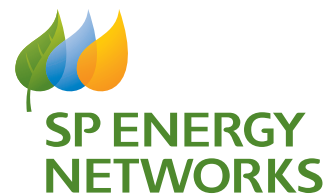


# Making a Difference

## Our consumer vulnerability story



Ofgem Electricity Distribution Stakeholder Engagement  
and Consumer Vulnerability Incentive Scheme 2017–18  
**Part Three**



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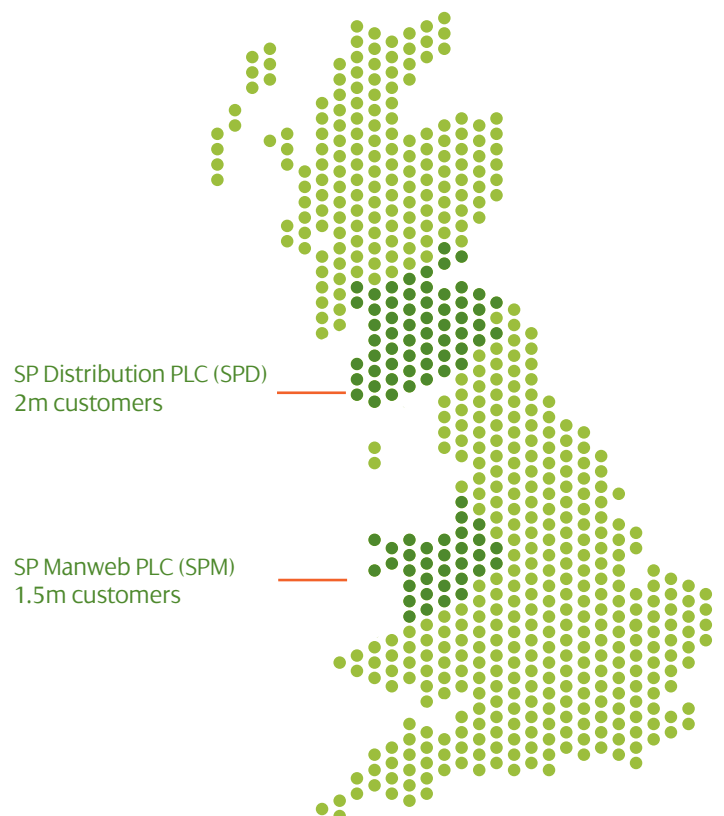
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## Our Distribution submission is made up of three parts:

**Part 1:** Our strategies for stakeholder engagement and consumer vulnerability, demonstrating that we meet and exceed Ofgem's minimum requirements.

**Part 2:** Highlights of our activities and outcomes following stakeholder engagement, demonstrating our strong performance improvements year on year.

**Part 3:** Our strategies and outputs for consumer vulnerability, demonstrating our strong consumer vulnerability credentials.



## Welcome to Part 3



### Frank Mitchell, SP Energy Networks, CEO

The safety and welfare of our customers, especially those who are vulnerable is my biggest priority. Our Vision at SP Energy Networks is to be recognised by our customers for the support we provide, treating everyone as an individual with respect and care. I have made this the centre of our strategy and lead an organisation who puts our customers at its heart.

As the landscape of the energy market changes and we move towards a low carbon future it is important customers are at the heart of our strategies and plans. Those customers who may be less able to access and benefit from new technologies need to be considered and included in the discussion to ensure they are cared for and not disadvantaged as we move forward. That's why I made sure SPEN were the first DNO to outline our Distribution System Operator Vision to enable us to consult with

stakeholders and consumer groups early to deliver the right outcomes. Customers benefit from collaboration across Europe through interconnected Transmission systems and so I also chaired the eurelectric Distribution System Operator committee representing the Electricity Industry at a Pan European level to ensure we were not looking at our strategy in isolation.

I am proud of our achievements this year. Our customers put us equivalent to 8th Place in the Institute of Customer Service UK Customer Satisfaction Index ahead of service leaders such as M&S and Waitrose and 1st Place when compared with all ranked Utilities. Customers also told us we do the hard work for them when they contact us and gave us one of the best customer effort scores the Institute of Customer Service has ever seen.

### Our customers are why we exist

SP Energy Networks exist to serve our 3.5 million customers across England, Wales & Scotland. We are more than the people who keep the lights on and we use our unique position to support our customers and communities in particular those who are vulnerable in their daily lives.

We deliver support far broader than energy because our customers and stakeholders tell us we should. With 9 million lonely people in the UK and 14 million people living in

households below the poverty line, when customers tell us they need practical help with wider social issues such as loneliness and low income we know there are ways we can help.

We also know we need to deliver our support at the lowest possible cost and ultimately customers pay for the services all DNO's deliver. That's why this year we made sure our customers were not only happy we are providing the support they want but also feel the amount we spend to deliver this is at an appropriate level.

