

SP Energy Networks 2014–2015

Ofgem Consumer Vulnerability Trial Submission





What Customer Vulnerability Means to SPEN

We know we are in a unique position as a DNO and want to use this to make a real difference. We have changed our business model to build a stronger local presence so we can really understand the communities we serve and develop solutions that can be delivered through a strong network of trusted local agencies.

We recognise that fuel poverty is a serious issue and this can be caused by factors such as low income, high energy prices and poor energy efficiency. Customers can become vulnerable if we interrupt their electricity supply and customers who are off the gas grid are even more vulnerable when reliant on electricity as their only fuel source.

We know we can't tackle everything on day 1 and our stakeholders have been really clear that we should not lose sight of our core purpose, which is to deliver safe and secure supplies to our 3.5m customers. We have tailored our approach to build strong local networks which will grow organically in our targeted areas, to bring together services our customers would otherwise struggle to access.

We want to be part of the communities we serve and make a real difference to the lives of our customers.

The Journey So Far

We have supported customers well during power cuts and assisted vulnerable customers for many years, we are now at the start of our journey to move into wider areas of vulnerability. Our aim in 2015 is to lay the foundations for our model moving forward. We have External Stakeholder Panels and a Social Working Group that report to the Panels. Our External Panels inform our strategy at an Exec level with representatives from different markets including Charities, Councils, Government, SME's, Education & Enterprise.

Our Social Working Group has worked with us hand in hand to develop our plan in a way that can be replicated across our target areas and deliver embedded support in our communities. Initiatives such as 'Network Natter' & 'Winter Warmth' demonstrate how our local approach of working with trusted agencies is delivering benefits for our most vulnerable customers. Initiatives such as 'Future Wave' are laying the foundations for future community schemes and have come about as a result of best practice sharing with GDNs (Gas Distribution Network Operators).

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Our Long Term Aims

Our Customer Vulnerability Strategy is designed around 4 Key Pillars

1. Contact
2. Data & Information Sharing
3. Initiatives and Outputs
4. Continual & Enduring Engagement

Our aim is to:

Proactively recognise all signs of vulnerability

Have robust 2 way referral and support networks in place

Data share with all agencies to proactively help customers

Develop networks to deliver both energy and non energy services locally

Deliver initiatives to support fuel poverty & vulnerability

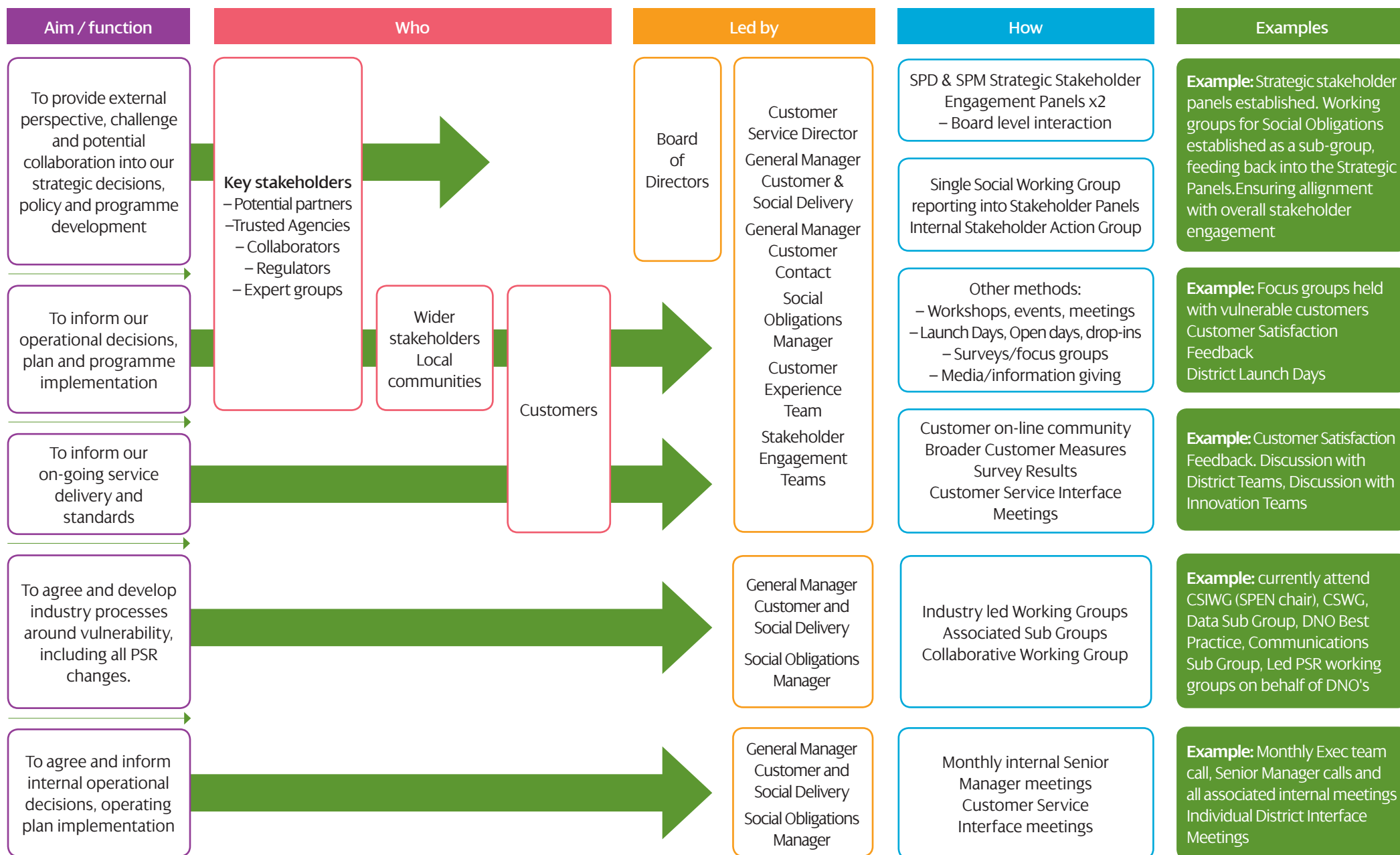
Build relationships so that our communities help us identify & support customers

