

Lancashire Stakeholder Advisory Workshop

Capture report

17th July 2019





Welcome to the Electricity North West capture report. The purpose of this report is to capture and play back the discussions that took place at our Lancashire regional stakeholder engagement workshop on 17th July 2019. We are grateful to all those who attended the workshop and value the discussions that took place.

Stakeholder engagement is vital to our success within the North West, it ensures we have greater clarity of the needs and interests of our stakeholders and provides a platform for us to engage and understand our stakeholder's views better.

Stakeholders play a key role in helping us prioritise and set objectives for our business plan and future endeavours and we want our stakeholders to have a say on how we move forward and help us transform the communities we work in.

At the workshop we discussed our price review period RIIO-ED1 (current investment) and RIIO-ED2 (future investment) strategy with a focus on what is important to our stakeholders, their organisation and communities. We then looked at Electricity North

West's business performance including how we had responded to stakeholder feedback and launched our ['Leading the North West to Zero Carbon'](#) plan in March 2019. We also introduced stakeholders to our new social mapping tool that will improve our support to those customers who need extra support during a power cut.

The report reflects what we said, what we heard and what we plan to do with the feedback and information gathered through the feedback forms, table discussions and voting system. If you would like to see the full consolidated report from all three regional workshops, [click here](#).

We hope you find this report useful and welcome your feedback about the report or the event – please send any comments you have to StakeholderEngagement@enwl.co.uk

Why your engagement is important to us:

Provides us with a fuller understanding of our operating environment

Helps us identify and address emerging and changing needs

Gives our stakeholders and customers the opportunity to hold us to account

Gives us a chance to share our learning and best practice

Ensures our activity is always relevant to and valued by our stakeholders

We commit to respond to all of the issues you raise

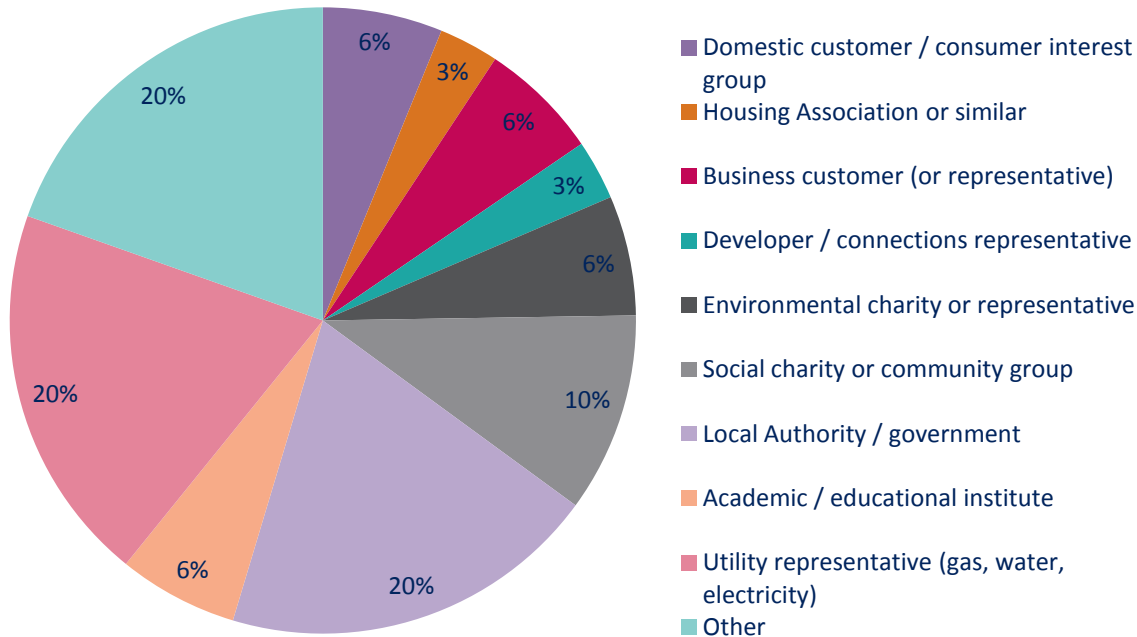
Understanding our stakeholders



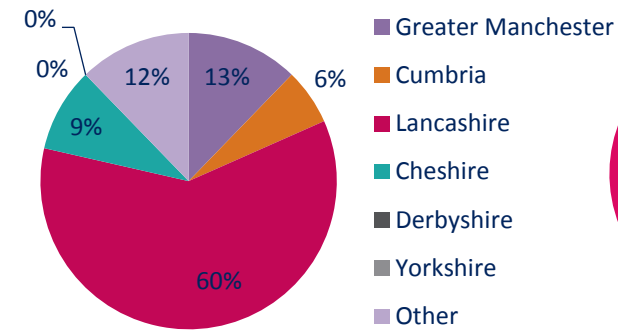
What we discussed

We asked our stakeholders a few questions to understand who they are, where they came from and what age bracket they fit into. Understanding our stakeholders demographics enables us to appreciate their needs and how and where to engage with them.

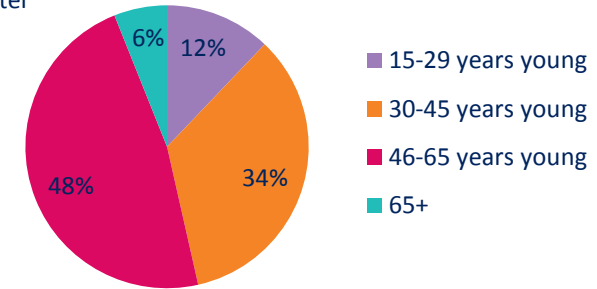
What type of stakeholder are you?



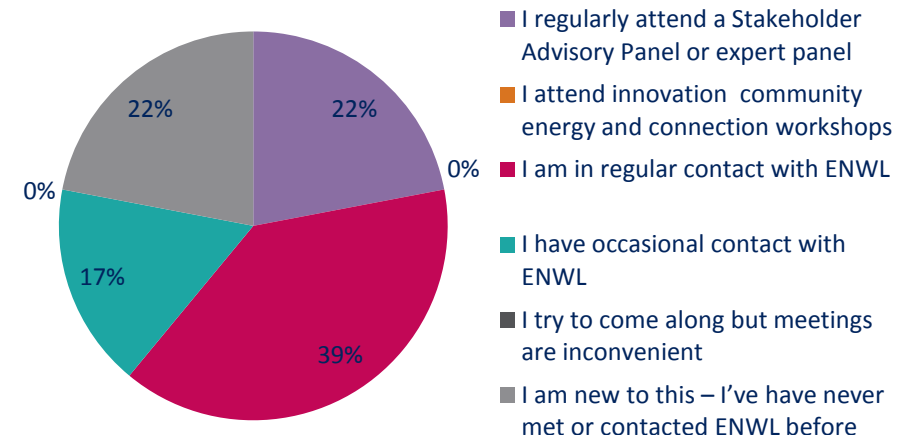
Where did you come from today?



How young are you?



How often do we engage with you?



How you told us - Electronic voting



What we heard

The workshop included a variety of organisations and individuals who have an interest or stake in our business. We achieved a good balance of attendees across different sectors.

We had 28 stakeholders register for the workshop with 24 attending on the day with majority of stakeholders coming from the Lancashire area.

39% of stakeholders at the workshop are in regular contact with Electricity North West and 22% of stakeholders had never attended or engaged with us before.

Through feedback forms, stakeholders advised that they would like more local councils present.

What we will do

- Increase engagement/attendance with the 15-29 age group
- Explore ways to turn engagement into attendance
- Commit to improve, build and maintain relationships and partnerships with our stakeholders
- Better understand how our stakeholders like to be engaged. (Modern or traditional forms of communications)
- Continue to ensure we have the correct representation of Lancashire and its communities
- Explore new ways of engaging with social and environmental charities and local councils.

Shaping how we deliver the future



What we discussed

As part of our engagement for the forthcoming price review, RIIO-ED2 we have introduced a three step cycle (shaping, creating and consulting) that will prepare us for our upcoming price review in 2023-2028. As a final part of our shaping phase we invited an external agency, Given London to run a session around creating our customer engagement strategy. The purpose was to engage with our stakeholders to understand what is important to them, their businesses and their communities and then to work out how Electricity North West fits into that. This will enable us to deliver a plan that ensures engagement, understanding and buy-in to what we are doing.