"SP Energy Network scored highly on their people measures, like competence and helpfulness of staff, and the way their staff handle customer issues and problems. They scored particularly well for 'customer effort', suggesting that their customers find them easy to do business with.

In 2017 The Institute worked with SP Energy Networks to deliver a customer service training programme which included a focus on vulnerability. People who successfully completed the training were accredited and recognised through individual Foundation membership of The Institute."

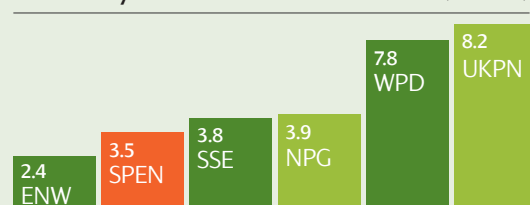
Shirley McNabney – Institute of Customer Service

### Our size and scale as a company

Last year feedback from the Panel was they would welcome us showing the size and scale of our business in relation to other DNO's so the submission could be read in context to each other. As a result we have laid this out up front.

SPEN has 3.5 million customers and is 5th in terms of the size of our customer base (but not the size of our ambition) when comparing all 6 DNO's.

DNO size by customer numbers (Millions)



## Our Strategy, Vision & Approach

Our consumer vulnerability strategy is embedded into our overall Stakeholder Engagement strategy and is laid out on page 9 of Part One.

### Our Customer Vulnerability strategy is formed around 6 Pillars

#### Direction

Driven by our customers and stakeholder through customer feedback, strategic stakeholder panels, working groups and research

#### Data

Understanding our customer base & continuously improving our data

#### Culture

Whole business approach embedded in our contracts and processes  
Trained staff and accreditation

#### Partnerships

Partnerships with trusted organisations who help us to deliver the support our customers say they need  
Partnerships with funded or low cost services to allow us to deliver free services to our customers

#### Costs

Minimising the cost to deliver the services we provide  
Understanding what customers feel is an appropriate level of spend for the support we provide

#### Assurance

Externally assured and evaluated  
Continual assessment of our offering and feedback to understand any limitations and address them



The direction and focus of our customer vulnerability strategy has been formed over a number of years as a result of customer feedback and stakeholder engagement. The feedback has been clear.

As a result of this we developed our Vision and 3 clear outcomes to define the specific change we will drive as a result of our actions. In 2017 we tested our vision and outcomes with customers, consumer bodies and stakeholders through independent research and independently facilitated focus groups. Our activities and outputs feed into these outcomes to give us a clear purpose.



#### We should...

- Avoid having power cuts and supporting customers well when we do
- Support our communities with the practical help they say they need

### Vision & Outcomes

#### Vision

SP Energy Networks is recognised by our customers for the support we provide in the communities we serve, treating everyone as an individual with respect and care.

We have 3 outcomes which outline the specific changes we will drive as a result of our actions

#### Outcome 1

Our communities are more resilient in vulnerable situations

#### Outcome 2

Our customers feel cared for and supported

#### Outcome 3

More people are accessing services to support their daily lives

Our activities and outputs are delivered through 5 routes which feed into our 3 outcomes.

- 1 Supporting customers on our PSR (Priority Service Register) in 12 ways during power cuts
- 2 Delivering free practical support services based on the things our customers need
- 3 Targeting areas by using national data to get to hard to reach customers not yet on the PSR
- 4 Supporting the communities we know are least resilient in power cuts through network improvements and support
- 5 Initiatives out in our communities to find hard to reach customers, target front line professionals and contribute our resources

### It's a Whole Business approach

In SPEN it's everyone's role to look after our customers and in particular those who are vulnerable. We would not be able to deliver the results we do if our processes were not embedded and our people, from our Exec Team through to Front Line staff including our Contract partners were not fully engaged. Customer Vulnerability is a focus for all of our processes from Investment & Maintenance through to innovation and Faults & Emergencies. Our network of partners work with us daily to help us deliver support to our customers and our network grows and evolves every day.

"As SPM Licence Director, I am responsible for delivering safe and secure supplies to 1.5m customers across Merseyside, Cheshire, North Wales & North Shropshire. I take a pride in the culture we have created where our staff and contract partners go out of their way to support our vulnerable customers and it's my role to make sure everyone is fully engaged and delivering exceptional service every day. Every week I like to take time out of my schedule to thank staff who have gone above and beyond to help customers living within the communities we serve."

**Stephen Stewart** – SPM Licence Director



"In over 40 years in the Electricity Utility Industry, having worked with the majority of the DNOs in the UK, I have never seen another DNO more committed to customer service, especially the welfare of vulnerable customers."

**Guy Wilcox** – MD Gaeltec Utilities (SPEN Contract Partner)



### What it costs our customers

The costs passed onto our customers for everything we do through our T1 and ED1 price controls is on average **£127** per customer per year for both our Transmission and Distribution activities – that's 35 pence per day.

In 2017 we wanted to lay this out for customers and also show them how much of this **£127** is spent on activities specifically supporting vulnerable customers over and above our business as usual activities.



