflect our wider role in society and the additional contribution we can make through our culture and values. Bristol Water's Social Contract is the means by which we make this commitment tangible.

Our social contract sets out how we will engage employees, customers, and stakeholders in the delivery of our social purpose. This framework, together with the connected programme of activities, is supporting the achievement of our social purpose.

As a tangible financial demonstration of this commitment, the Social Contract voluntary sharing mechanism impacts on the company's financial performance depending on independent assessments of customer service and community stakeholder approval of the programme's results and benefits.

Bristol Water is now part of South West Water, which now provides the opportunity through WaterShare+ for customers to own shares in our parent company Pennon, or alternatively receiving a reduction off their bill.

This document provides an overview of our social contract approach and details the programme of activities to be delivered in 2024-25.



Pennon, WaterShare+ and the Social Contract

In June 2021, Bristol Water was purchased by Pennon Group plc. Pennon Group plc is one of the largest environmental infrastructure companies in the UK. It also owns South West Water, Bournemouth Water and Pennon Water Services, is based in Exeter and has recently completed the acquisition of Sutton and East Surrey Water. Its shares are traded on the UK stock exchanges (www.pennon-group.co.uk)

Pennon places a great deal of emphasis on its environmental and social responsibilities and backs this up financially. A feature of its commitment to this and serving its customers is its WaterShare+ scheme which was launched in 2020. It is an innovative scheme to share the business's success with its customers in an open and timely way.

It was designed in response to customer feedback. Customers said they want more of a say and think that investors should not be the only ones to be rewarded from the group's success.

If we outperform our business plan, there are financial benefits which we can then share with customers and give them a bigger say in how we run our business. If, on the other hand, we underperform customers are still protected.

Bristol Water customers are eligible to participate in the scheme subject to some eligibility criteria and are eligible to receive the WaterShare+ rebate.

Taking part means that Bristol Water customers have a choice to take the WaterShare+ rebate as either a share in Pennon, our parent company. Over 30,000 customers have done so. There is an alternative offer of a credit on the water bill account.

An independent WaterShare+ panel reviews Bristol Water's performance against our business plan.

Taking shares in Pennon Group plc makes the customer a shareholder. Shareholders can attend Annual General Meetings (AGM) to get updates and discuss business performance.



Penon vision and the Bristol Water Social Contract

Bringing water to life – supporting the lives of people and the places they love for generations to come

Penon is one of the leading businesses in the UK water sector, providing water and wastewater services through our businesses across the great South West and now more widely across the south of England. We believe the role of a responsible business is one of stewardship for sustainable living, supporting communities, customers and the environment to thrive,

We are a vital part of the economic, social and environmental fabric of the regions we serve, and are committed to supporting the people and places we serve. Through community programmes, graduate schemes and environmental efforts, we strive to deliver for the region.

Penon's vision and values match the social contract initiatives of Bristol Water. This programme shows how we are building community actions together beyond the Bristol Water area. The close alignment in approach means that integrating the plans will be an evolutionary process with 2-way benefits.

Social Contract Programme	Alignment with Penon vision
Academic Partnership	Centre for Resilience in Environment, Water & Wastewater at University of Exeter
Community engagement	WaterShare+ public meetings Regular stakeholder engagement forums
Conservation	Biodiversity and catchment management partnerships
Education	Work experience, Apprenticeship & Graduate Programmes Youth Board
Regional Strategies	Link to evolving local government infrastructure, climate and other environmental policies
Resource West	Working with communities to reduce water consumption and address related energy issues
Vulnerability	Zero water poverty targets

Overview of our social contract approach



Delivering public value

Our programmes of initiatives deliver a range of benefits to our communities and the environment.



Reporting transparently on impact

We report on progress, learnings and impact in our annual benefit and transparency report.



Working in partnership

Working with others enables us to amplify our positive impact on communities. The learning we get from working together helps us to plan better for the future.



Being held to account

Our social contract framework and voluntary sharing mechanism provide governance and accountability for the delivery of wider benefits to society.



A local approach

Our social contract approach builds on the close connection we have with our local communities. It is an approach which is unique to the water industry.



Our Social Contract in action

Our social purpose is to have a positive impact on our customers, our communities, our colleagues and the environment

1

Conservation

Working collaboratively with community groups to address issues that impact wellbeing.

Highlight: A number of employee volunteer led projects to improve the environment and enhance biodiversity around our lakes.