This approach shifts our perspective from 'inside out' to 'outside in', meaning that we first want to understand how our stakeholders lives work, and then understand how Electricity North West fits into it. This will help our stakeholders to influence, shape and create a plan for the future, not only for themselves but their businesses and communities within the North West.

What we heard

- Make discussions/agenda items feel more relevant for the type of stakeholders at the workshops. Relate to their businesses or communities
- Do more to educate and engage a broader audience. Partnerships as a suggested means of broadening engagement
- Trust is a vital factor for stakeholders and is the basis of any successful engagement or partnership
- Support businesses and consumers in the transition. Drive behavioural change
- Develop more partnerships with stakeholders, individuals or groups to either endorse or provide a direct channel to connect to different audiences
- Preferred channels of communication varied across the group

What we will do

- Use this data to plan for RIIO-ED2 price review
- Host interactive sessions with our customers/stakeholders to find out what is important to them
- Look at developing partnerships either to endorse or connect Electricity North West with a broader stakeholder group
- Keep our stakeholders up-to-date on our progress for RIIO-ED2 planning via our website
- Look into how effective our communication is with stakeholders



How you told us – Table discussion and group written feedback



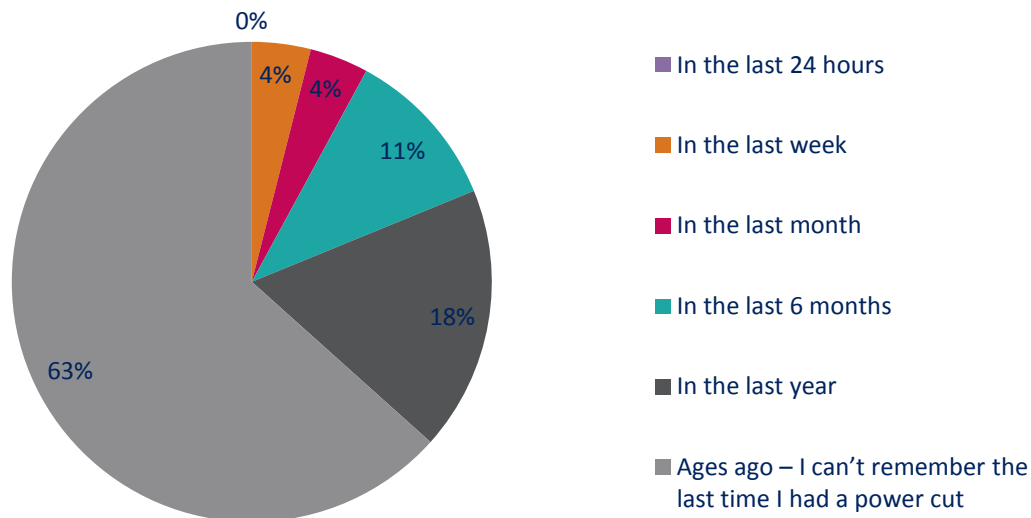
What we discussed

We shared with our stakeholders an insight into the significant work that has been happening in and around our business to improve the service we provide. We invest £1 million across the network everyday and continue to improve our network and services to our customers.

