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Stakeholder Satisfaction Survey

2020/2021

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What we heard

As part of planning for the future, stakeholders including our Chief Executive Panel challenged us to review the suite of measures used to evaluate the performance, future risks and opportunities of our stakeholder engagement programme. In a best practise sharing meeting Northern Gas Networks said that its stakeholder satisfaction survey is a key input to measuring the quality of stakeholder relationships and informing its improvement plans.

What we did

We launched our first ever independent stakeholder satisfaction survey in December 2020, engaging 205 participants and achieving excellent representation across our stakeholder community. The survey measured overall satisfaction, attitudes towards the relationship held, future engagement preferences and improvement areas.



Quantitative survey conducted via the following methods:



Telephone
n=116



Online
n=89

15 minutes in length

Fieldwork took place between 3rd Dec and 8th Jan

Stakeholders recruited from ENW newsletter list
n=1,268 (17% response rate)

Key topics included in the survey



Satisfaction with ENW relationship



Recent engagement patterns



Stakeholder attitudes towards ENW relationship



Preferences for future engagement



Improving stakeholder engagement

Almost 3/4 of stakeholders satisfied in their relationship with ENW

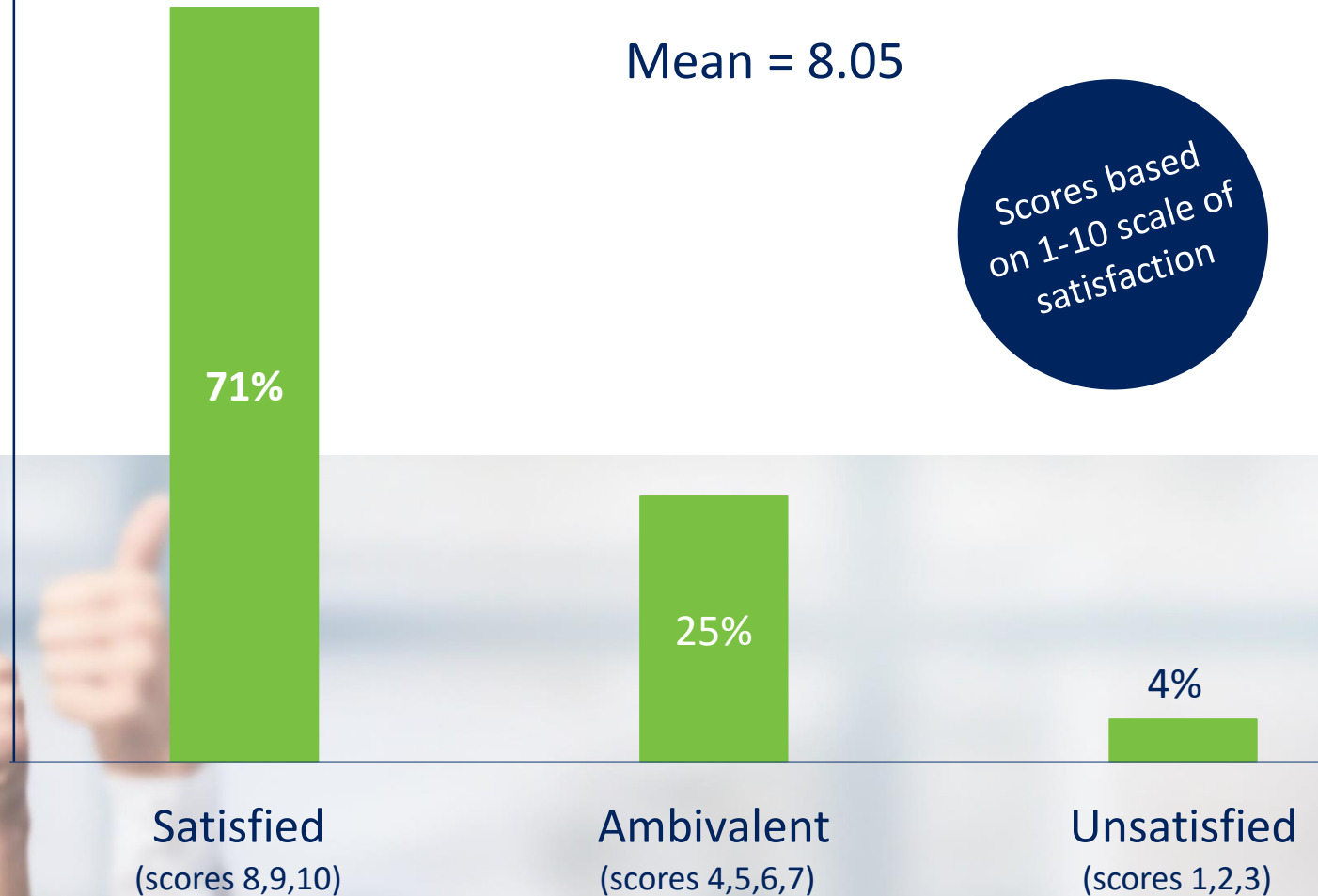


- ENWL performing well in their relationship with stakeholders.
- Very few report feeling unsatisfied.
- A small level of ambivalence among some; giving ENWL opportunity to further improve scores in the future.

Satisfaction with stakeholder relationship

Mean = 8.05

Scores based on 1-10 scale of satisfaction





★ INNOVATIVE

NEW



Stakeholder Satisfaction Survey

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As part of *planning for the future*, stakeholders including our Chief Executive Panel challenged us to review the suite of measures used to evaluate the performance, future risks and opportunities of our stakeholder engagement programme. In a best practise sharing meeting Northern Gas Networks said that its stakeholder satisfaction survey is a key input to measuring the quality of stakeholder relationships and informing its improvement plans.

What we did

We launched our first ever independent stakeholder satisfaction survey in December, engaging 205 participants and achieving excellent representation across our stakeholder community. The survey measured overall satisfaction, attitudes towards the relationship held, future engagement preferences and improvement areas. **The results indicated a strong correlation between the frequency of engagement, stakeholders' familiarity with our business and overall satisfaction (81%).** Satisfaction levels were 10% higher on average among Advisory Panel representatives where relationships are mature. Despite increased engagement during COVID-19 only 3% of stakeholders wished to engage less often in the future. The baseline survey highlighted five key areas of improvement and we have leveraged our agility in responding to feedback by enhancing our improvement plans to make changes quickly:

We heard	So, we have
1 Continue digital engagement after COVID-19	Committed to continuing with online engagement and blending this with ad-hoc face-to-face engagement in the future
2 Expand key relationship management	Expanded key relationship management; prioritising County Councils initially and learning from this approach before scaling
3 Provide more frequent updates	Increased the frequency of stakeholder newsletters to monthly and improved the stakeholder engagement hub on our website
4 Introduce stakeholder sub-groups on specialist topics	Refined our forward-looking engagement plans to include specialist topics requested by stakeholders, such as EVs
5 Publish an annual report on our stakeholder engagement outcomes	Became the first DNO to commit to continuing annual SECV reporting beyond RII0-ED1 with a focus on stakeholder outcomes

Continual learning

We disseminated the results and our improvement plans with our internal stakeholder engagement challenge group, Board, ELT, survey participants, wider stakeholders and workforce. In response to colleague feedback, we will now **include the satisfaction score in our business scorecard** and report regularly on progress.

*We reported this improvement to our regulator Ofgem as part of our Stakeholder Engagement Consumer Vulnerability submission. Find our more [here](#).

The 2020/21 action plan has been successfully implemented and influenced improved satisfaction



We heard	So we have	Impact
Continue digital engagement after COVID-19	Committed to continuing with online engagement and blending this with ad-hoc face-to-face engagement in the future	Online meetings are the most popular method among warm stakeholders - likely influenced by normalised use of this engagement method during the pandemic.
Expand key relationship Management	Expanded key relationship management; prioritising County Councils initially and learning from this approach before scaling	The average score among County Councils was 8.46, up from 7.80 last year.
Provide more frequent updates	Increased the frequency of stakeholder newsletters to monthly and improved the stakeholder engagement hub on our website	76% of <u>all</u> stakeholders were engaged frequently, up from 58% last year.
Introduce stakeholder subgroups on specialist topics	Refined our forward-looking engagement plans to include specialist topics requested by stakeholders, such as EVs	EV specific engagement delivered. On average stakeholders engaged on 7 topics vs. 5 last year.
Publish an annual report on our stakeholder engagement outcomes	Became the first DNO to commit to continuing annual SECV reporting beyond RIIO-ED1 with a focus on stakeholder outcomes	7% improvement in openness & transparency and 13% gain in agreement that the link between stakeholder feedback and ENWL action is clear.