**11 pence**

Per customer per year of this £127 is spent on delivering services to vulnerable customers – over and above our BAU activities.

## Do our customers think the amount we spend is right?

In 2017 we conducted independent research and focus groups with a wide range of Stakeholders, Consumer Groups and Customers. To support the research, we **produced a video** showing our activities and the money we currently spend per customer specifically to support vulnerable communities over and above our BAU activities.



### Research

- 506 Surveys carried out
- Over both our Licence Areas
- Surveys represented the make up of our customer base

The research tested 5 key areas:

1. Do our customers and stakeholders feel we have the right strategy to support vulnerable customers?
2. Do we have the right Vision?
3. Do we have the right Outcomes?
4. Should ALL customers pay for services to support vulnerable customers?
5. Is the amount of spend per customer to support vulnerable customers, over and above our business as usual activities at the appropriate level?

## The results

9.2

out of 10 agree that SPEN are taking the best possible approach to supporting vulnerable customers

92%

feel **ALL** customers should contribute to the provision of these services

8.86

out of 10 agree that spend per customer per year of 11 pence is at the appropriate level

96%

agreed the vision of SP Energy Networks is appropriate

98%

agreed SP Energy Networks desired outcomes are appropriate

This year we also built a new willingness to pay tool outlined in Part Two. This lets customers prioritise the flexible element of the bill. Now we know customers feel the money we spend is at the appropriate level, we will use this new tool to help us understand customer priorities regularly moving forward to inform our future plans.

## Our Outcomes – The changes we will drive

1

### Outcome 1 – Community Resilience

Our communities are more resilient in vulnerable situations

#### Why is this outcome important?

Our communities have different make ups and characteristics and can respond very differently in vulnerable situations such as natural disasters. Some customer groups may be able to manage well for short periods of time but may struggle over longer periods due for example to having no family network or being socially isolated in the community. Whilst others may be well supported by family over longer periods but may need immediate support when something happens. We have used data to understand which of our communities cope less well in events such as power cuts so we can proactively target our initiatives.

#### How we measure this

Key Outcomes	Why	Output	Detailed
Total Households on our Priority Services Register.	Because customers are proactively supported in 12 ways during a power cut if they are on our register.	769,928 22% of base	Page 6
Customers registered against individual categories on PSR.	Because we know some customers have multi layered needs. This also allows us to accurately measure how we are closing the gaps in each category where national data is available.	1,231,082	
New Households on our Priority Services Register this year.	Because we need to reach customers not previously on our Register to bring them support.	140,402 22% Uplift	Page 6
% customers on our PSR in 1,100 Low Resilience Communities.	Because we need to reach the communities we know are the least resilient when the power goes off.	28%	Page 5
% of PSR customers whose power was cut for less than 6 hours or not at all this year.	Because we do not want to make customers vulnerable for long periods.	98.9%	
% of PSR customers whose power was cut for less than 6 hours or not at all this year. in our 1,100 lowest resilient communities.	Because we do not want to make customers vulnerable for long periods and know this group of customers cope less well.	99.1%	Page 5
% of PSR customers in our 1,100 lowest resilient communities who had no interruption or an improved service in the year.	Because we do not want to make customers more vulnerable through Power Cuts and know this group of customers cope less well	63%	Page 5
Services Delivered to Support customers through our 10 Support Services Scheme.	Because customers tell us they struggle in their daily lives and our services make them more resilient.	1202	Page 7

#### Key achievements

22%



More customers on our PSR

1202



Support Services Delivered

99.1%



Performance for our top Low Resilience Communities

# Our Outcomes – The changes we will drive

2

## Outcome 2 – Cared for customers Our customers feel cared for and supported

### Why is this outcome important?

Our customers are why we exist and we want our initiatives to have an impact and really matter. We don't want to tick a box but to genuinely spend time on things that are important to the people we are here to serve and we want them to make a difference.

It's also good business sense, when the things we do reach out to people and genuinely help. Our teams are more engaged and motivated because they can see it making a difference and they know what they do matters to people. As a result we have a much more engaged and motivated workforce who look for ways to make improvements and continuously take our business forward.

### How we measure this

Key Outcomes	Why	Output	Detailed
PSR Satisfaction	Because customers registered for Priority Services need to feel cared for and supported.	8.9/10	
PSR Satisfaction – Faults	Because when we make customers more vulnerable it is important we support them well.	9/10	Page 6
PSR Satisfaction – Planned	Because in a planned outage we have an opportunity to proactively support customer well.	9.45/10 – Pilot 8.8/10 – Non Pilot	Page 7
Support Service Satisfaction	Because we should deliver the things customers find valuable and do it well.	9.1/10	Page 7
Institute of Customer Service Score – UK Benchmarking	Because it is important to us to measure ourselves against the best in the UK.	84.5/100	
Institute of Customer Service ALL Service Sector Ranking	Because it is important to us to measure ourselves against the best in the UK.	8th in the UK	Page 1
Institute of Customer Service Utilities Ranking	Because it is important to us to measure ourselves against the best in the UK.	1st	Page 1
Institute of Customer Service – Customer Effort Score	Because it is important customers find it easy when they contact us and we do the hard work for them.	2.6/10	
Institute of Customer Service – Customer Effort Ranking	Because it is important customers find it easy when they contact us and we do the hard work for them.	1st in the UK	Page 1