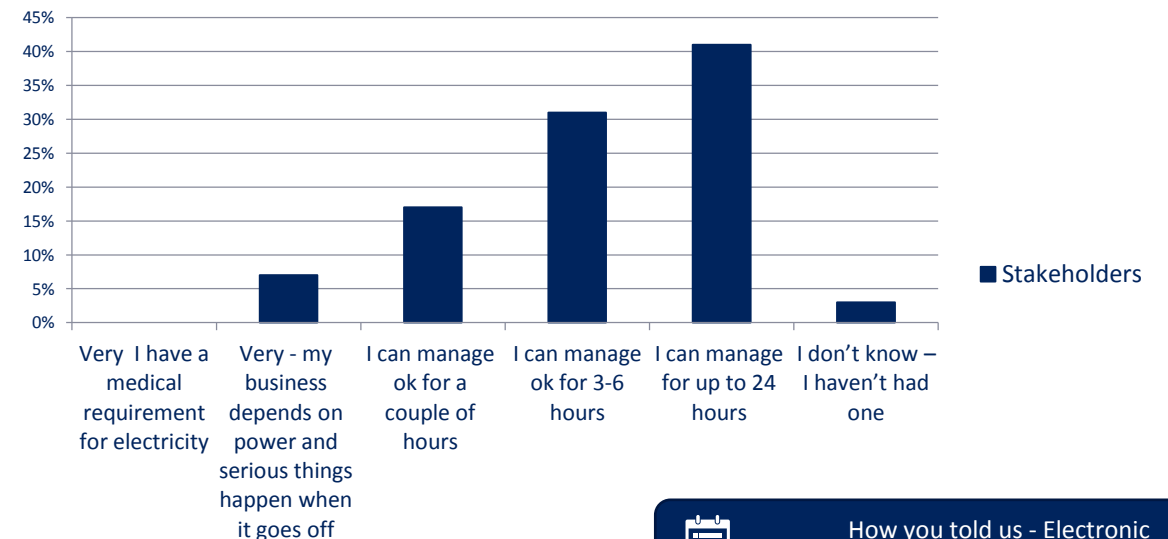
- We have made significant improvement in our **customer satisfaction with a score of 86.5% in 2018/2019** and look to continue to improve this going forward. We continue to focus on our performance and ensure we meet our business commitments.
- Our stakeholders tell us that network reliability is vital and since 2012 our **network reliability has improved by 29%**. As we shift to a low carbon future and energy becomes multi-directional it is vital that we maintain and continue to provide a safe and reliable network for years to come.

At the workshop we asked our stakeholders how often they experience a power cut and how impacted they would be if they had a power cut.

Have you experienced a power cut?



How impacted are you/would you be when you have a power cut?



Business plan update

What we heard

- 63% couldn't remember the last time they had a power cut
- 37% had a power cut in the last year
- 41% believe they would be able to last up to 24 hours without power
- Understand more about reliability and investment plans
- Feedback forms indicated stakeholders would like to:
 - Discuss skills planning for the future - work with colleges on curriculum design
 - Understand more about RIIO-ED2 and future planning
 - Focus more on where stakeholders can directly influence e.g. Change investment plans

What we will do

- Communicate our regional investment. See the booklets on our [website](#)
- Continue to invest in the reliability of the network in Lancashire
- Review skills planning and commit to working with the next generation and working along side our training academy
- Continue to drive our Priority Services Register for those customers who need additional assistance during a power cut
- Work with partners to broaden our reach to ensure that our stakeholders and customers are aware of what to do in a power cut
- Explore opportunities to improve understanding of RIIO-ED2



Transition to low carbon

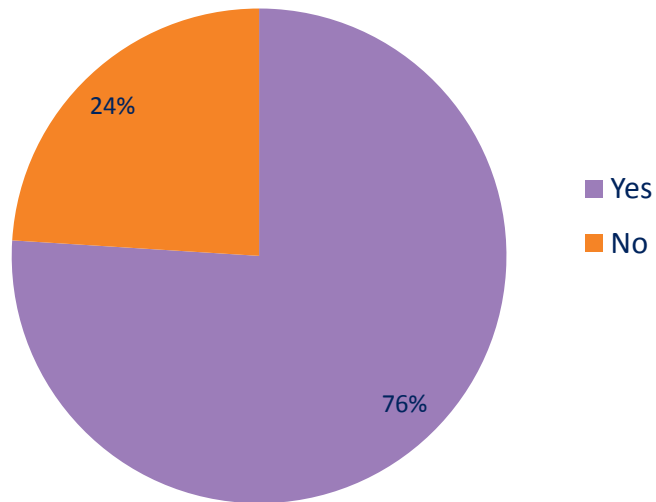


What we discussed

As a business we are committed to lead in the transition to a low carbon future within the UK, investing an additional £63.5 million in the next four years. Working with partners, we play a crucial part in leading and enabling decarbonisation across the North West and have launched our ['Leading the North West to Zero carbon'](#) plan which sets out our role and plan to reach net zero carbon by 2038. The plan outlines our low carbon commitments not only for us as a business but how we will support and help our customers and stakeholders to reduce their emissions now and in the future.