2

Community Engagement

Supporting and engaging with our communities with initiatives such as our water fountains and water bar.

Highlight: Widening the range of activities and support for community events and groups.

3

Resource West

Working with local partners to deliver a joined up approach to resource efficiency across different sectors.

Highlight: Our pilot project to demonstrate the economic environmental benefits of helping participants reduce energy and water consumption.

4

Lakeside Leisure

Facilitating the enjoyment of recreational activities such as fishing, sailing, walking, cycling and birdwatching.

Highlight: Continuing the improvement of facilities at Chew Valley and other lakes.

7

Education – citizens for the future

Building a shared connection between our people, the organisations we work with and young people. Bringing mindfulness to water consumption.

Highlight: Taking advantage of the opening of Bristol Beacon to enhance educational opportunities.

6

Education – employees for the future

Inspiring the next generation to work in the water sector, building skills, improving social mobility and becoming a diverse organisation.

Highlight: Expanding substantially the numbers of work experience courses, apprenticeships and graduate programmes using new partnerships with schools.

5

Vulnerability

Using technology and data to respond to the specific needs of individuals – building a shared connection with the communities we serve together.

Highlight: Finding new ways to reach our vulnerable customers in response to the pandemic.

8

Regional Strategies

Supporting local and regional plans to progress towards an equitable, biodiverse and carbon-neutral region.

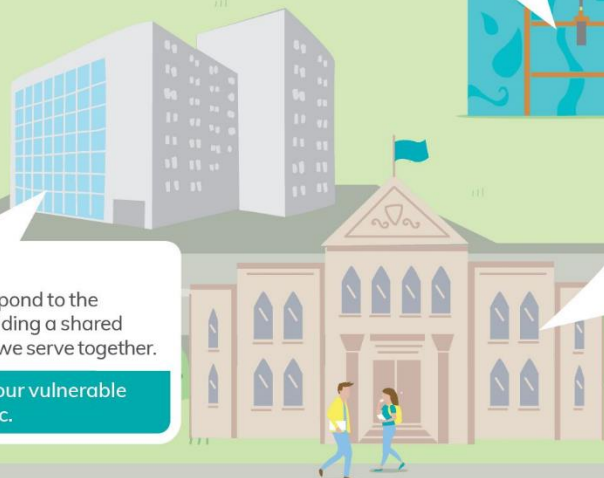
Highlight: Participating in regional teams to collaborate of climate and biodiversity initiatives.

9

Academic Partnerships

Working with our academic partners to find innovative ways to respond to social challenges, tackling key issues such as resource efficiency.

Highlight: Widening the opportunities for collaboration with universities.





Our 2024/25 Social Contract Programme

An overview

To deliver wider benefits to societal and environmental wellbeing in a structured and transparent way, we have developed a range of initiatives each of which delivers a benefit to communities in partnership with stakeholders. These initiatives are grouped into eight programmes, reflecting the key partnerships involved.



Academic Partnerships

Sharing our history and heritage through public access to our resources.



Community Engagement Programme

Providing free public access to drinking water and helping to reduce the use of single use plastics.



Conservation Programme

Conserving and enhancing our natural environment with a focus on enhancing biodiversity.



Education Programme

Educating future generations about the efficient use of resources to minimise environmental harm and to meet the needs of future generations. Providing mentoring and skills to the workforce of the future. Supporting social mobility and diversity in the workplace.



Lakeside Leisure Programme

Providing recreation facilities to share enjoyment of our lakes to support physical and mental health and wellbeing.



Regional Strategies Programme

Contributing to local and regional strategies for long term environmental and social wellbeing with a focus on a net zero future.



Resource West Programme

Building a partnership of local stakeholders to promote shifts in consumer behaviour to reduce household consumption and waste.



Vulnerability Programme

Addressing water poverty and vulnerability, reaching those customers who are not aware of the help we offer.



Academic Partnerships Programme

Linking academic research to help us with social challenges, tackling the key issues such as resource efficiency. Innovating through learning and providing opportunities for student projects.

The aim of this programme is to link academic research to business challenges and experience to tackle key issues such as resource efficiency and raw water quality. It also provides opportunities for learning through PhD and MSc projects and other partnerships.

This approach provides learning opportunities and workplace experience for students, as well as contribute to ongoing research and innovation related to water use and societal wellbeing.