Key achievements

9/10

PSR Satisfaction  
in a Fault8th  
in UKICS benchmarking - ahead of  
companies such as Waitrose and M&S

1st

For Customer  
Effort in UK

3

## Outcome 3 – Accessing services More people are accessing services to support their daily lives

### Why is this outcome important?

Our society is changing and evolving and new technologies mean we can communicate quicker and easier than ever, however face to face communications are reducing and globalisation means family structures can become fractured.

Almost 7 million adults in the UK, that's more than 1 in 8 of us report having no close friends and nearly half of older people say that television or pets are their main form of company.

Income and illness are also a problem and with services such as our NHS stretched like never before it is more important than ever people have strong support networks and accessible services in the community. Children in low income will increase sharply between 2015 and 2022 assuming no government policy change and so it is vital people can access the services, benefits and income they are entitled to and build their own independence and resilience as a result.

### How we measure this

Key Outcomes	Why	Output	Detailed
Number of support services delivered	Because these services are helping more people in the community become more resilient in their daily lives	1202	Page 7
Benefits the support services have delivered	Because the services we deliver need to have a tangible benefit to customers	£238,848	Page 7
Increase in Elderly Customers to our PSR	Because we are measuring ourselves against nationally available data to understand if we have reached everyone who needs us	305,000	Page 6
Reduction in the Gap for ELDERLY customers against National Data	Because we need to know our strategy is working	20%	Page 6
Increase in DISABLED Customers to our PSR	Because we are measuring ourselves against nationally available data to understand if we have reached everyone who needs us	89,000	Page 6
Reduction in the Gap for DISABLED customers against National Data	Because we need to know our strategy is working	13%	Page 6
Increase in DEMENTIA Customers to our PSR	Because we are measuring ourselves against nationally available data to understand if we have reached everyone who needs us	4,613	Page 6
Reduction in the Gap for DEMENTIA customers against National Data	Because we need to know our strategy is working	6%	Page 6
Increase in BLIND & PARTIALLY SIGHTED Customers to our PSR	Because we are measuring ourselves against nationally available data to understand if we have reached everyone who needs us	9,532	Page 6
Reduction in the Gap for BLIND & PARTIALLY SIGHTED customers against National Data	Because we need to know our strategy is working	21%	Page 6

Key achievements

1202

Support Service  
Delivered

£238K

Benefits delivered to  
customers through our  
support service initiativeOver  
408Kcustomers added to our  
PSR categories to close  
our GAP

# Our Activities and Outputs

Pages 5 to 9 show the activities and outputs which feed into our 3 Outcomes. Each activity shows the outcomes it impacts.

## Linking communities and sub stations 1 2

Through the data mapping we completed last year with the Centre for Sustainable Energy drawing on information from a number of sources including Climate Just, we understand which of our communities are the least resilient when faced with issues and events. As a result of this we have aligned and ranked each of our communities with our Network Assets. This lets us track performance of the network in those areas and prioritise our actions to make sure those communities who we know cope less well are proactively supported.

In 2016 we mapped our communities against each of our 82,000 sub stations and in 2017 we focused on the 100 communities least able to cope in an event (we call these our low resilience communities) in each of our 11 Districts, **that's 1,100 in total**. 28% of our low resilience communities are now registered for Priority Services, that is 6% higher than our wider customer base.

We know we make customers more vulnerable if they have a power cut and so we recognise how important the performance of our network is, particularly in our low resilience communities.

We therefore focused on performance for the communities supplied by our top 1,100 sub stations with the aim of ensuring 3 key outputs:

1. Customers did not go off supply through a fault
2. Where a fault did happen the number of interruptions was less than the previous year
3. Customers did not go off supply for more than 6 hours

As a result:



Had no interruption or were off less than 6 hours

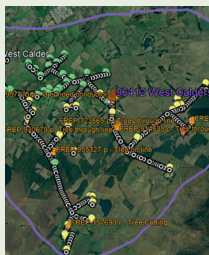


Had no interruption or an improved service

## Prioritising vulnerable communities for investment 1 2

Each of our network circuits are weighted based on a number of factors such as asset health, fault performance and customer vulnerability and ranked in order of overall priority for investment.

Network performance is monitored and reviewed every month with each District through a programme of interface meetings to ensure investment is prioritised correctly and short term performance issues are addressed quickly. We have developed a number of tools such as "Genie" which shows where our customers are experiencing supply interruptions and where this is impacting PSR customers so we can quickly target our actions.