We asked our stakeholders if they had heard about our low carbon commitment and if their organisation would be impacted by the low carbon transition. It is important that we lead by example and in addition support our stakeholders, their businesses and our communities in the transition to a low carbon future.

Before today had you heard about our Low Carbon commitment?



Will your organisation be impacted by the low carbon transition?



How you told us - Electronic voting



What we heard

- 76% had heard about our low carbon commitments
- 30% indicated they would like to speak to Electricity North West about working together in the transition to a low carbon future
- Key themes that came out of the feedback forms about what our stakeholders would like to hear more about:
 - Provide more understanding about the roll-out electric vehicles
 - Provide an electric charging point strategy
 - Community and energy plans and schemes
 - How is Electricity North West working with suppliers and stakeholders to reduce carbon

What we will do

- Explore delivering specific workshops or provide information on key topics (electric vehicles)
- Identify opportunities to provide more understanding around electric charging points
- Commit to working with our Sustainability and Chief Executive Panel to review feedback and deliver specific outputs
- Contact specific stakeholders who want to work together on low carbon initiatives and provide support in their transition
- Explore ways to knowledge share around topics of low carbon
- More awareness around our community and local energy plans and scheme.

Social data mapping tool

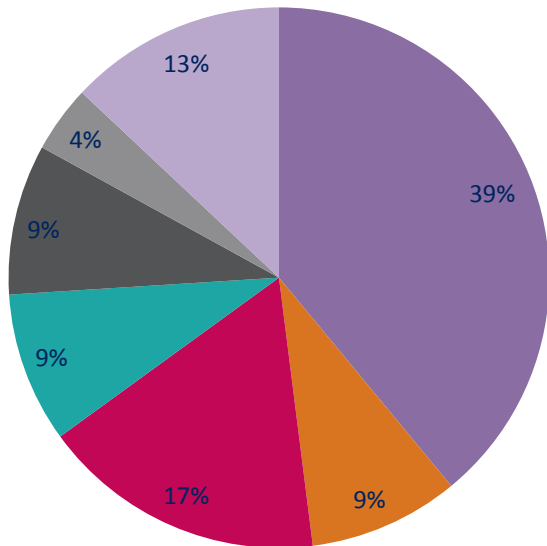


What we discussed

In a bid to understand our region, our customers, their needs and vulnerabilities we have invested in a tool that will provide us with a view of the North West indices of deprivation within a Lower Super Output Area (LSOA). The tool will help us understand the region, help us close the gap between vulnerability and our Priority Services Register, build partnerships with specific agencies who can help us deliver this extra support and help to inform our business plan to assist those who need additional support during a power cut. The multiple indices focus on factors affecting income, employment, education / skills, health and disability, barriers to housing and services, living environment and crime.

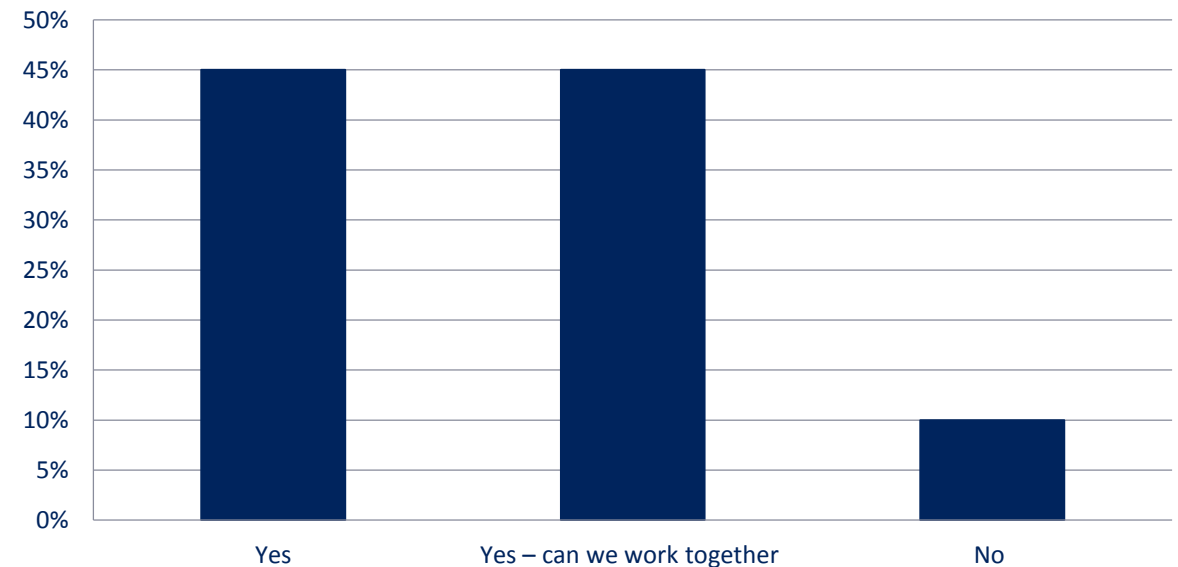
We done a lot of work around promoting our [Priority Service Register](#) and asked our stakeholders if they had heard about it before. We also asked stakeholders if this data would be useful to their organisation.