With the integration into the Pennon Group, who already have links with universities, there is an opportunity this year to expand the reach and scope of our academic networks, including building on the South West Water sponsorship of the [Centre for Resilience in Environment, Water and Waste \(CREWW\)](#) at the University of Exeter.

Our graduate programme has already been extended and expanded. There are several opportunities to increase cooperation on research programmes to benefit future water resilience for both our communities and the education opportunities offered to young people.





Initiatives within our Academic Partnerships programme

Initiative	Objective	Community stakeholders	Highlights to look out for and notes
Student Research	Providing research and learning opportunities for university students.	UWE and University of Bristol	<p>Students will be engaged in a number of different areas of the business to collaborate on real business challenges.</p> <p>More connections to University of Bristol (Possible link via Infrastructure Interdependencies)</p> <p>Building on South West Water relationship with University of Exeter</p> <p>Resource West/UWE “Homelabs” project</p>
Didcot competitive water supply innovation	Delivery of successful Ofwat innovation fund ‘Flexible local supply schemes’ project with UWE as our strategic academic partner.	UWE, RWE, Binnies, Castle Water	The innovative first project of its kind for the water industry by opening the water resource market to third party supplies which are flexible and lower carbon than regional alternatives.



Community Engagement Programme

We are part of the communities we serve and are thrilled to be able to support them through a variety of projects.

Our engagement programme works collaboratively with communities to address issues of water saving, single use plastics, and other broader social and environmental challenges. We have two keystone refill schemes, our Water Bar and Refill Bristol, that aim to provide customers with free access to water while encouraging a reduction in single use plastic bottles. Our water bar is once again planning to take on local events and festivals to save tens of thousands of plastic bottles needing to be bought. We are now investigating expanding our drinking water fountain scheme beyond Bristol City Centre.

Alongside these refill schemes, we support the community to tackle a wide range of social and environmental topics through awarding monthly £500 grants via our “Together for Good” Fund. This will continue and see us awarding a total of £6,000 to the community. This is parallel to our longer standing partnerships with local charities.

There are plans to expand our employee ambassador programme to support other initiatives such as Education, similar to our Resource West partners. We hope to combine forces to present a more comprehensive educational programme covering energy and water use and environmental impacts. This is alongside investigating in person delivery of such programmes to KS2 schools.

Further, we expect to develop more structured volunteer roles and foster a wider range of opportunities for employees to benefit from their 2 days paid voluntary leave, giving back to the community through our time and skills.





Initiatives within our Community Engagement programme

Initiative	Objective	Community stakeholders	Highlights to look out for
Water bar	To provide free drinking water refills at community events to keep local residents hydrated and reduce plastic bottle use.	Local festival and event organisers	Aim is to continue to support as many 4 -5 events as possible depending on practicality
Water fountains	To fill our supply area with water points for everyone to use for free. We will continue to provide maintenance for them.	TBC depending on location of new installations	Exploration of the installation of new fountains outside Bristol to add to the 10 in Bristol city centre
Employee vegetable patch	Establish employee vegetable patch and share learnings with other businesses.	BGCP and others as partnerships develop	Shared learnings on growing food at work
Together for Good	To continue funding a monthly competition – a different charity or community scheme wins £500 towards a project to benefit the community that links to our social purpose.	Local charities and schools	This monthly prize draw provides winning community projects with £500 to spend on projects which benefit our customers.
Community volunteering	Work with community partners to deliver community benefit via our employees' two paid days volunteering days per year.	Bristol DAWG Others to be confirmed as initiative develops	Our employees supporting community wellbeing through stakeholder partnerships
Community ambassador specific volunteers	Trained volunteer staff able to talk to students and other groups about water supply resilience, economy of use and ensuring high quality supplies including working with our Resource West partners on joint educational programmes Allowing staff with specific interest are skills to deploy them in support of community or charity projects	Schools Charities Community groups	Availability to respond to external requests and joint promotion of education activities Wider range of support activities



Conservation Programme

Protecting natural resources through measuring and improving biodiversity.

As a water company, we rely heavily on a clean and healthy environment to provide us with plentiful and good quality water. We own land and manage some unique habitats at our operational sites. As we recognise that we face an ecological emergency at a global scale, we are rolling out an environmental programme of projects and activities to improve our local environment and protect precious flora and fauna.

