

STAKEHOLDER ENGAGEMENT INCENTIVE SCHEME



Making a positive difference
for energy consumers

STAKEHOLDER ENGAGEMENT – PART 1 SUBMISSION ENTRY FORM

COMPANY DETAILS: (please complete)

Company: Northern Gas Networks Ltd
Licensee(s): Northern Gas Networks Ltd
Address: 1100 Century Way
Thorpe Park Business Park
Colton
Postcode: LS15 8TU

CONTACT DETAILS: (please complete)

Name: Sharon Roper
Title: Head of Stakeholder Relations
Telephone: 07773 588990
Email: sroper@northerngas.co.uk

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 | | |
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| 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. | <p>"The drive for integration of stakeholder engagement and feedback into decision making comes from Board level and is a critical factor in the strategic direction of the business. Stakeholder engagement is understood as a critical part of both delivering commitments in the current business plan period, taking the company into GD2 and establishing a leadership position. Strategically, engagement is integrated into work to address core future issues for the industry."</p> <p>SGS AA1000SES Audit Management Report, March 2016 (p6)</p> <p>Submission PART 1 - Our strategy (p2), A roadmap to 2021 and beyond (p5), Identifying priorities through improved reporting (p5) Our culture and capability (p6), Decision making and resources (p6&7).</p> <p>Submission PART 2 –Driving best practice on every site (p13).</p> | <p>Our stakeholder strategy is reviewed annually in January and revised to reflect the feedback we have received from our stakeholders throughout the year as well as our audit feedback.</p> <p>Within the strategy our roadmap to 2021 and beyond sets out how stakeholder engagement and feedback is supporting improvements and influencing the business across the short, medium and long-term.</p> <p>Our decision making model ensures that stakeholder feedback informs decision making by the right people, at the right place and time throughout the business from the front line to senior management. It also helps us to identify themes and strategic issues as well as responding to immediate areas of concern.</p> |

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| <p>A broad and inclusive range of stakeholders have been engaged.</p> | <p>"There is a huge variety of engagement activities in NGN, operating at different timescales, covering different subject matters and involving different parts of the business. This variety is a strength, and it demonstrates the depth and breadth of integration of engagement across operations."</p> <p>SGS AA1000SES Audit Management Report, March 2016 (p2)</p> <p>Submission PART 1 – Collaboration, collaboration, collaboration (p3) Key partners helping us to engage the hard to reach (p4), Identifying priorities through improved reporting (p5), Overall customer satisfaction (p9), Key outcomes (p10).</p> <p>Submission PART 2 - Driving best practice on every site (p13), Targeted approach to CO awareness (p14), Community involvement and social responsibilities (p18 &19), Championing Energy Futures (p20).</p> | <p>Our stakeholder mapping is reviewed every year to incorporate new themes and reflect the stakeholders identified throughout the year. We target specific groups whilst ensuring we encourage engagement for all through open channels.</p> <p>Collaboration is helping us to not only engage effectively with our existing stakeholders but through working with key partners we are able to better identify wider stakeholders, for example we now have a network of an additional 140 Third Sector contacts with a broad and inclusive reach across vulnerable groups.</p> <p>As our energy futures work ramps up we are meeting new stakeholders every week and looking at the best ways to engage them moving forward, for example the Shale Producers and Transporters forum we have established.</p> |
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| <p>The network company has used 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>“NGN continues to build on its strong foundation of stakeholder engagement across the company, developing innovative approaches and seeking to collaborate with others in the industry where possible. As in previous years, the strengths of the company’s approach are its business culture, the strategic nature of the response to stakeholder needs, and the provision of resources to deliver engagement and respond to stakeholder inputs.”</p> <p>SGS AA1000SES Audit Management Report, March 2016 (p8) Also see p2 quote above.</p> <p>Submission PART 1 – Our strategy in action (p2), Collaboration, collaboration, collaboration (p3) Key partners helping us to engage the hard to reach (p4), Trialling new approaches to tackle complex issues (p4), Identifying priorities through improved reporting (p5), Decision making and resources (p6 & 7), Overall customer satisfaction (p9), Key outcomes (p10).</p> <p>Submission PART 2 - Driving best practice on every site (p13), Above and beyond for customers - every time (p15), Faster more flexible services (p16), Community involvement and social responsibilities (p18 &19), Championing Energy Futures (p20).</p> | <p>We have enaged our stakeholders through a range of channels this year. Our newly launched NGN&You site allows stakeholders to see our performance across the board and to their preferred level of detail. This also supports our inclusive consultation meaning we are open to all for engagement 24/7/365.</p> <p>Our stakeholder planning considers not only who our stakeholders are but also the constraints they are facing in terms of capacity to engage, levels of interest and knowledge etc. This allow us to tailor engagement to suit stakeholders individual needs and preferences. A good example of this is our customer surveying where we are using varied channels to get customers input and offering multi-channel services as a result, like on-line connections and social media.</p> |
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| <p>The network company can demonstrate it is acting on input / feedback from stakeholders.</p> | <p>"There is a strong emphasis on engagement in order to develop and deliver action and change, and action plans are regularly developed and communicated to stakeholders."</p> <p>SGS AA1000SES Audit Management Report, March 2016 PAGE 9</p> <p>"A fundamental strength of NGN's approach to stakeholder engagement continues to be that employees have a mandate for engaging with stakeholders on those issues where they have responsibility and where they can see potential benefits from that engagement. This is within the overall culture of the company which seeks to empower employees to act to address issues where they find them."</p> <p>SGS AA1000SES Audit Management Report, March 2016 (p6)</p> <p>Submission PART 1 – Collaboration, collaboration, collaboration (p3) Key partners helping us to engage the hard to reach (p4), Trialling new approaches to tackle complex issues (p4), Informed decisions (p4), Identifying priorities through improved reporting (p5), Decision making and resources – diagram (p7), Key outcomes (p10).</p> <p>Submission PART 2 - All of part two</p> | <p>We have summarised 135 substantial outcomes from our engagement this year within our submission. Both parts detail key examples of this, alongside their impact for our customers and stakeholders.</p> <p>Our stakeholder feedback has driven outcomes from the front-line to the board, including:</p> <ul style="list-style-type: none"> • Changes to strategic direction (Community Promises) • Changes to Policies and Procedures (Climate change policies) • Piloting/Rolling out new Approaches (Warm Hubs) • Changes to day to day operations (90 in 60 complaints handling) |
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