

WICS PR/Research Contracts/agreements

Whom With	Date from	Date Until	Purpose
GPC International T L Dempster	18/08/00	28/02/01	<ul style="list-style-type: none"> • Recruitment and establishment of a Panel of 2,250 participants across Scotland, representative of water and sewerage service users across Scotland. • Following on from this from the period August 2000 to February 2001 carry out rounds of panel surveys and three focus groups
Maggie MacKay Public Relations	02/07/01	30/11/01	<p>Liaise with the External Relations Team Leader:</p> <ul style="list-style-type: none"> • To help plan and implements programme to raise media awareness of the Water Industry Commissioner, focused on the publication of the Strategic Review of Charges 2002-06 in November 2001. • Plan and implement media launch of the strategic Review of Charges 2002-06. • Be available, on call, to provide advice on any aspect of operational PR.
Maggie MacKay Public Relations	01/12/01	28/02/02	<p>Liaise with the External Relations Team Leader to:</p> <ul style="list-style-type: none"> • Implement programme to raise media awareness of the Water Industry Commissioner. • Be available, on call, to provide advice on any aspect of operational PR.

Ken Brown	21/03/01	20/03/02	<ul style="list-style-type: none"> • Provide independent advice to the Consultative Committees to assist them in the effective execution of their Remit to advise the Commissioner on the promotion of the interest of customers. • Liaise with the independent domestic and non-domestic advisors to ensure that the Commissioner and Water Authorities are responsive to the legitimate needs of all customers • Advise the Commissioner on the effectiveness of the Consultative Committees and recommend, as appropriate, steps to ensure that the Commissioner, through the Consultative Committees, is able to hear representative views from domestic and non-domestic customers in Scotland, not otherwise consulted. • Sit on the steering group for the Domestic Consumer Panel
Neil Menzies Associates	01/05/00	30/04/01	<ul style="list-style-type: none"> • Contribute to the information flow between non-domestic customers in Scotland and the Commissioner concerning the performance of the Water Authorities. • Set up, manage and chair a large user customer group advisory panel and seek to ensure that both the Commissioner and the Water Authorities are responsive to the legitimate customer needs of this group. • Advise on and monitor appropriate consultative

			<p>structures such that the WIC is able to hear representative views from the small/medium sized business sector in Scotland.</p> <ul style="list-style-type: none"> • Be available to provide ongoing advice to the Commissioner concerning the large user group and the wider non-domestic sector.
Neil Menzies Associates	01/05/01	30/04/02	<ul style="list-style-type: none"> • Contribute to the information flow between non-domestic customers in Scotland and the Commissioner concerning the performance of the Water Authorities. • Set up, manage and chair a large user customer group advisory panel and seek to ensure that both the Commissioner and the Water Authorities are responsive to the legitimate customer needs of this group. • Advise on and monitor appropriate consultative structures such that the WIC is able to hear representative views from the small/medium sized business sector in Scotland. • Be available to provide ongoing advice to the Commissioner concerning the large user group and the wider non-domestic sector.
Neil Menzies	01/07/04	31/03/05	<ul style="list-style-type: none"> • Chair the Water Industry Commissioner's Audit Committee and associated arrangements to advise the Commissioner as Accounting Officer • Oversee the arrangements for a Large User Forum during the period of this contract • Oversee the arrangements for the annual Comiston Lecture to be held in early 2005.

			<ul style="list-style-type: none"> • Provide any appropriate services to the Commissioner's office on request from him or any of his senior staff.
Esther Roberton	01/01/01	31/12/01	<ul style="list-style-type: none"> • Contribute to the information flow between domestic customers in Scotland and the Commissioner concerning the performance of the Water Authorities. • Seek to ensure that the Commissioner is responsive to the legitimate customer needs of this group. • Advise on and monitor appropriate consultative structures such that the WIC is able to hear representative views from the domestic sector in Scotland.
Garth Heron	01/09/02	30/04/04	<ul style="list-style-type: none"> • Identify an HR strategy based upon the Commissioner's mission statement and business plans • Review the Performance Management system • Assist with the Graduate Recruitment programme • Provide external search services as required • Provide professional and personal coaching and advice to selected members of staff • Ensure that employment legislation is monitored and implemented.