As part of this programme, we have a commitment to increase biodiversity across our land that underpins the delivery of habitat improvements. We have quantified the baseline conservation value of many of our key sites and identified that actions needed to maintain its current conservation and value.

Beyond our sites, with partners, we also support projects to protect native species from invasive species. Examples include bat monitoring in North Somerset, projects to protect habitats for indigenous species from alien ones such as white clawed crayfish with Bristol Zoological Society, working with the Bristol Avon River Trust and Mendip AONB to monitor mink and water vole populations in the Chew Valley and training up volunteer citizen scientists.

Our activities range from changing the way we manage sites to increase biodiversity, for example, by changing the timing and/or frequency of mowing regimes, planting saplings to fill gaps left by the loss of ash trees, planting hedgerows to replace some lost to flooding and to link isolated natural habitats, clearing reeds and willow near the lakesides to create a mosaic of habitats.

This work is delivered on the ground by our inhouse grounds maintenance team, contractors and our employee conservation volunteer group. This proactive management of our sites and through measuring and improving biodiversity.

By doing so, we can strengthen our shared environmental assets to become more resilient to different climate futures. Our efforts are measured by our biodiversity performance commitment.





SOCIAL CONTRACT 2024/25 FORWARD PROGRAMME

Initiatives within our conservation programme

Initiative	Objective	Community stakeholders	Highlights to look out for
Biodiversity Index	Sharing our innovative biodiversity index approach with businesses to expand its impact. It is a Natural Capital tool that has provided stakeholders with a practical method for assessing the value of their land.	Local businesses	Others adopting our approach and improving biodiversity at other sites in the Greater Bristol area
Wild Ones	A group of Bristol Water staff who volunteer their knowledge and time to help local environmental projects	Local community groups (Depending on the projects undertaken by Bristol Water staff)	Maintaining species, rich grassland, Planting hedgerows and coppice in woodlands Compensating for the loss of ash trees by further tree planting
Cheddar BioBlitz	Supporting local community groups to come and explore the niche habitats and species around Cheddar Reservoir	Somerset Wildlife Trust & Mendip Hills Area Group	Transferring our knowledge and skills to others
Ecological emergency action plan	Working with multiple stakeholders to deliver action which addresses the Ecological Emergency.	Bristol Green Capital Partnership Bristol Zoological Society Mendip Areas of Natural Beauty	Translating the Bristol Ecological Emergency action plan into practice Protecting native species Improving and extending habitats
Tree Planting	Local community engagement where trees are planted with local groups. Health and wellbeing benefit of all who engage.	Local community groups in conjunction with projects undertaken by Bristol Water staff)	New trees and hedgerows at our sites and other locations
Conservation partnerships	Potential education and school's engagement on water wildlife and water efficiency.	Avon Wildlife Trust & Bristol Avon Rivers Trust	Getting school children engaged in conservation.



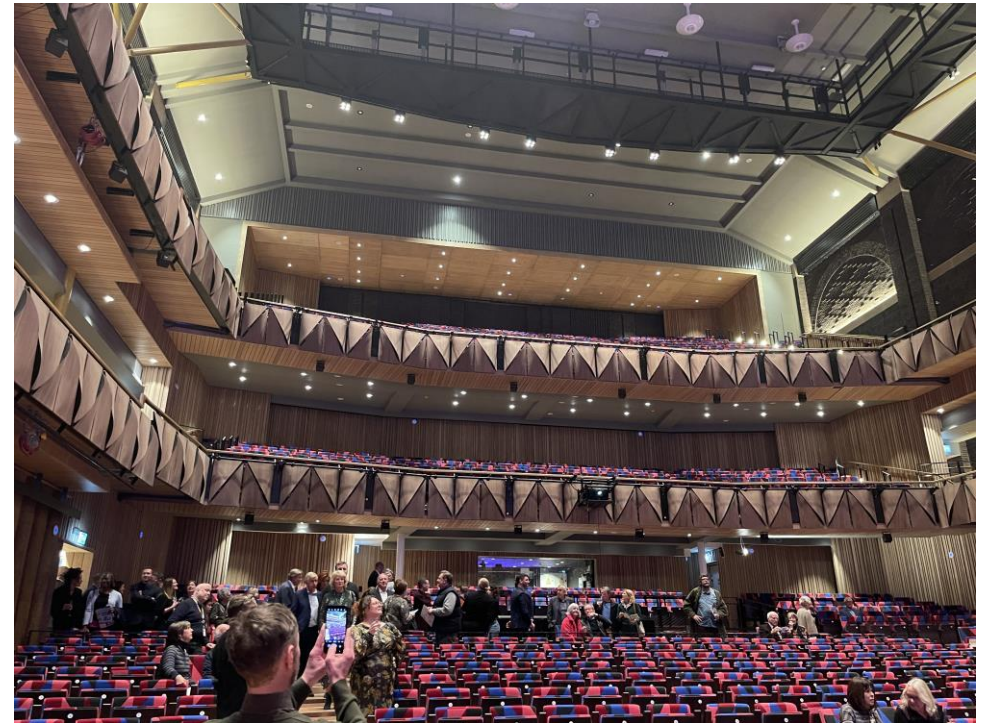
Education & Skills Programme – Citizens for the future

