

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Scotia Gas Networks
Licensee(s): Scotland Gas Networks
Southern Gas Networks
Address: St Lawrence House
Station Approach
Horley, Surrey
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THE RULES:

1. Refer to the accompanying guidance notes for your Stakeholder Engagement Incentive Scheme.
2. Fill out this entry form and attach it to your overview of evidence. The overview of evidence and all supplementary information should be referenced to this entry form.
3. Entry form should not exceed four A4 pages in total. Overview of evidence should not exceed ten A4 pages.
4. Complete applications must be received at Ofgem by **no later than 5pm on the final Friday in May, the year following the regulatory year in question**. They should be sent to connections@ofgem.gov.uk electronically, with a hard copy sent to: **Distribution Policy Team, Ofgem, 9 Millbank, London SW1P 3GE**

MINIMUM REQUIREMENTS		
Please provide supporting evidence and high level overview of how your company has met the minimum requirements set out below:	Evidence submitted within application (ie, evaluation, assurance report, survey, etc.)	Overview of your arguments demonstrating compliance with requirement. Clearly signpost as to additional relevant evidence/information within submission
<p>The network company has a comprehensive and up to date stakeholder engagement strategy, which sets out:</p> <ul style="list-style-type: none"> - how the network company keeps stakeholders informed about relevant issues, business activities, decision-making and other developments; - how the network company enables timely input and feedback from stakeholders via appropriate mechanisms to inform decision making. 	Stakeholder engagement strategy (Part one, page one)	We provide an extract of our well established stakeholder engagement strategy explaining our commitment to stakeholders and the key principles that underpin our approach to inclusive and tailored stakeholder engagement.
	Corporate strategy development (Part one, page two)	There is a strong link between our stakeholder engagement strategy and our business priorities. We listen to a diverse mix of stakeholders and embed their feedback into the review and development of our annual business objectives, through mechanisms including our Moving Forward Together workshops.
	Moving Forward Together workshops (Part one, page two)	During these workshops we discuss relevant issues with stakeholders, review and evaluate progress, listen to stakeholders' feedback and understand their priorities for the future. This informs the development of our business priorities and objectives for the forthcoming year. A full copy of the output from our workshops is made available on our website and highlights our actions taken in response to stakeholder feedback.
	Our governance structure (Part one, page three)	Changes to our governance process this year have strengthened the voice of external stakeholders in our decision-making and implementation of our strategy. The changes include the integration of our external Stakeholder Advisory Panel and internal Stakeholder Steering Group to form a new Stakeholder Advisory Panel. Our Stakeholder Advisory Panel's role as a critical friend ensures the continuing development and delivery of our stakeholder engagement strategy.
	Statement from the Chair of our Stakeholder Advisory Panel (Introductory page)	
	Our decision-making tool (Part one, page four)	We explain the decision-making tool that has helped us to assess initiatives and ideas to determine the value they could bring to customers if implemented. We demonstrate five examples of this in practice.
	Accreditation (Part one, page five)	Our submission was formed on the principles of the AA1000 stakeholder engagement standard. We engaged PwC to undertake a gap analysis against the guidance contained within the new AA1000 SES 2015 standard. We were recommended for accreditation by the Customer Contact Association to its global standard for our customer contact operation.
	Assurance statement (Part one, page five and Contents page)	PwC provides an independent assurance report of part one of our submission. This provides assurance that we have recorded a true and accurate reflection of the development of our stakeholder engagement strategy and our engagement activities. Our signed management statement confirms this commitment.

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A broad and inclusive range of stakeholders have been engaged.	Our stakeholders (Part one, page five)	We provide an extract of our stakeholder mapping. We show how our stakeholders are categorised based on their areas of interest and influence, and whether they are interested in local or national issues
	Extending our reach (Part one, page five)	We demonstrate the efforts we have made this year to widen our net of stakeholders in order to better understand those who may have different drivers from our own, and to increase our contact with hard to reach groups and communities.
	Examples of stakeholders we have engaged with	<p>In Joined up governance we detail the improvements we've made to our Stakeholder Advisory Panel in order to increase our reach beyond our current stakeholder map (Part one, page three, section 1.1.2).</p> <p>In Making decisions based on assessment of benefits to stakeholders we provide five examples of initiatives and new ideas which have been assessed. Each one demonstrates a different stakeholder we've engaged with (Part one, page four, section 1.1.3).</p> <p>In Extending our reach we demonstrate how we are using a trusted partner to engage hard to reach communities, and working with resilience partners to improve our response during gas incidents (Part one, page five, section 1.2.1).</p> <p>We highlight the extra focus we have placed on engaging with local authorities to improve how we deliver our planned work, and our strategy to engage policy makers to contribute to the development of energy policy (Part one, page six, section 1.2.1)</p> <p>We demonstrate our engagement with Royal Association for Deaf people to create videos on gas safety to support those who have a hearing disability. In the same section we show how we engaged Occupational Therapists to promote our locking cooker valve initiative. (Part one, page seven, section 1.3.1)</p> <p>We provide examples of engagement with stakeholders and the outcomes they've delivered (Part one, page nine and ten, section 1.4).</p>
The network company has used a variety of appropriate mechanisms to inform and engage their stakeholders – these have been tailored to meet the needs of various stakeholder groups, and are fit for purpose in allowing a detailed analysis of a breadth of stakeholder perspectives	Communication mechanisms (Part one, page six section 1.3 Building understanding of stakeholders' perspectives (Part one, page seven section 1.3.2)	We use a wide range of engagement channels to inform and engage stakeholders, and we give three examples of how different methods help us to help us to build a good understanding of our stakeholders' varied perspectives)

	Tailoring our communication channels (Part one, page seven)	We provide examples of some of the additional channels we've used this year to communicate with our stakeholders. This includes expanding our use of published videos and trialing shopping centre roadshows
	Our approach to communication (Part one, page seven)	In Learning from other industries we demonstrate how we look beyond our own industry to find innovative new ways to engage our stakeholders.
	Examples of other mechanisms (throughout Part one)	Throughout Part one we highlight our Moving Forward Together workshops. These enable us to engage with a broad and diverse range of our stakeholders, gaining their perspective through electronic voting, as well as discussion, on the priorities and objectives we should be focusing on.

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The network company can demonstrate it is acting on input / feedback from stakeholders.	Reviewing our annual priorities (Part one, page two)	In setting direction for 2016/17 we detail how our annual priorities and objectives are influenced from stakeholder feedback at our national Moving Forward Together workshops and has led to us delivering demonstrable benefits (found at www.sgn.co.uk/Publications/Stakeholder/)
	Decision making tool (Part one, page four)	We provide examples of how stakeholder engagement has led to the proposal of new initiatives and ideas, which are then assessed and scored dependent upon the value it can provide.
	Our commitment to stakeholder feedback (Part one, pages eight to ten) (Part two, pages one to ten)	This table summarises some of the more meaningful outcomes we've delivered this year by engaging and working, with our different stakeholder groups on the priorities and objectives they've told us mean the most to them We have shown that through engagement with a wide variety of stakeholders and acting on their feedback we have been able to deliver measurable value
	Future of engagement (Part one, page ten)	In future of engagement we demonstrate our commitment that the feedback we received at our Moving Forward Together workshops will influence the decisions we make over the coming year, through an updated corporate strategy.