As a result:



Improvement was delivered in interruptions for our PSR customers in 2017/18

## Measuring success 1 2 3

In January 2018 we completed an IT project to enhance our systems so we could measure which channels our Priority Service Registrations and Support Services were coming from. This is now delivered and used as part of our management Information.

As a result:

We are now able to understand the success of our channels to drive performance and make decisions to inform our strategy.

## Expanding Network Natter to target hard to reach customers 1 2 3

We have expanded our Network Natter this year to target the areas we know we have gaps in our Priority Services Register when compared with National Data. We have supplemented our awareness campaigns this year with more face to face engagement through Network Natters in the areas we know we have the biggest gaps. We have embarked on a programme of face to face engagement through community groups such as Local Councils, Food Banks, NHS, Elderly Groups, Cancer Support Centres, Dementia Cafes, Carers Groups, Ethnic Community Groups, Family Parenting Groups, Adult Literacy Groups and Rural Community Groups.

As a result:

### Case Study

In March 2018 we partnered with Greater Glasgow and Clyde Health Board and are working with their Health Improvement Team to raise awareness and drive referrals to our Priority Services Register and Support Services. We are working together on an action plan, which will include awareness through the hospitals radio station, newsletter and internal television screens. The plan also includes trialling awareness stands within the different hospitals and a networking event with partners who offer services to vulnerable customers.

We are working with the Public Health Directorate on this scheme which covers 8 hospitals serving approx 1.14m customers and employs 39,000 staff. The Health Board have contracts in place with 242 GP surgeries. We will develop this relationship through 2018 with the aim of further raising awareness and reaching customers with our support services and forging similar links with other Health Boards.

Each initiative shows the Outcome it drives:

1

Community Resilience

2

Cared For Customers

3

Accessing Services



## Reaching those not yet on our Priority Services Register

1 2 3

Whilst we promote our Priority Services Register to all customers, we have also actively focused on the areas we know we have not yet reached customers based on national data for our geographic area.



As a result:

### Overall PSR numbers this year

Over 1 in 5 of our 3.5million households are now registered for Priority Services.

**769,928**

Households now joined our Priority Services Register

**140,402**

New Households joined this year (22% Uplift)

### Closing the gaps

In 2017 we worked on closing the gaps for the categories of customers where national data is available specific to our postcode areas – we measured the gap for these categories and set about closing it.

**305,000**

New **ELDERLY** customers signed onto our PSR this year  
Reducing the Gap by 20%

**89,000**

New **DISABLED** customers signed onto our PSR this year  
Reducing the Gap by 13%

**4,613**

New customers suffering **DEMENTIA** signed onto PSR this year  
Reducing the Gap by 6%

**9,532**

New **BLIND/PARTIALLY SIGHTED** customers signed onto PSR this year  
Reducing the Gap by 21%

Our temporary vulnerability category increased in use as well this year with over 4,000 customers using it for short term support.

**4,256**

customers signed up to our register for a **TEMPORARY** period to support them through short term situations

We also introduced a Text Short Code to make it easy for customers to contact us to join our register.

#### NEED A LITTLE EXTRA HELP?

Life flows more smoothly with a little extra help, that's why we're working with local partners to deliver a range of additional support services. We also have a Priority Services Register for those customers who may need a little extra help in a power cut. All of our support services are free of charge, you can find out more below.

If you would like to be added to our **Priority Services Register**, text **PSR** to **61999**. We will normally contact you within 48 hours.



## How we Support Customers on our PSR – Business as Usual

1 2 3

The feedback last year from the panel was that we should avoid talking about our Business as Usual activities and so this year we have not detailed this. We proactively support customers on our Priority Services Register in 12 ways detailed in last years submission on [Page 4](#). Customers who join our PSR are automatically sent our Support Services as part of their welcome pack and at their bi-annual check in addition to the 12 ways we support in a Power Cut.

As a result:

**236k**

Outbound calls

**9/10**

PSR Satisfaction in a Power Cut

**35**



Resilience Partners to help us support customers during major events and power cuts

## New addition to our Power Cut Tool Kit

1 2

Last year we added light bulbs that remain on during a power cut to our tool kit and this year we are piloting heated waistcoats.

Vulnerable customers particularly those with dementia can feel very cold on normal days and when the power goes off this can be distressing. We are piloting heated waistcoats this year across our 11 Districts to be used during power cuts where vulnerable customers need a little extra warmth.

"The heated waistcoat we received from SPEN has been great, my husband feels the cold even on warm days and in a power cut this can be very distressing. This is a great idea." **Mrs A**



## Improving our customer data

Data is vitally important if we are to reach our customers effectively. In 2017 we continued with our 2 year PSR checks with customers and have contacted all customers on our register to confirm they would like to remain on our register and to check their data is accurate. We know not all customers respond to these contacts and so in 2017 we also completed an exercise to cleanse our customer data so we can be confident our records are as accurate as possible and will continue with an annual maintenance programme. We had a 41% uplift in the mobile numbers for our PSR customers and 12% for land lines improving our ability to proactively contact customers in a power cut.

