

Please complete the following Entry Form alongside your Part 1 Submission.

STAKEHOLDER ENGAGEMENT AND CONSUMER VULNERABILITY INCENTIVE SCHEME	
<div><p>Making a positive difference for energy consumers</p></div> <div><b>PART 1 SUBMISSION ENTRY FORM</b></div>	
<b>COMPANY DETAILS:</b> (please complete)	<b>CONTACT DETAILS:</b> (please complete)
Company: Scottish and Southern Electricity Networks Licensee(s): Scottish Hydro Electric Power Distribution (SHEPD)  Southern Electric Power Distribution (SEPD)	Name: Lyndsey Stainton  Title: Head of Stakeholder Engagement Strategy  Telephone: 07743858852  Email: lyndsey.stainton@sse.com

MINIMUM REQUIREMENTS		
Please provide supporting evidence and high level overview of how your company has met the Minimum Requirements set out below:	Evidence referred to 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
The network company has comprehensive and up-to-date stakeholder engagement and consumer vulnerability strategies.	<p><b>BS18477 British Standard on Inclusive Service</b> Part 1 p10</p> <p><b>AA1000 Stakeholder Engagement Standard (2015)</b> Part 1 p 10</p>	<p>We have in place a Stakeholder Engagement Strategy:  Part 1 p2: <i>Our six-point Stakeholder Engagement Strategy</i>  Part 1 p4: <i>Consumer Vulnerability Strategy</i>  Part 1 p4: <i>Our five strategic priorities for consumer vulnerability</i></p> <p>We can evidence that these strategies are up to date and effective  Part 1 p10: <i>Accreditation and recognition</i></p> <p>Feedback from Accountability, who undertook a review of our work against the AA1000 standard said “SSEN has demonstrated commendable efforts to cultivate a customer- and stakeholder-centric culture within the organisation and a clear rationale and purpose for stakeholder engagement. This is driven by a dedicated stakeholder engagement strategy, a strategy that is structured on three clear levels – strategic, operational and organisational, and one that is informed by the outputs of stakeholder engagement activities. The assessment indicated the strong leadership and involvement of SSEN’s senior management in not only setting the stakeholder engagement vision and approach of the organisation, but also inputting to and reviewing strategic action plans, as well as supporting the need for stakeholder feedback to drive future efforts.”</p> <p>We have a clearly defined three-level approach to stakeholder engagement. Our approaches are regularly reviewed, improved and up to date:  Part 1 p3: <i>Three levels of engagement</i></p>

<p>A broad and inclusive range of relevant stakeholders have been engaged. This specifically includes engaging with challenging or hard-to-reach stakeholders (eg community energy).</p>	<p><b>BS18477 British Standard on Inclusive Service</b> Part 1 p10</p> <p><b>AA1000 Stakeholder Engagement Standard (2015)</b> Part 1 p 10</p> <p><b>Research</b> Part 1 p7: Surveys 4,000 customers and stakeholders have taken part in surveys such as PSR, annual domestic survey and brand survey. Subjects covered included brand awareness, communication around power outages and PSR promotion.</p> <p>Part 1 p7: Focus Groups 37 stakeholders participated in 9 mini focus groups, focussing on the refinement of the PSR pack which we supply.</p>	<p>Part 1 p 6: Identifying our stakeholders We recognise that a broad range of stakeholders are impacted by our activities and we need to consult with them and include them in our decision-making. We routinely review our existing stakeholder contacts and identify any new groups or individuals and categorise.</p> <p>Engaging hard to reach stakeholders Improving the accessibility of our website – an external auditor has ranked our website the most accessible of all DNOs in Great Britain.</p> <p>Part 1 p7: Engagement mechanisms and capturing feedback and new mechanisms in 2017/18 We continually review our suite of engagement mechanisms. This year we launched a new online community so that stakeholders can provide feedback on our services at a time that suits them.</p> <p>Part 1 p8: Inclusive Service Panels We have established two new Inclusive Service Panels to improve accessibility and outcomes for vulnerable customers. Together, they consist of representatives with a wide range of expertise on disability, diversity and equality and are already providing invaluable insights and practical recommendations to help us deliver a truly inclusive service.</p>
<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.</p>	<p><b>BS18477 British Standard on Inclusive Service</b> Part 1 p10</p> <p><b>AA1000 Stakeholder Engagement Standard (2015)</b> Part 1 p 10</p>	<p>Part 1 p2: Stakeholder engagement strategy Working to the AA1000 standard, we recognise that a one size approach does not reflect the broad range of stakeholders and the interest they may have. We work to identify and engage with stakeholders based on their interest, knowledge and influence in our activities. The range of stakeholders are considered when selecting the methods of engagement.</p> <p>Part 1 p6: Engaging hard to reach stakeholders We recognise that a wide range of factors influence stakeholders' ability and willingness to engage. We work hard to ensure that those stakeholders who wish to engage with us have the opportunity to do so. This includes considerations on language, the times and locations at which engagement are undertaken and increase channels.</p> <p>Part 1 p7: New mechanisms in 2017/18 We have launched an online community, aimed at allowing stakeholders and customers to participate in discussions and polls relating, mainly, to the services which we provide and the way in</p>