Did you know about our Priority Services Register before today?



- Yes – but its not a service I need now
- Yes – myself or a friend or family member are registered already
- Yes – I actively promote it to vulnerable customers
- Yes – but I haven't got round to registering yet
- No – its not something I need right now
- No – didn't know you had one – I'll register NOW
- No

Could this data be useful to your organisation?



How you told us - Electronic voting



What we discussed

We asked stakeholders how could this data be used?

What we heard

- Electricity North West to work with social services
- Help to identify areas of fuel poverty
- Target areas where people are paying too much and provide support
- Assist people to cope with planned or unplanned power cuts by providing refrigeration for medical supplies
- Raising awareness of issues in different areas by using statistics to highlight challenges

How should Electricity North West use this data?

- Promotion of who we are and what we do. Particularly working with 3rd sector
- Work with 3rd sector to increase reach
- Target the right people – what makes someone vulnerable? – It can be transient in nature
- Balance between support and not bothering people all the time
- Analyse data to ensure it remains up-to-date (Deaths etc. will affect data)
- Protect data against fraud – working with the local authorities can alleviate this
- Prevent illicit messaging
- Ensure you don't have duplications of information or data
- Is there an opportunity for utilities work from the same data set
- Work with SMEs/micro SMEs to ensure their business continues in the event of a power loss
- Link to NHS to identify people who should be on the PSR
- Link to schools/pre-schools to identify people who should be on PSR
- Is PSR the best way to identify vulnerable people? – Can communities do more to support people and have a central community point

Could you help us to identify and work with vulnerable customers in our community?

- Liaise with councillors/local government to assist in identifying and communicating with customers
- Keep data between relevant parties
- Provide links to the social groups that we have built trust with
- Use housing associations websites



What we will do

- Understand the areas most in need within the North West
- Increase Priority Service Register knowledge and increase sign-ups
- Work with stakeholders who could use this data for improving their business offerings to our communities
- Use data to drive our current and future business plan
- Use data to influence network investment and resilience
- Improve and create partnerships to support local communities and deliver the best services and support (social services, housing associations, local councils and SMEs)
- Sharing of best practice and knowledge
- Better define what vulnerability looks like in our region
- Segregate key areas of deprivation and fuel poverty to better target support and investment
- Share feedback with Vulnerable Customer and Chief Executive Panel
- Work closely with our internal GDPR team and local authority to ensure safety of personal data and ensure data is up-to-date
- Contact stakeholders who are interested in working together on the social mapping tool.

Future events



What we discussed

It is important for us to share with you the information that matters to you. We asked stakeholders to tell us what they would like to know more about at the next Regional Stakeholder Advisory Workshops.