Achieve accreditation to BSI Standard

Hold accurate and up to date data including customers who are hard to reach



Consumer Vulnerability Governance



Ofgem Consumer Vulnerability Criterion 1

Strategic understanding and commitment to the role that network companies can play in tackling social issues relevant to vulnerable customers

Strategic Understanding

As a network company we are in a unique position to serve customers in a defined area and have the ability to use our stakeholder network to deliver added services both energy and non energy to our customers. We have a clear strategy of targeting our communities most in need and have worked alongside our Social Working Group to define what this means for SP Energy Networks. Our Social Working Group have helped us every step of the way and together we felt that by mapping our customers over distinct data sets we could target our most vulnerable communities impacted by multiple factors.

During our ED1 planning exercise we engaged with a wide range of stakeholders and they told us our priorities should be to support **vulnerable** and **fuel poor** customers. Our External Panels and Social Working Group were very clear that we should bring everything back to our core purpose and that is to **deliver safe and secure supplies** to our customers who become much more vulnerable when their electricity supply is interrupted. Customers off the gas grid also become more vulnerable if their electricity supply is interrupted, so we aim to support vulnerable customers but also make sure our actions don't **make** our customers vulnerable. Taking all of these factors into account we agreed 4 distinct sets of data to map our customer base and applied weightings to them.

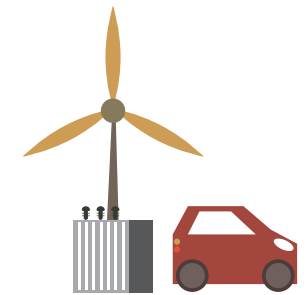
We have clearly defined target areas and are focusing our initiatives in 2015 & 2016 in our Dumfries and North Wales areas as a result of this mapping.

Commitment

Our first target area was Dumfries and we worked with our Social Working Group to agree our approach. We will grow each local network organically, to target key stakeholders in our focus areas and deliver a localised approach specifically tailored to that community. This will give us strong and enduring partnerships at the heart of each community and by engaging with local stakeholders and customers we can identify harder to reach customers who may not come forward themselves without support.

We recognise that this strength may also be a weakness in that this approach, whilst ultimately delivering the most embedded solution it is not a quick fix. SPEN, our External Panels and our Social Working Group feel this is the right approach to deliver long term quality benefits. Trust can sometimes be a barrier for energy companies so we need to make sure this does not stop customers receiving valuable services. We have built our network to deliver these services through trusted agencies that are impartial and customers would feel comfortable engaging with. We tried several approaches and found the best way was to target already established community groups so we can deliver services to specific audiences. We have demonstrated how this has worked in our **Network Natter case study** on page 8. We also have partnerships with agencies such as The Hub and D&G Fire & Rescue who we have joined forces with to deliver additional services, one of which is explained in our **Winter Warmth for Older People case study** on Page 9.