		<p>which we deliver them.</p> <p>Part1 p6 Identifying our stakeholders Once we have identified our stakeholders, we endeavour to find the most effective tools to inform, consult or collaborate with them. Because each stakeholder is different, we offer a range of ways to engage with us, using only the most appropriate mechanism/s. We regularly review the suite of engagement methods which our teams can use as we look to adopt new techniques that better support our aims and objectives</p> <p>Part 1 p7: Engagement mechanisms and capturing feedback Table of engagements undertaken during 2017/18 with the feedback received and the associated outcomes.</p> <p>Part 1 p9: Engagement outcomes This table summarises some of our key engagement actions, including the mechanisms used for different stakeholder groups, and resulting outcomes</p>
The network company can demonstrate it is acting on input / feedback from stakeholders.	<p><b>AA1000 Stakeholder Engagement Standard (2015)</b> Part 1 p 10 Extract from Accountability report: “SSEN has demonstrated commendable efforts to cultivate a customer- and stakeholder-centric culture within the organisation and a clear rationale and purpose for stakeholder engagement. This is driven by a dedicated stakeholder engagement strategy, a strategy that is structured on three clear levels – strategic, operational and organisational, and one that is informed by the outputs of stakeholder engagement activities.”</p>	<p>Part 1 p8: Embedding engagement in our organization Our governance structure ensures that stakeholder feedback if developed into actions that provide benefit for our customers and stakeholders. This include the independent end of year report that the Stakeholder Advisory Panel produce.</p> <p>Part 1 p3: Strategic engagement strategy Our actions in response to the feedback received following the 2016/17 SECV submission</p> <p>Part 1 p3: Strategic engagement strategy Examples of our three-level strategy Evidence that feedback received regarding our Resilient Communities Fund has been actioned.</p> <p>Part 1 p7: Engagement mechanisms and capturing feedback Table of engagements undertaken during 2017/18 with the feedback received and the associated outcomes.</p>
The network company can demonstrate that stakeholder engagement has led to positive outcomes for stakeholders.	<p><b>BS18477 British Standard on Inclusive Service</b> Part 1 p10 Extract from audit report “From the commitments contained in your Annual Business Plan to the Big Hairy Audacious Goals set it is clear that customers are at the heart of everything you do and in particular care</p>	<p>Part 1 p3: Strategic engagement strategy Our actions in response to the feedback received following the 2016/17 SECV submission</p> <p>Part 1 p3: Strategic engagement strategy Examples of our three-level strategy</p>

	<p>for vulnerable customers... The ethos of continual improvement was clearly demonstrated across the organization. This was noted in the improvement actions taken following the annual survey of PSR customers' feedback. All staff involved in the audit demonstrated enthusiasm, knowledge and understanding of their roles, and there was evidence of good communication and collaboration across the business."</p> <p><b>AA1000 Stakeholder Engagement Standard (2015)</b> Part 1 p 10 Extract from Accountability report: "SSEN has demonstrated commendable efforts to cultivate a customer- and stakeholder-centric culture within the organisation and a clear rationale and purpose for stakeholder engagement. This is driven by a dedicated stakeholder engagement strategy, a strategy that is structured on three clear levels – strategic, operational and organisational, and one that is informed by the outputs of stakeholder engagement activities. The assessment indicated the strong leadership and involvement of SSEN's senior management in not only setting the stakeholder engagement vision and approach of the organisation, but also inputting to and reviewing strategic action plans, as well as supporting the need for stakeholder feedback to drive future efforts."</p> <p>Quote from external stakeholder (Norrie Kerr Director, Energy Action Scotland and member of the SSEN Stakeholder Advisory Panel) who was interviewed by Accountability as part of the AA1000 assurance process. "Over the last couple of years, SSEN has become much more forward looking and willing to engage effectively with external stakeholders."</p>	<p>Evidence that feedback received regarding our Resilient Communities Fund has been actioned.</p> <p>Part 1 p7: Engagement mechanisms and capturing feedback Table of engagements undertaken during 2017/18 with the feedback received and the associated outcomes</p> <p>Part 1 p9: Engagement outcomes This table summarises some of our key engagement actions, including the mechanisms used for different stakeholder groups, and resulting outcomes:</p> <ul style="list-style-type: none"> <li>• Partnership working to increase PSR sign-ups</li> <li>• Supporting over 4 million people through our Resilient Communities Fund</li> <li>• Establishing two new Inclusive Service Panels to improve accessibility and outcomes for vulnerable customers</li> </ul>
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