Building a shared connection between our people, the organisations we work with and our future citizens. Harnessing the concerns of the next generation to change the culture.

The aim of this programme is to inspire a sense of collective responsibility through education on the value of water (and other resources) in our future citizens. We also hope to harness 'pester power' through school children influencing family members to be resource efficient.

The Bristol Beacon is reopened at the end of November 2023. This provides a renewed focus for educational activities of benefit to messages about importance of water efficiency for supply resilience and the contribution which Bristol Water can and does make to environmental sustainability and support for young people in getting their careers established either in music or drama or other fields.

The programme of communications with community groups and charities is expanding to promote similar concepts and ideas and to hear the views of people less familiar with the water industry and Bristol Water's efforts.





Initiatives within our Citizens for the Future programme

Initiative	Objective	Community stakeholders	Highlights to look out for
Resources for schools, clubs, and other community groups	To provide schools and colleges with basic online resources to educate and support future citizens in water knowledge, hydration, and usage. We also plan to engage with schools through digital campaigns (whilst schools visits are not possible) and provide water butts to local schools to help them save water and promote the value of water to children.	All primary schools and colleges in our supply area	The Bristol Water Foundation provides lots of great resources on anything water related, whether that is the water cycle or birds you can find at our lakeside. It is mostly aimed at primary school children and is mapped to the national curriculum. Making use of the materials already available to support schools in person and virtually
Hosting school visits	Hosting visits at our lakes, inspired by our local's love of the lakes and how we want to get more people interested.	Schools in our supply area	Inviting school groups to use our lakeside facilities and to be inspired on nature and the value of water.
Bristol Music Trust events at Bristol Beacon	Inspiring children on the value of the environment and water at the Bristol Beacon Education Centre. We are supporting the ongoing development of the centre following its opening on 30 November 2023.	Bristol Music Trust	The Bristol Beacon is now fully operational.
Youth Board	To bring the views of young adults into our decision making as well as providing development opportunities and business experience for those involved.	Schools in our supply area plus expansion across the Pennon customer areas	Student participation in a real business challenge.
Visits to schools	Working with schools across the Bristol Water Area to offer career days within the schools. These will focus on what Bristol water does, environmental impacts, the world of work with offers to both Junior and Senior schools with each programme pitched at the right level	Schools in our supply area	Bristol Water staff at your local school



Education & Skills Programme – Employees for the future

Inspiring the next generation to want to work in the water sector, and improving social mobility by providing opportunities that build the skills we need deliver our social purpose.

The aim of this programme is to help young people, particularly those facing social disadvantage, to reach their potential by developing the knowledge and skills they need to make the transition into the jobs and society of the future. For several years, our programme has included a range of activities, from mentoring programmes for smaller groups of children, to providing school career days for much larger groups. Our longer-term programme has provided career routes through work experience and apprenticeships.

As Bristol Water's integration within Pennon Group develops, there will be much greater alignment of educational programmes across the group. Pennon's strategy is for the group to offer 5000 work experience placements, 200 graduate programme placement opportunities and support 1000 Apprenticeships all by 2030.

These programmes offer both a long term commitment to educating school children about work experience and provide structured ways of entering the workforce on high-quality programmes. They also provide both a meaning community offering and a valuable resourcing strategy for the Group.

During 2024 we will be launching a broader range and more flexible work experience opportunities, involving both virtual as well as traditional face-to-face options.

As will be apparent, these plans are entirely compatible with the Social Contract aims and the Bristol Water proportions of these integrated totals represent a very substantial increase. Business areas covered include all types of activity from operating, design engineering and environmental protection to administration, finance, procurement and marketing.