As a result:

**Over 4m**

Phone numbers checked

**41%**

Increase in PSR mobile numbers

**12%**

Increase in PSR Land Lines

Each initiative shows the Outcome it drives:

1 Community Resilience

2 Cared For Customers

3 Accessing Services



## Proactively making a difference during Investment & Maintenance works

1 2 3

We know taking customers off supply for any reason can make customers more vulnerable and this year we rolled out a new digital tool to support our field teams and contractors when we carry out planned investment and maintenance work.

6–8 weeks before we plan to carry out any work, our field staff and Contractors visit customers at home to talk to them about what work will take place, why this is happening and importantly to understand any specific needs customers have. We take the opportunity to check customers data and update it with their consent, making sure we have accurate and up to date phone numbers and customer details. A big focus on this visit is to talk to customers who are on our Priority Services Register to make sure they are fully supported and also to identify new customers for our register.

We have targeted our teams to talk face to face to a minimum of 70% of customers ahead of every outage and 100% of our PSR customers. This performance measure has also been built into Commercial Contracts to ensure our Contract Partners are fully aligned with our outcomes.

We have rigorous approval processes in advance of an outage to ensure every possible step has been taken to keep customers on supply such as fitting

generators, re-routing supplies and working live on our network.

We also have checks in place if customers have been off supply previously and have a number of additional steps that need to be taken. A weekly call is held to review performance with representatives from Customer Service, Districts and Contractors led by one of the District General Managers. In addition to this a quarterly meeting is held face to face led by one of the Contract Partner Directors to bring SPEN staff and Contract Partners together to look at the quarter's performance and share improvements and best practice.

Customer Satisfaction during our Pilot across 600 outages was **9.45 out of 10**. This has now gone live across all of our Districts and Contract Partners with the new digital tool.

### As a result:



9.45/10

Customer satisfaction for the 600 Outages in our pilot



21

Districts and contract partners trained on our new process and digital tool



946

Customer updates collected in the first month of the new tool going live

"This process has made a huge difference to how we go about planned outages and the digital tool gives managers and front line staff end to end visibility of how we are performing. Our contract partners have embraced this change and customer satisfaction as a result has significantly increased. Our customers love the engagement they get and how well they are supported before and during the work. Our staff take a pride in how well they are able to look after vulnerable customers and share experiences weekly across teams on the performance call so everyone can learn together."

Ian Steele  
District  
General  
Manager



1 2 3

Bringing practical help to our communities is something our stakeholders and customers said we should do. In 2017 we broadened our Support Service scheme to reach more customers. The services we offer help our customers to be more resilient in their daily lives and deliver the things our customers say they need.

Our 10 support services are delivered through a network of 49 individual partners and offered free of charge to our customers across all areas.

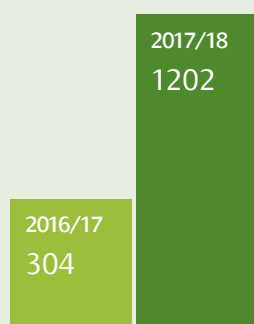
The services help customers with practical support but also help build their own support network and resilience.

## 10 Practical Support Services offered free of charge to customers

### As a result:

- 1202 services delivered
- £238,848 benefits delivered
- 9.1/10 Customer satisfaction

### Volume of Support Services Delivered



### Friendship & Hot Meals

Linking neighbours to provide hot food and friendship



### Best Tariff

Impartial independent advice on the best tariff and help to switch



### Maximising Income

Practical help to receive the right income and benefits



### Help in a Power Cut

Advice on what to do in a power cut



### Debt Advice

Help and advice with debt



### Befriending Service

Building friendships to combat loneliness



### Staying Safe at Home

Advice and equipment to stay safe at home



### Help for Dementia

Advice and practical support for dementia sufferers and their families



### Help with Weekly Shop

Help with weekly grocery shop and unpacking



### Energy Efficiency Advice

Advice on staying warm and saving money

## What our customers say

1 2 3

### Case study

#### Our customer said

Mrs M contacted us as her tariff was coming to an end and she has electric heating. She is 58 years old and disabled and wanted some advice.

#### What we did

We referred Mrs M to one of our partners, Home Energy

Scotland who subsequently contacted Warmer Homes Scotland. They arranged for the customer to have new Gas Central Heating installed and switch supplier to allow Mrs C to benefit from a dual fuel tariff. To make this happen SGN installed a new gas supply to the property.

Mrs M is absolutely over the moon with the outcome of her enquiry, she can not believe that one phone call has lead to her having a full new heating system and brand new boiler installed. She advised that this will make such a difference to her bills and well being as it is now much easier to heat her home and thinks that the full central heating is wonderful. Mrs M said: "Thank you so much for helping make this happen and keeping in touch all the way through, all teams involved have been fantastic, the guys doing work even laid a pipe through the garden and you would never know that they dug it up!"