Data is an area we need to focus on and is a barrier across the industry in terms of data quality and sharing. We have led discussions with the Information Commissioner on behalf of DNOs, GDNs and Suppliers to look for data sharing solutions. We are also working with Falkirk Council to learn lessons from their data sharing pilot with Forth Valley NHS Trust. SPEN have also led analysis on Supplier data to drive improvements in data flow quality through cross industry working groups.



There will be a 35% increase in elderly customers over 80 in Dumfries in the next 5 years.

Data Mapping



1. Those who experienced Multiple Interruptions to their supply



2. Customers on our Priority Services Register



3. Fuel Poor Customers



4. Customers Off the Gas Grid

Ofgem's Consumer Vulnerability Criterion 2

Engagement with stakeholders to improve the data and information that they hold on vulnerable customers and what they do with it

Acquisition

Our data strategy is built around 6 key areas. We want to make sure the Priority Services Register (PSR) records we hold are up to date and accurate and we will check these with our customers every 2 years. We call and visit customers if we have a fault or planned outage on our network and we also have processes for our field teams to proactively identify customers not registered. We work with agencies to deliver additional services, signpost and support customers such as Local Councils, Age Scotland, Age Cymru, British Red Cross, The Hub, CAB, Fire & Rescue, Home Energy Scotland, Handy van Service, Care & Repair & The Food Train Service. This is demonstrated on Page 6.

Our Network Natter sessions target eligible customers to sign up to our Priority Services Register and encourage identification of hard to reach customers. As part of the industry Working Groups we looked at ways of sharing data across utilities and led the work to understand the quality of data flows each DNO is receiving from Suppliers. We have systems in place to capture and update our customer records and are further developing this over the coming year with mobile technology to make it easier for our field staff to feed in updates to improve the quality of information to our customers.

We feel our data acquisition strategy demonstrates we care about the quality of data we currently hold; we have processes to utilise this data fully and proactively identify new customers. We also have a growing network of partnerships by which we will receive referrals and are building relationships to support the outward referral for our customers. Our strategy shows we recognise the importance of data sharing with robust protocols to control our data. Finally our mobile solution will allow easy access for our staff to keep customer records accurate and updated.

Management

We have written to 55k customers so far this year to check the data we hold on our PSR (Priority Services Register). Given vulnerable customers can be understandably wary about discussing their personal data over the phone on a cold call, we are now piloting a process whereby we will text 1000 customers and notify them that they will shortly receive a letter from us. A letter will then be sent and followed up with an outbound call if we do not receive a reply.

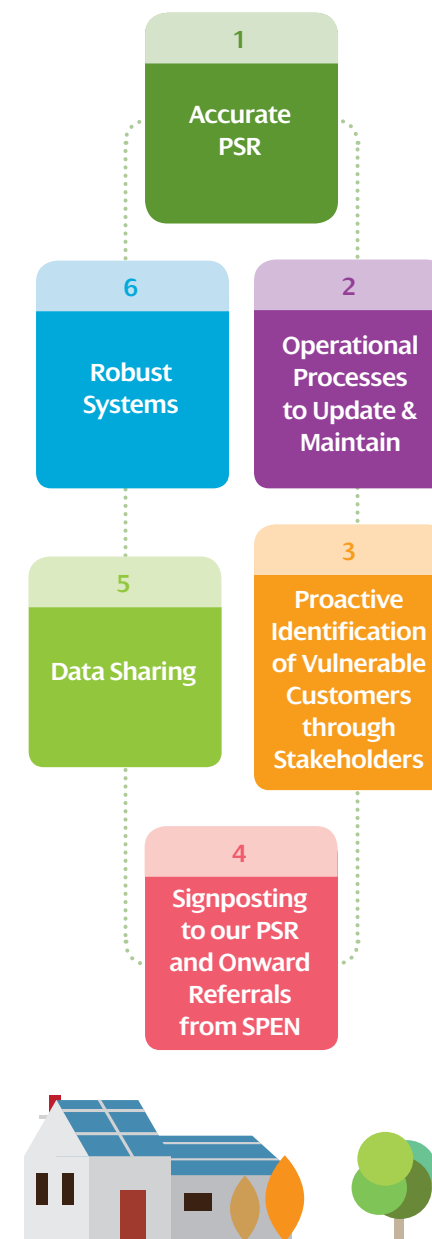
We are piloting a new process in 3 of our Districts where we check all customer data in advance of any planned work. Ahead of writing to our customers to notify them of planned work, we will talk to our customers on the doorstep about the work we will be carrying out to make sure they have no concerns, as well as checking their information so we can offer any additional support needed. By visiting each property individually, we will also identify any vulnerable customers not on our PSR. Our Contact Centre staff have been trained to recognise wider signs of vulnerability and we partnered with National Energy Action and the British Red Cross to develop and deliver this training.