All these developments represent major increases in the Education for the Employee programme with major benefits for the community, prospective employees and the long-term success of the business. The other current projects will continue. Ways to develop these ideas across the group will also be explored over the next 12 months.

More details can be found at [Home | South West Water Careers](#)

The future of the Key for Life and Women's Work Lab will be reviewed to see if the uptake and completion rates can be increased.

In addition to the other programmes, in 2023 we also supported the Social Mobility Business Partnership SMBP. This is a volunteer-led charity that works in collaboration with 170 organisations nationally which includes commercial organisations, professional services and professional sports teams working in towns and cities across the UK. The charity's aim is to support students from low-income backgrounds in their pursuit of a career in business and this will continue.



SOCIAL CONTRACT 2024/25 FORWARD PROGRAMME

Initiatives within the Employees of the Future Programme

Initiative	Objective	Community stakeholders	Highlights to look out for
Work Experience	A major increase in work experience opportunities is planned in line with Pennon objectives to enable students a good overview of all areas with a session on the 'working world' and CV advice. A major increase in work experience opportunities is planned in line with Pennon objectives.	Inner city schools	The Bristol Water Foundation also provides a summary of all the opportunities at Bristol Water and shares some great ways to get ahead in your career, write a CV and much more.
Group mentoring projects	Continued relationship with Ablaze Bristol to deliver mentoring with up to 15 students from one school. Working with South West Skills with nine schools within Bristol (10-12 students from each school) who each attend a day session with Bristol Water.	Ablaze South Bristol Youth	Feedback from students on how they benefited from the programme.
Apprentice Scheme	Opportunities offered to experience all areas of the business to develop a 'talent pipeline' by integrating this initiative within Pennon's commitment to a major expansion of apprenticeships.	Colleges in our supply area	Rolling out targeted apprenticeships in line with Pennon Group objectives of recruiting 1,000 apprentices by 2030.
Graduate placements	Developing partnerships with local universities to offer a graduate programme to expand the graduate programme in line with Pennon goals.	Bristol University, UWE	The roll out of our new scheme in line with Pennon Group objectives of recruiting 200 graduates to these programmes by 2030.
Career open days	Aimed at different institutions including schools, technical and further education colleges.	Local schools and colleges	Recruitment for apprenticeships organised via the company's Ambassador programme.
Internships	Providing summer internship opportunities, with a specific focus on improving workforce diversity. Being expanded by the new arrangement with the Social Mobility Business Partnership which offers a week's experience with 5 different types of business in the area.	Schools in our supply area	Internships supporting social mobility



Lakeside Leisure Programme

Facilitating the enjoyment of recreational activities such as fishing, sailing, walking, cycling and birdwatching.

The aim of this programme is to promote and facilitate the enjoyment of our sites through recreational activities such as fishing, sailing, walking, cycling and birdwatching. By doing so, we are supporting healthier and happier communities through the use of recreation facilities provided at our recreational sites.

The main focus is on improving the area around Chew Valley and Blagdon Lakes with better access for all users, signposting to educate the public about the flora and fauna in these environments and improved facilities.

Our employee volunteers often support this work including working with the Conservation team to improve habitats and other conservation and biodiversity improvement measures.

The idea of extending the Chew Valley Trail to circle the whole lake is under consideration. The first steps are to assess the means by the environments would not be adversely affected to ensure they are protected while improving the amenity.





Initiatives within the Lakeside Leisure programme

Initiative	Objective	Community stakeholders	Highlights to look out for
Improving lakeside community facilities	To continuously improve our lakeside facilities for the public to enjoy, supporting health and wellbeing	Salt n Malt, The Woodford, BRFFA (angling), Cheddar Watersports, Chew Valley Lake Sailing Club, Chew bird ringing station, bird wardens	Improved access at Cheddar reservoir Cooperation with angling and birdwatching groups to improve lakeside habitats Better public facilities and signage
Chew Valley Recreational Trail	Encouraging visitors to use the new trail and taking the opportunity to provide education on the value of water	Local Authority (Bath & North East Somerset), Parish Councils, Salt n Malt, The Woodford, Chew Valley Lake Sailing Club,	Further improvements to walking and cycling routes around Chew Valley Lake with more signage. Development of environmentally sensitive plans for the trail's extension.
Equality and access	Evaluate and prioritise potential improvements to allow access for all	Chew Valley Lake Sailing Club, Salt n Malt, The Woodford	New access gate to make it easier for disabled sailors to use our facilities
Blagdon Depot regeneration project	Improve site and building facilities at Blagdon and improve safety to resume educational visits	Stakeholders: Parish councils, Heritage Open Days, Local Schools	Need to review options for addressing a range of issues affecting this facility.