Mrs M – Customer

### Case study

#### Our customer said

Mrs C contacted us as she was looking for help to maximise her income and keep warm. Mrs C is 82 years old and now she is getting older is starting to feel the cold more.

#### What we did

We referred Mrs C to one of our partners who visited her at home and carried out a full benefits health check. They applied for additional benefits Mrs C was entitled to and she is now receiving attendance allowance (£84 per week) as

well as pension credit (£15 per week) and a full rent rebate of £105 per month. Mrs C is now better off by £536 per month, (£6432 per year).

Mrs C is utterly amazed at what has come out of her initial phone call to us and is so grateful. She wishes she had known about this a long time ago as she is delighted at now being better off by £536 per month, (£6432 per year).

Mrs C – Customer

### Case study

#### Our customer said

Mr N contacted us looking for safety advice at home. Mr N is elderly and lives on his own and has restricted movement as well as hearing difficulties

and was worried about what would happen if there was a fire in his home.

#### What we did

We referred Mr N to our partner North Wales Fire and Rescue and they visited him

at home. They fitted a new smoke detector and because Mr N is deaf, also fitted a vibrating repeater which goes under his pillow.

Mr N said I feel much safer at home in the event of a fire. He wanted to pass his thanks to everyone involved and was very grateful we had arranged this service for him.

Mr N – Customer

## Life saving support

1 2 3

Sometimes reaching out is all it takes to throw someone a lifeline. This year we have helped two customers who reached out to us for befriending services and told us they were suicidal. This demonstrates how lonely people can be and how our services are really making a difference to the lives of our customers.

When two of our customers received our support service leaflet they contacted us asking for help. On both occasions we spent time with the customers concerned and worked hard to make sure they received the support they needed. Whilst arrangements were being made for the support to be put in place, we made regular contact with the customers to help them through.

#### As a result:

Both customers were provided support quickly and are now receiving regular befriending visits and calls and have told us this has really helped to make a difference in their lives.

In addition to this we have engaged with the Samaritans to put our staff through their training programme and have this planned for 2018 to supplement the vulnerability training and qualifications our staff have already received.

### Case study

We received contact from a customer looking for a friend because he was depressed and feeling suicidal, his long term life partner had died and he felt isolated and had not spoken to anyone in weeks.

Obviously these can be challenging calls to handle, but our staff are trained to deal with vulnerable customers and care passionately about what they do.

"It felt really good to do something so worthwhile; I could hear the difference in the customer's voice and knew it was making a difference to his life. It's not often someone says I'm marvellous."

Shirley Shanks – Customer Service Assistant



Each initiative shows the Outcome it drives:

1 Community Resilience

2 Cared For Customers

3 Accessing Services

## Listening and helping beyond the services we offer

1 2 3

Whilst we offer 10 specific support services based on customer feedback and have built a partner network around these. We know every customer has different needs and so it's our job to listen, understand and offer help whenever we can. Customers' needs don't always fit neatly into one of our 10 support service boxes and so we listen and if we can't help we try to find someone who can where possible.

**As a result:** examples of other services we have delivered.



### Case Study

Mrs D Contacted us for help in a power cut but we quickly realised that Mrs D was struggling with some home repairs as she is 90 years old and suffers from Parkinson's. We made contact with Flintshire Care and Repair who were able to carry out the jobs needed such as fitting a curtain at the front door and fixing a gate.

## Community initiatives

1 2 3

In 2017 we continued with our Winter Warmth for Older People scheme for the third year running. This scheme helps fuel-poor customers with solid fuel heating systems by delivering free fire wood to them for six months of the year between October and March. We delivered 10 tonnes of wood to the scheme from our tree cutting programme which is chipped and distributed across the customers registered to the scheme. Our PSR and Support Services are also promoted to customers on this scheme.

**As a result:**



## Expanding our Job and Jabber Reach

1 2 3

In 2016 we reached 4000 customers with our Job and Jabber initiative targeting customers and front line professionals at flu jab clinics for PSR and Support Services. We knew this year that this was a strong initiative for PSR sign ups and to broaden awareness across health professionals and so in 2017 we decided to take stock and see how we could expand this initiative to give a broader reach.

**As a result:** We have teamed up with Home Energy Scotland to put in place an arrangement for their representatives to get sign ups on our behalf in 2018 which will cover approx 70 flu jab clinics – we are working this through with HES to finalise a plan. This will allow us to broaden our reach to a much wider group of customers. In addition it will give us the opportunity to divert all of our focus for our own resources to our SPM area to build a similar initiative.

## Identifying gaps

1 2 3

This year we engaged an independent company to conduct Gap Analysis on the support services we provide to make sure our 10 support services add value to each of our 27 customer groups. The analysis showed that all services add value to each of our customer groups. One service, Good Food & Good Friends is only available to customers over the age of 55, however we do offer separate befriending services available to all. The analysis also showed that three groups, 1) Children in low income households, 2) Under 16 years old and 3) Under 5's, would clearly need to access our services through their parents or guardians.