Use

Updates to our PSR are completed quickly and as part of our Broader Measure of Customer Service governance framework, we analyse our data to take learnings from positive customer feedback and poor scores from our customers. At present we share data during an incident or emergency with organisations such as the British Red Cross and Emergency Planning Officers in local Councils. We also contact Social Services to support customers with known vulnerability where this is appropriate.

Our aim is to be able to proactively share our data with organisations in advance of an incident but recognise the perceived restrictions around this in terms of data protection and privacy. We have engaged with the Information Commissioner (SPEN led for DNOs, GDNs & Suppliers) to help us to define our sharing protocols and will continue to do this until we are comfortable that we have robust processes in place. We are also working with Falkirk Council to understand results from the trial they are currently undertaking with Forth Valley NHS Trust with the aim of building learnings into our protocols.

Data Strategy Key Areas





Eligibility

As a responsible DNO, we understand that eligibility for the PSR extends further than the prescribed categories. A customer with a serious illness or disability may tick a box on the PSR form but the impact may run far deeper, to issues such as fuel poverty due to an inability to work and social isolation. We know that the reverse may also be true – a customer may not register but would consider themselves vulnerable or may feel they require additional support in a power outage. We offer a flexible approach to PSR eligibility and capture any additional or temporary needs within the 'Other' category. Our staff recognise the signs of wider vulnerability and our field teams are engaging on the ground to talk to customers who may not be registered or may be socially isolated.

PSR registration is just one tool and by mapping our customer data as laid out on page 3 we target communities to widen our network and help us spread our messages. We know that customers are more likely to talk to a neighbour than an energy company and by delivering added services to community groups the local community will help us widen our net.

The benefits this can bring are demonstrated with organisations such as Handy Van and The Food Train. Customers are able to access household repair, grocery delivery & befriending services. This practical help reduces social isolation and at the same time allows us to promote PSR and the services we offer.

Take Up

Any vulnerable customers new to our register are issued a welcome pack which lays out what they can expect from us. As part of our annual awareness campaign we promote our services and our Register. We are working in partnership with a network of agencies across our Dumfries area to signpost customers to our PSR and identify new customers at our Network Natter and Community Events. Following our Natter partnership, D&G Fire & Rescue have asked us to collaborate at their Winter Warmer events, which are targeted at elderly people in Dumfries and raise awareness of fire safety, whilst bringing the community together. Customers are provided with free safety products such as fire retardant bedding for elderly smokers and smoke alarms. The events are dual branded with SP Energy Networks and D&G Fire & Rescue.

We worked with ENW to create maps for telephone directories to make sure customers do not get confused across our boundaries. We also collaborated with SSE and Age Scotland to raise awareness of the Priority Service Register by publishing a joint article in Age Scotland Advantage magazine, which will be repeated in 2016.

Use

We routinely offer additional support to our vulnerable customers based on their needs. Our teams regularly offer hot food, drinks and accommodation during prolonged outages and support by contacting family members, neighbours and linking in with local health and social care providers and Emergency Planning Officers where needed. Arrangements are also in place to open community centres, deploy catering units and support from the British Red Cross.

We empower our staff to take ownership of their customers and do whatever is needed to support.

Ownership

During severe weather in Anglesey one of our linesmen went to check on an elderly couple on a remote farm to make sure they were ok because our contact team could not reach them. He took a flask of hot soup and an analogue phone so we were able to contact them regularly and they could contact family & friends.



Empowering



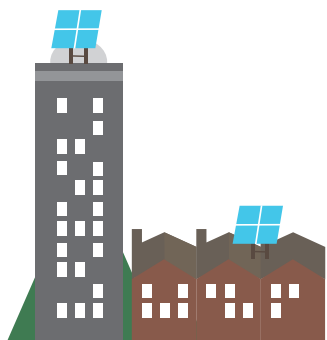
In Liverpool a fault occurred which affected 15 homes. The Head of Delivery for Liverpool visited the area and issued his business cards to local residents impacted by the fault. He then made arrangements with a local pub to provide hot meals in exchange for the cards and the pub then billed us back for the value of the meals.