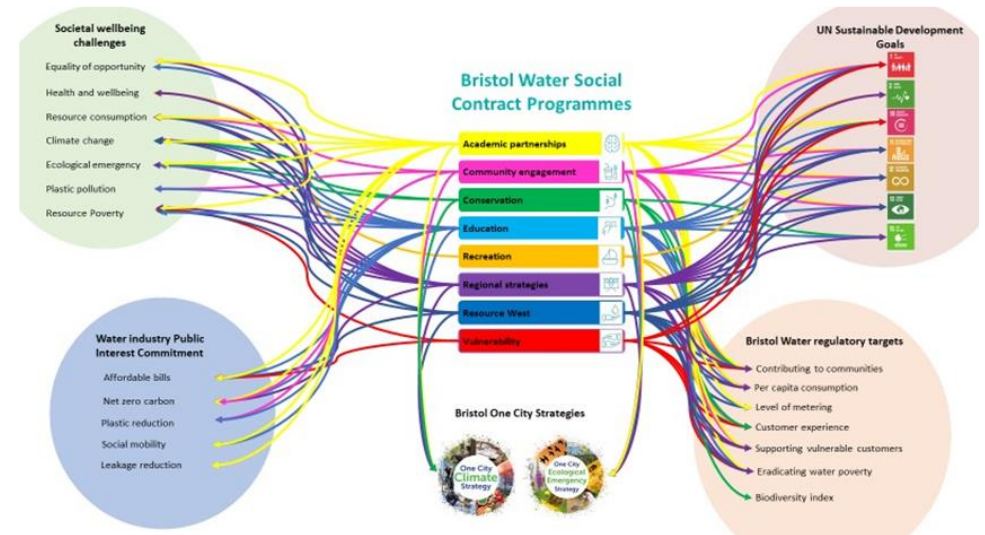
Regional Strategies Programme

Supporting local and regional plans to address the challenges of society and progress towards a sustainable and carbon neutral Bristol.

The aim of this programme is to support the development of regional strategies through working with local government – for example, the West of England Combined Authority (WECA), or the Bristol One City Plan. By doing so, we will be contributing to wider plans for creating healthy and sustainable communities. In particular, our regional strategies seek to develop a local and coordinated response to the dual climate and ecological emergencies.

In 2022-23, Bristol Water sponsored an independent consultant's report into the issues and challenges to be addressed if infrastructure providers are to play their full part in helping local authorities achieve Net Zero plans and other sustainability objectives.

Bristol Water is also a member of the Bristol City Council's Carbon Neutral Transition Team which aims to bring together organisations' efforts to accelerate the changes necessary in the city to achieve Net Zero. A similar contribution is being made to the WECA implementation group. Bristol Water is also an active supporter of the Bristol Green Capital Partnership.





Initiatives within the regional strategies programme

Initiative	Objective	Community stakeholders	Highlights to look out for
Contributing to local strategies and plans	<p>To support the delivery of Bristol City Council's One City Plan, through our partnership with local stakeholders, our support for Bristol Climate & Nature Partnership (BCNP, formerly Bristol Green Capital Partnership, BGCP) and our role in the Bristol City Environmental Sustainability Board</p> <p>Our membership of the Bristol City Council Climate Action Transition Team links specifically to the development of our carbon and ecological strategies</p> <p>BCNP plus other city stakeholders. We will explore plans to broaden out these strategies to other areas</p>	<p>Bristol City Council Bristol City Leap Bristol Climate & Nature Partnership (BCNP) Other local Councils University of Bristol University of the West of England</p>	<p>Building on our plans to respond to the climate and ecological emergencies by working with local stakeholders</p> <p>Bristol Water initiative on Infrastructure Interdependencies</p>
Our WECA strategy	To actively contribute to the West of England Combined Authority's regional strategy and the delivery of regional plans, ensuring water sustainability is embedded into the region's future.	WECA	Working to ensure compatibility between regional plans and our objectives.



