


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>PART 1 SUBMISSION ENTRY FORM</div>	
COMPANY DETAILS: (please complete)	CONTACT DETAILS: (please complete)
Company: UK Power Networks Licensee(s): Eastern Power Networks plc; London Power Networks plc; and South Eastern Power Networks plc	Name: Julie Minns Title: Head of Customer Engagement Telephone: 07812 263679 Email: julie.minns@ukpowernetworks.co.uk

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
<p>The network company has comprehensive and up-to-date stakeholder engagement and consumer vulnerability strategies, which have been reviewed and revamped this year.</p>	<p>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1 submission, section 1, giving an overview of our Stakeholder Engagement strategy - Part 1, section 3, giving an overview of our Consumer Vulnerability strategy - Part 1, section 5, detailing the independent audit of our strategies - Part 1, section 5, detailing accreditations and recognition of our work <p>Our Stakeholder Engagement and Consumer Vulnerability strategies can be found at: https://www.ukpowernetworks.co.uk/internet/en/have-your-say/events-consultations/reports-presentations/</p> <p>Part 1, section 4, sets out comprehensive details of the wide range of activities and 212 outcomes achieved through our stakeholder engagement and consumer vulnerability work as a result of our strategies.</p> <p>AccountAbility carried out an independent audit of our Stakeholder Engagement and Consumer Vulnerability performance which included structured interviews with stakeholders and on-site reviews of documentation, systems and processes, resulting in favourable feedback as set out in Part 1, section 5.</p> <p>BSI carried out a full audit of our Stakeholder Engagement and Consumer Vulnerability strategies against the requirements of BS18477 Inclusive service provision, and judged that UK Power Networks fully complied with the requirements of the standard as detailed in Part 1, section 5 and Part 3, section 5.</p>	<p>We have a comprehensive Stakeholder Engagement strategy that is aligned to the AA1000 Stakeholder Engagement Standard. Our strategy includes definitions of stakeholders, the broad range of stakeholder groups we engage with, the purpose of our engagement and the principles that guide it.</p> <p>It details the process that we follow, set out in our "engagement circle". We annually review our stakeholder engagement approach with our stakeholders and this year stakeholders endorsed our revised strategy.</p> <p>Relevant evidence is in:</p> <ul style="list-style-type: none"> - Part 1, sections 1, 2, 4, and 5 - Part 2 (throughout) <p>Our Consumer Vulnerability strategy (our strategy for consumers in vulnerable circumstances) sets out our approach to consumer vulnerability.</p> <p>It includes the four pillars of our consumer vulnerability strategy. Relevant evidence for this is in:</p> <ul style="list-style-type: none"> - Part 1, sections 3, 4 and 5 - Part 3, sections 1 and 5, giving an overview of the strategy and how we have evolved it in 2017/18. <p>Part 3, section 1 describes our social role, and how stakeholder feedback informed the underlying strategy and its delivery.</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>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1, section 2, detailing the geographical spread of our engagement activities, including activities in hard to reach communities - Part 1, section 1 (diagrams A and B) giving an overview and example of the stakeholder groups engaged - Part 1, sections 2 and 4, detailing the methods to engage a broad range of stakeholders - Part 2, section 1 providing comprehensive examples of the wide range of stakeholders we engage with and the outputs achieved through this - Part 2, section 2.3, detailing our work with community energy groups - Part 3, section 2, detailing our engagement with hard to reach and seldom heard stakeholders in urban, rural and coastal communities. This section also outlines our stakeholder engagement on social isolation. - Part 1 section 5 and Part 3 section 5 detailing our compliance with the BSI standard for Inclusive Service provision (BS18477) 	<p>We reviewed our engagement strategy and programme in 2017/18 to add greater granularity and purpose to our engagement activities.</p> <p>In particular we have engaged with young adults leaving care; customers who have experienced a life change and residents of one of the most deprived housing estates in the UK.</p> <p>We engaged extensively with a wide range of customers, including disabled customers on the development of our website, to ensure we offer an inclusive service to all our customers.</p> <p>Part 2, section 1 gives examples of the wide variety of stakeholders who participate in our engagement events.</p> <p>Part 2 section 1 details the focus groups we ran to understand the specific needs of hard-to-reach stakeholders, including customers living with dementia.</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>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1, section 2, showing the variety of targeted mechanisms we have used, and Part 1 section 1 (diagram B) shows an example of how we target our engagement to the interest and influence of specific stakeholders - Part 1, section 5, presenting the AccountAbility audit of our work - Part 2, setting out examples of how we engage and inform stakeholders through many different methods <p>AccountAbility noted in their audit: “UK Power Networks has a coherent stakeholder engagement strategy...[it] remains largely unchanged from 2017, but has been strengthened by a more formalised process of integrating stakeholder engagement outputs and insights in the business planning cycle.”</p>	<p>This year we again reviewed our engagement strategy and programme to give greater definition and purpose to each engagement mechanism and better align our engagement with our business planning.</p> <p>Our Critical Friends Panels shaped and agreed our engagement programme.</p> <p>Part 2 section 1 shows how we engage a wide variety of stakeholders at our CEO Panel, Critical Friends Panels, Roadshows (new for 2017/18), forums, focus groups, bespoke events, customer feedback, surveys and newsletters.</p>

<p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p>	<p>The evidence for this includes:</p> <ul style="list-style-type: none"> - Part 1, section 2, showing the issues our Critical Friends Panels and Roadshows prioritised for 2017/18. - Part 1, section 4, detailing the 225 actions taken in response to stakeholder feedback and 212 outcomes delivered as a result of these actions - Part 2, section 2 detailing the projects undertaken in response to stakeholder feedback - Part 3, sections 1 to 4, detailing our work for vulnerable customers driven by stakeholders' views and feedback 	<p>Our stakeholder engagement strategy includes our "engagement circle", showing our process, which includes recording feedback, assessing actions and delivering outcomes (Part 1, section 1). We have particularly focused our efforts on those activities that deliver clear benefits for our stakeholders. We have a process in place to capture and respond to stakeholder feedback, take this forward to define projects and then embed them in the business.</p> <p>Through this we have shown 225 actions undertaken with outcomes for stakeholders delivering real benefits (Part 1, section 4).</p>
<p>The network company can demonstrate that stakeholder engagement has led to positive outcomes for stakeholders.</p>	<p>The evidence for this includes:</p> <p>Part 2, section 2 and Part 3, sections 2, 3 and 4 detail the 212 positive outcomes and wider benefits our actions have delivered to our customers.</p>	<p>All of our stakeholder engagement activity is geared around delivering positive outcomes and benefits to our customers and in particular those in vulnerable circumstances. Our many examples and case studies, set out in Parts 2 and 3, all have defined outcomes and benefits. Wherever possible we seek to measure and report outcomes, and as shown in Part 2 section 4 and Part 3 section 5, we seek to evaluate the value for money of our projects using willingness to pay research.</p>