In addition to this we have commissioned an independent review of all of our services with a view to understanding if all customer groups and customers in individual PSR Groups could access our services. This review will be completed in May. We are testing three things in this review.

- How easy they are for our customers to access
- How our customers feel about them
- If we have any gaps in terms of what is available in the market and what our customers want.

**As a result:** we are making sure –

- Our Support Services add value to all customer groups
- Our Network Natter Programme will extend our reach and specifically target the three groups accessing services indirectly
- Our accessibility offering will be comprehensive.

## Looking outside our customer base

1 2 3

Recognising that some customers in our communities are not necessarily all receiving services from us today, we looked to see if there were ways in which we could support customers not yet identified to us. We have initially started to partner with Social Bite, a Homeless Charity, to explore what support we might be able to provide this group of customers.

### Volunteering and Transitional Homes

In December 2017 on one of the coldest nights of the year, 20 of our staff took part in an event organised by Social Bite called Sleep in the Park, putting a national spotlight on homelessness and raised £9,485.

Social Bite also have an initiative to build a small village for homeless people as well as donated transitional homes to help get them back on their feet. Through our staff volunteering programme we provided a new connection to our network free of charge to help get this up and running. We are now working with Social Bite to look at how our Support Services Scheme might support people moving into this transitional housing.



**As a result:**



## Joining forces to support our communities

1 2 3

We are at the heart of the communities we serve and in challenging times this can be vital. In the snow storm in March 2018 we saw snow of up to 60cm and 7ft drifts when the Beast from the East hit the UK. Whilst across the country we saw key services grinding to a halt, our network held up well and as a result we were able to divert some of our support vehicles to help other key services get back up and running. We ferried Doctors and Nurses to work in both of our Licence areas to help keep our hospitals going.

"A huge help last week during snow was the use of 4x4s from @SPenergyNetworks to transport essential health staff. They didn't need to use the 4x4s because the power network was resilient. Well done and many thanks."

John Swinney –  
Deputy First Minister  
of Scotland



## Partnerships & Next Steps

### Who is helping us deliver all of this

We play a leading role in the partnerships we have developed, identifying customers not previously being served through any support services or schemes and bringing services to them through our services and partnerships. We have a wide range of partners to help us deliver services to our customers whether this be:

- Delivering our Support Services
- Accessing our harder to reach customers
- Supporting customers on our Priority Services register in a power cut
- Our Community Initiatives
- Our Strategic Panels informing our strategy

#### As a result:

35 partners support us during power cuts and events

49 partners support us to deliver our 10 Support Services, find hard to reach customers and deliver community initiatives

62 Stakeholders and Consumer Groups support us through our Strategic Panels and working groups

### Training and quality

- This year AccountAbility, owners of the globally recognised AA1000SE standard carried out a health check on our strategy and plans.
- In addition to this and building on the vulnerability BSI standard we achieved last year, we entered into a training and qualification programme with the Institute of Customer Service this year. This programme covered specific vulnerability training for front line staff and managers. 186 staff completed the training and achieved the qualification this year. We are continuing with this programme in 2018/19.



### Collaboration

We have collaborated with a number of organisations this year.

- We jointly sponsored Energy Action Scotland Conference with SSEPD this year
- We are currently working with SSE & SGN to engage Scottish Government to promote our PSR in the their baby box scheme
- Chaired Customer & Social Issues working group for the last two years working with GDN's and DNO's to cut through industry issues and share best practice
- Represented on the Safeguarding Working Group looking at joint initiatives for vulnerable customers
- We have data sharing agreements in place with Wales & West Utilities, SGN and Home Energy Scotland
- We took part in events to promote our services:
  - Independent Living Scotland
  - Warrington Disability Action Day
  - Safe & Well Event, South Lanarkshire Council

### Stretching targets for 2018/19

We have set ourselves stretching targets for the coming year set around our 3 key outcomes.

Community Resilience	
20%	Further uplift in PSR Households
25%	Increase in our PSR Households in our low resilience communities
80%	Customers in our low resilience communities with no interruption on an improved service on this year
99.5%	PSR whose power was cut for less than 6 hours or not at all
100	Volunteers to support our network of partnerships through training, resource and delivery of some services
Cared For Customers	
9.2	PSR satisfaction
9.3	Support Service satisfaction
2.6	ICS Customer Effort Score maintained
85/100	ICS UK Benchmarking Score
11p	Maintaining costs to deliver at 11p (verified against annual customer feedback)
Accessing Services	
2500	Support Services Delivered
£500k	Benefits delivered through these services
10%	Closure in the Gap of PSR customers in 4four measurable categories: <ul style="list-style-type: none"> <li>• Elderly</li> <li>• Disabled</li> <li>• Dementia</li> <li>• Blind/Partially Sighted</li> </ul>

Each initiative shows the Outcome it drives:

1 Community Resilience

2 Cared For Customers

3 Accessing Services







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