Resource West Programme

Working with local partners to deliver a joined-up approach to resource efficiency across different sectors.

The aim of this programme is to work with local partners to deliver a joined-up approach to reducing consumption across different sectors – combining resources and amplifying messages to customers. Resources here includes energy as well as water.

The pilot programme in 2023 produced interesting results and a lot of valuable learning about how to communicate energy and water consumption reduction messages. These lessons are being developed further and are being built into Bristol Water's own strategies to encourage reductions in public consumption of resources and increased local resilience. Our focus is on preserving and enhancing natural capital and linking to a circular economy approach.

The 2024-25 programme is focussed on helping vulnerable people whether they are on the Priority Service Register or have problems with affordability. Best practice is being shared with utility providers and other water companies including partnerships with charities.

Initiatives within the Resource West programme



Initiative	Objective	Community stakeholders	Highlights to look out for
Resource West partnerships	Taking lead to build a partnership of local stakeholders which facilitates transformational shifts in consumer behaviour to reduce consumer consumption and assist vulnerable people	Wales and West Utilities National Grid South West Water Welsh Water Wessex Water University of the West of England	Partnerships with other providers to widen the means to save water and energy and find collaborative and innovative ways to support vulnerable households



Vulnerability Programme

Technology and data is helping us to work with local stakeholders to deliver the specific needs of individuals – building a shared connection with the communities we serve together.

The aim of this programme is to work with local stakeholders to help provide extra support to those customers who need it, particularly those on our Priority Services Register (PSR), building on our existing programme of extra care services and social tariffs and debt advice.

Our social contract programme directs our additional work with stakeholders to make sure our services are accessible to those most in need. Work also continues to widen data sharing arrangements with other trusted suppliers to make sure all the people who should benefit from additional support can do so from all relevant organisations.

The programme continues to widen its alliances with partners to reach as many people as possible who need support. This includes the partnership with Crimestoppers.





Initiatives within our vulnerability programme

Initiative	Objective	Community stakeholders	Highlights to look out for
Hard to reach projects with local charities	Working with current funded partners and new charities to promote our lower tariffs and PSR to customers who we find harder to get the messages to	Debt advice partners	Increasing the number of customers on our social tariffs
Partnership work with debt charities	To ensure that customers receive full debt advice before receiving Assist, rather than just help on their water bill	Debt advice partners	Increasing the number of customers on our social tariffs
PSR Outreach community events	Registering vulnerable customers on PSR and awareness of lower tariffs for those not asking for help	Various local charities	Increasing the number of customers on our Priority Services Register
Local data share	To make it easier for vulnerable customers to be registered for additional help with both their energy and water companies by the one contact.	National Grid Wessex Water Local authorities	Increasing the number of customers on our Priority Services Register
Partnership with Crimestoppers to drive help prevent fraud to help support people on the PSR	Raising awareness of PSR but primarily to prevent fraud to vulnerable customers	Crimestoppers	A slightly different means of providing support for vulnerable people



Where to go to find out more

Our social contract has evolved over the last few years, through ongoing conversation with customers, stakeholders and employees. As part of this journey, we have published a number of documents which provide information on our approach and learnings. All are available via our dedicated [webpages](#). Here are some of the key documents to look out for:



In January 2019 we launched our [Social Contract](#), the first of its kind published by a water company. The social contract sets out how we are accountable for the social promises we make as we deliver our purpose. It is a process, not an event and as such we continue to evolve our approach and report on progress.



We have also published a guide to our [social purpose](#), which sets out our approach and how it delivers our 2020-25 business outcomes. The guide explains the participants involved in our social contract and explains how we are held to account through our “voluntary sharing mechanism”.

In July 2023 we published our [Annual performance Report](#) (as a section in the South West Water report) where we provided updates on how our social contract initiatives were helping us to achieve our some of our regulatory commitments.



In December 2023 we published our fourth [benefits and transparency report](#) on the progress we had made. We also considered the challenges to the wellbeing of our local communities.



We'd love to hear your views – get in touch!

We know that you know best when it comes to how we can enhance the public value which we provide to our communities. So, what do you think of our plans? We aim for our social contract to be agile in response to community needs, so please get in touch if you have an idea on how we can work together.

By involving customers, stakeholders and organisations, we can make sure our programme reflects the priorities of the people who live and work in our supply area.

Please contact us at: StrategyAndRegulation@bristolwater.co.uk.