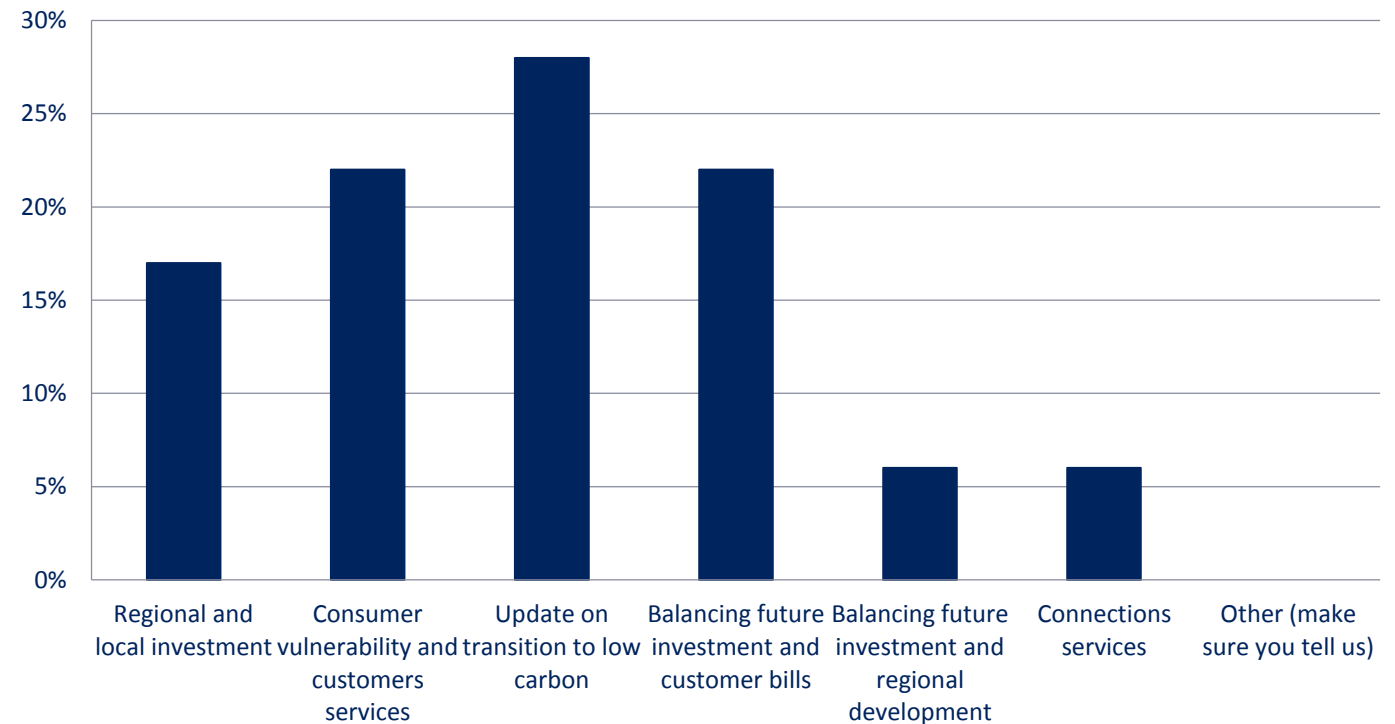
What we heard

- 28% want to know more about the transition to low carbon
- 22% want to know more about consumer vulnerability and customers services and future balancing

What we will do

- Share interest with Executive leadership team, Sustainability and Chief Executive Panel
- Use information to steer upcoming advisory panels, internal meetings and the next set of regional stakeholder workshops
- Consider these topics as key priorities for us as a business

What would you like to discuss next time?



How you told us - Electronic voting



- We hold regular stakeholder advisory panels which help us to shape our activity – if you are interested in becoming a member of our Consumer Vulnerability or Sustainability Advisory Panel. Please contact stakeholderengagement@enwl.co.uk
- If you would like to receive regular updates on our activity (newsletters etc) please click [here](#).
- Click [here](#) to find out more about all of our upcoming stakeholder events, including updates on our advisory panels:
 - Consumer Vulnerability Panel – met in early September 2019
 - Sustainability Advisory Panel – 20th September 2019
 - Regional Stakeholder Workshop 2020 - date still to be confirmed
- We also run a variety of stakeholder events in relation to our connections work, ranging from webinars, workshops , surgery sessions and more. If you would like to get involved with (or just learn more about) our work on connections engagement, please visit: www.enwl.co.uk/ice or you can email ICE@enwl.co.uk.