

## Customer Research Coordination Group

### Updated Terms of Reference MAY 2023

#### Purpose

The purpose of the Customer Research Coordination Group (CRCG) is to facilitate coordination and collaboration among water sector stakeholders in Scotland on research designed to promote understanding, and provide an evidence base, of customer and communities' needs and aspirations. The objective of the CRCG is to maximise the *synergies, quality and usefulness of customer and community research* and insight by water sector stakeholders.

#### Remit

The CRCG will be expected to develop a research register focused on providing transparency into areas of research that will collectively support the delivery of the objectives set out in the Water Sector Vision and Scottish Water's Strategic Plan. It will also support the identification of areas where stakeholders can collaborate and support high quality customer research. **Participating organisations will retain full ownership of their individual research programmes.**

1. To secure maximum value from each research activity and/or output, the CRCG will seek to encourage and where possible facilitate a process of synthesising, analysing, and - where appropriate - triangulating insights from customer and community research from across the sector and from other sources. It will facilitate the sharing of this insight in an open and accessible way.

#### Membership

2. Membership of the CRCG will comprise representatives of Scottish Water, the Independent Customer Group, Consumer Scotland, the Drinking Water Quality Regulator, the Scottish Environment Protection Agency, the Water Industry Commission for Scotland, and the Scottish Government.
3. The Chair of the ICG may chair the CRCG, or appoint someone else from the ICG to do so in consultation with other water sector stakeholders.
4. Each participating organisation will be requested to nominate core people to participate on a regular basis in the CRCG, with others attending meetings as appropriate.

#### Operation

5. The CRCG will not have a separate budget to commission research. Decisions around commissioning research, and the procurement and management of individual projects, will remain with the member organisations. Where appropriate, the CRCG can act as a

forum through which member organisations decide to co-commission and/or co-fund research.

6. All participants of the CRCG will be encouraged to operate in an open and transparent way sharing all planned activities, research findings, including technical reports.
7. The CRCG will arrange a meeting schedule in consultation with the members. The group will aim to meet quarterly with additional meetings scheduled more frequently as required.
8. The CRCG will keep minutes and action logs of its meetings, as well as maintaining a research register of relevant research that is planned and underway within member organisations.
9. Scottish Water will ensure the CRCG has appropriate administrative support and technical expertise to carry out its functions effectively, including collaborating with water sector stakeholders to provide that if beneficial.