Ofgem's Consumer Vulnerability Criterion 4

Approach taken to develop and utilise partnerships (e.g. referral networks) to identify and deliver solutions (both energy and non energy) for vulnerable customers

Overall partnership Strategy

SPEN will work in our target areas following our mapping exercise to grow our networks organically, raising awareness in our most vulnerable communities whilst delivering additional energy and non energy services for our customers. Our partnerships will be grown to deploy local initiatives which are best suited for each community. We will seek out socially isolated and hard to reach customers by developing strong community relationships to help us support these customers together.



Overall partnership Strategy

External Panels & Social Working Group Advising and influencing our Strategy & Plan

- Scottish, Welsh & National Governments
- North Wales Fire and Rescue
- Glasgow, Edinburgh, Liverpool & Knowsley Council
- Snowdonia National Park
- National Energy Action
- Chamber of Commerce
- Peel Utilities
- B&Q
- Bangor & Heriot Watt Universities
- Energy Action Scotland
- British Red Cross
- Scottish Enterprise
- Citizens Advice
- Scottish Council for Voluntary Organisations
- Skills Development Scotland
- Police Scotland

Dumfries – Target Network Added Services, Signposting & Awareness

Stakeholders

- Home Energy Scotland
- D&G Fire & rescue
- Citizens Advice
- The Hub
- Food Train
- Care & Repair
- Handy Van
- Age Scotland

Wider Social Network Added Services, Signposting, Awareness & Support

- British Red Cross
- Supreme Group
- Local Resilience
- DNOs, GDNs Suppliers
- Emergency Planning Officers
- Age Scotland
- Age Cymru

Purpose / Services

- SPD & SPM Panels
- Social Working Group feed into both Panels
- Shaping and Advising on Strategy & Direction
- Panels inform Exec and Senior Management
- Stakeholders bring issues and challenges
- SPEN present challenges and seek ideas
- Collaborative approach to developing strategy
- Social Working Group have worked in partnership with SPEN to develop strategy & plan
- Social Working Group have helped with access to key stakeholders in target area.

- Energy efficiency & funding advice
- Fire Safety visits and equipment
- Debt advice
- Tariff switching advice
- Winter Warmth Scheme
- Community Project Delivery
- Grocery shopping & delivery service
- Small home repairs and home support
- Assistance to modify property to allow elderly & disabled customers to remain at home
- Silver line befriending service
- General advice for elderly customers – health & wellbeing/bogus callers

- Training and advice
- Customer Support through events
- Best Practice sharing
- Social Care Support
- Community Halls – catering and support in events
- Catering vehicles for outages and events
- Elderly support and advice (health, security, etc.)

Ofgem Consumer Vulnerability Criterion 5

Embedding their strategy for addressing customer vulnerability in their systems, processes and how they manage customer interactions

Embedding Strategy in Managing Customer Interactions

We are passionate about delivering exceptional service to all of our 3.5 million customers. We treat every customer as an individual whether they require additional assistance because they are vulnerable, or just need us to listen to their needs and act. We have driven a customer focused culture across our organisation which can be seen in our Customer Satisfaction results. Our strategy is to deliver exceptional service through a lean organisation. Using technology we aim to streamline processes to free up staff to deliver added services for our customers. By doing this we can also make sure the costs we pass onto our customers are as low as possible. We have co-located key teams together to make it easy for them to cut through issues and work together for our customers. We have moved our delivery model to a local District based approach to drive a clear culture of local ownership and our Customer Service and Delivery teams work very closely together to drive continuous improvement.

We set clear standards for interactions with our customers and supporting processes and measure our staff against strict quality criteria. Each member of our contact team is quality checked and scored regularly, and information such as safety checks and vulnerability checks attract a zero tolerance in our quality framework. Our teams have helped to build this process and they understand that the health, safety and support of vulnerable customers are their priorities. This links into the performance management framework for all staff across SP Energy Networks and ultimately into individual employee pay. Whilst there are things we insist on, we also encourage staff at all levels to really listen to what their customers are saying, to own their customer and cut through problems and barriers to resolve issues first time. We have worked with British Red Cross & National Energy Action to develop and deliver training to recognise all signs of vulnerability and expand the definition from the traditionally recognised categories for our front line teams.

Embedding Strategy in General Systems and Processes

We have a rigorous governance around our customer service performance which drives continuous improvement for all of our customers. By taking this approach we have improved service to all of our customers significantly over the last 5 years.

Governance and feedback processes are embedded at all levels of our organisation from the Exec level, General Manager level through to the Operational Teams. This ensures that actions are taken quickly, lessons are learned and built into our plans. We share results weekly across our organisation and analyse any poor scores as a team on a monthly basis. This allows us to understand the root cause and lessons learned as well as an opportunity to review what drives our best scores to replicate this service. Monthly meetings are held to communicate results at all levels of the organisation. District meetings are also held monthly to review performance and make sure any underlying drivers are managed and our improvement plans for each District are understood and actioned quickly.

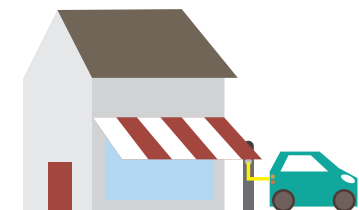
We have escalation processes which feed back to General Managers every month if issues can not be resolved. Our CEO, Directors and Senior Managers sit on our External Stakeholder Panels and our Social Working Group is led, attended and supported by Senior Managers. Our plans and improvements are all driven by Stakeholder and Customer feedback directly or by indirect improvements which drive this feedback. We have also developed a check list for our field staff for all job types to clearly lay out what our teams should be thinking about when on site.

We have developed a number of business processes where we aim to proactively improve our data quality and identify vulnerable customers who have not yet registered with us as part of our planned investment. This is a real opportunity given we are investing over £7 billion in our current Distribution and Transmission price control periods and will be working in communities across our three Licence areas.

Making a real difference

Gareth Davies, Project Co-ordinator in Wrexham won the Utility Award this year. Gareth helped an elderly and vulnerable lady after discovering she had been without electricity and water for 2 years.

He saw to it that her home was made electrically safe and she had heating and hot water. Gareth also contacted Social Services to arrange further support and went on to secure funds from SPEN and our contract partners AMEY to carry out further work to make the lady's home more habitable.



Network Natter

The challenge

To use our unique position as a DNO to engage with trusted agencies to deliver local services to vulnerable communities. In doing so, proactively reach isolated customers and make a real difference to their lives.

Evaluation

Feedback

Positive

"Network Natters provides a valuable tool to fully engage local community groups. Very much a two way process of listening to the needs of communities whilst being able to pass down important messages on activities. Network Natter clearly demonstrates SPEN's commitment to working hand in hand with the local communities it serves"

Norman Kerr,
Director of Energy Action Scotland

 **Dumfries & Galloway is forecast to see a 35% increase in the over 80s in the next five years. We therefore linked in with agencies that are actively trying to target this group.**
(Source – D&G F&R)

Our Network Natter Case Study demonstrates what our strategy means in reality. This shows how we are growing our network in our target areas organically to bring added services to vulnerable communities, raising awareness of who we are and using communities to help reach isolated customers.

How we engaged

Informed by data mapping: Our Social Working Group is made up of representatives from Energy Action Scotland, National Energy Action and an Independent Industry Expert (previously Consumer Futures). Taking advice from our Social Working Group, we agreed 4 key priorities when mapping our data to allow us to target our initiatives effectively. (Page 3)

Working with Partner Organisations: Our mapping allowed us to target initiatives in our target areas and working with our Social Working Group we have identified key local stakeholders in these areas who will attend our Network Natter Sessions to deliver services to our most vulnerable customers.

Delivering Added Services: We are engaging with a wide network of agencies to deliver added services that our vulnerable customers would otherwise struggle to access whilst promoting our PSR.

Some Services Provided by Natter Partners

- Energy Efficiency & Funding Advice
- Fire Safety Visits
- Fire Equipment such as bedding and alarms
- Debt Advice
- Tariff Switching Advice
- Winter Warmth Scheme, free wood deliveries
- Various Community Projects
- Grocery shopping & delivery service
- Support for isolated customers
- Small home repairs and home support
- Assistance to modify home to allow elderly & disabled to remain at home rather than go into care
- Silver line befriending service
- General Advice for elderly, health & wellbeing/bogus callers etc.

The story

We developed the Network Natter programme and have held events in our impacted licence area in Scotland. Partner organisations were selected due to their relevance to the demographic group and those also trying to target the same audience to deliver their services to allow us to build two way referral networks and signposting going forward.

The growth of the partnerships that support Network Natter has been localised and organic. From the initial contact recommended by the Social Working Group, our support network has grown and we have an established group of local organisations and initiatives that benefit vulnerable customers.

Before landing on the Network Natter model we tried to engage with Suppliers and Local Councils to identify customers not served by existing efficiency schemes. This proved very difficult so we changed our strategy to target existing community groups with the aim of bringing together additional services. This has been positively received and our groups tell us nothing like this exists where support services are brought together for the community.

Scale and Replication: We have started to set up measurement criteria with each of our partners to track referrals and deliverables. We will then replicate Network Natter sessions in our North Wales region for elderly customers and then extend out to other significantly impacted PSR groups in our Dumfries and North Wales area. We will replicate this model through all target areas moving forward.



D&G Fire and Rescue

Winter Warmth Events 2015

Age Scotland

SSE / SPEN Advert

Social WG

Home Energy Scotland

Citizens Advice

Care & Repair



HandyVan

The Food Train

The Hub

Winter Warmth for Older People Project

Winter Warmth for Older People Project

Our Winter Warmth for Older People Case Study demonstrates how we are helping to support fuel poor and off gas grid customers in a local initiative. Showing how we link our core business to community payback schemes to ultimately help vulnerable and isolated customers



The challenge

We are aware that often we do not know who our vulnerable customers are. However by working with trusted agencies we can work together to identify those most hard to reach.

Effectively tackling fuel poverty is complex as the root cause can involve many factors such as health, social isolation and awareness of how to access available help and funding.



45% of households in Dumfries and Galloway are classed as fuel poor

(Source – SHCS Survey, 2013)



By 2024, D&G will have the highest proportion out of all councils in Scotland of residents over 50 years of age.

(Source – Scottish Exec)



66% of Fuel Poor customers in Scotland are Single Pensioner Households – the highest rate of Fuel Poor

How we engaged

Following our business reorganisation, we held District Launch days and invited local stakeholders to meet our teams. The sessions helped to build local contacts as well as communicate and refine our strategy with a wider and more local audience.

At the Dumfries District day, a Community Liaison officer from Home Energy Scotland attended and suggested that The Hub in Dumfries & Galloway would be an ideal stakeholder to partner with.

Contact was established and at the meeting, it was agreed that SPEN could be a key partner in the Winter Warmth for Older People Project.

We have since engaged with our tree cutting contractors in Dumfries to inform them about our role and involvement with the programme. All tree cutting teams will now routinely ask landowners if they would like to donate the wood cuttings to the project.



24 tonnes of wood delivered by SPEN

The story

The Winter Warmth for Older People Project delivers free firewood to 311 registered elderly households in fuel poverty in Dumfries & Galloway each winter (between October and March). The project is a partnership between The Hub, the Criminal Justice Community Pay Back Unit (Dumfries & Galloway Council), local landowners and SP Energy Networks.

As part of our tree cutting activities, cuttings were previously left with the landowners or chipped for landscaping. Now, on agreement with the landowner the cuttings will be delivered to a Winter Warmth depot to be cut up and prepared by individuals serving Community Payback orders. To date over 12,600 hours of unpaid work has been dedicated to the project.

Once prepared, the wood is delivered to registered households by project volunteers. This provides a fantastic opportunity for the volunteers to be a friendly face delivering free wood every month to customers who may otherwise be socially isolated. The volunteers are trained to talk to customers about any additional support they may need and have onward referral networks into Social Care as well as the Care & Repair service. Help can be given with installation of energy efficient heating systems, insulation and adaptive work required in customers homes, where the customer agrees.

On the first visit volunteers can check with customers that they are registered on the SPEN Priority Services Register and can assist customers to complete the form and return to SPEN for registration.

Evaluation

Feedback

Positive

"Customer feedback shows that the Winter Warmth for Older People Project is highly regarded and absolutely vital in tackling financial and fuel poverty in our region. I commend everyone who has been involved in delivering a first class service."

Ronnie Nicholson
Council Leader

Support Flows Between Agencies & SPEN

- Customers can directly refer themselves
- SPEN promote at Network Natter
- Our network of agencies can refer customers
- Through time our communities will refer by word of mouth

Wood Delivered

Community Pay Back Scheme Process

Volunteers Deliver Wood & Offer Additional Support

Additional Services Delivered

Customers Register on SPEN Priority Services

Initiative	Description/Action/Output	Cost	Benefit
PSR Welcome Packs & Proactive Calls	Welcome packs introduced for new PSR customers. 388,720 PSR customers registered, 47,065 Welcome Packs issued 5600 proactive contacts made to PSR customers	£50k	Improved information for new and existing PSR customers, proactively supporting our customers.
Winter Warmth for Older People	Wood deliveries for elderly people in Dumfries 24 tonnes of wood delivered; 311 customers on scheme	-	Reduction in fuel poverty and increased benefits for elderly residents through additional support.
Project Future Wave	Mobile application being developed to facilitate community connections First DNO to sign up to the project	£90k	Innovative crowd funding solution that will benefit local off grid communities source, fund and build new connections
Accelerated Renewables Connection (ARC)	ARC Project – connecting renewable generation at congested Grid Supply Points Actively managing around 100MW of renewable generation in the trial area	£8m	Innovative solution for communities considering local energy production or their own community energy scheme
Network Natter	Community sessions to bring together and deliver valuable services to our most vulnerable communities 9 Agencies engaged, 100 customers impacted, 800 customers planned	£1k	Innovative solution bringing local services together to benefit vulnerable communities.
Winter Warmer Campaign	Joint community safety campaign with Fire & Rescue in Dumfries 4 Events Planned November / December 2015	£250	Improved home safety and PSR benefits for local residents in Dumfries
Training Partnerships	Collaborated with Industry Experts on Staff Training Online training developed with British Red Cross 15 Managers Trained by NEA on recognising vulnerability 100% of Contact Centre Trained following NEA session	£1.5K	Increased staff awareness of wider signs of vulnerability enabling identification of harder to reach vulnerable customers.
Partnership Adverts	Co-developed adverts with SSE and ENW Age Scotland magazine and calendar distributed to 250,000 readers – SSE Telephone directory collaboration – ENW	£7.5k	Better customer awareness of PSR and who to contact in a power outage – focused on reducing confusion across DNO boundaries.
Support Partners	Further developed services through support partners MOU in place for 2 years with Red Cross across both our areas One event in Jan 2015 – 267 out of 272 vulnerable customers contacted and 120 meals offered	£71k	Improved emergency resilience and support for customers in unplanned outages and emergency situations
Data Quality	Proactive analysis carried out on behalf of all DNO's on Supplier data flows 8,500 PSR data flows analysed and findings presented	-	Informed discussions and influenced decisions with the PSR Working Group to improve data quality
Local Engagement	District Launch Days held to introduce and build local relationships in our communities. 11 launches held promoting the work we are doing for vulnerable customers	£55k	Attended by over 250 key stakeholders and over 100 pieces of feedback / actions received
Annual Awareness	Annual Awareness Campaign to promote SPEN and PSR 10,000 PSR leaflets distributed in 2015 Pay Per Click Ad viewed 43K times, received 818 direct calls through ad	£600k	Result of 2014/5 engagement – 24% of our customers had heard our radio advertising and 29% saw our press ads
Information Sharing	On the road to developing data sharing protocols Led meeting with Information Commissioner on behalf of DNOs Sharing learnings with Falkirk Council on NHS Pilot	-	Improving our ability to identify vulnerable customers in our communities proactively and bring additional 2 way services to them through tested sharing protocols.
PSR Data Cleanse & Payments	Ensuring the data we hold for our PSR customers is accurate 55,000 letters sent to PSR customers to check data Pilot underway with 1000 customers to text, letter & outbound call Automatic payments in place for PSR customers interrupted >12 hours	£60k	Data quality improved on PSR records to allow proactive contact. No automatic payments required due to excellent service provided by SPEN
Employee Engagement	Governance in place around customer satisfaction Customer Satisfaction scores improved 19% (SPM) and 20% SPD since 2012 Planned engagement process launched as pilot to 90 staff	-	Scoring over 8.2 in every category YTD. With 3 categories over 9 out of 10 in September and 9.48 1st place in General Enquiries in SPM.
Community Energy	First shared ownership Community Energy Windfarm launched in Scotland 2.5MW Marshall community Energy Windfarm launched	-	>£1m estimated turnover each year feeding into community schemes. £8.13m funding received by community for the project
Charity Donations	Supporting local charities that help disadvantaged / disabled children in our regions Cash donations made to STV Appeal (SPD) and Cash For Kids (SPM)	£29,835	£26,635 donated to STV Appeal £3,200 donated to Cash For Kids for Children's Christmas Parties

Key – Social Obligations Strategic Pillar

- Contact
- Data & information sharing
- Initiatives
- Continual improvement & enduring engagement

