

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: Scottish and Southern Electricity Networks Licensee(s): Scottish Hydro Electric Power Distribution (SHEPD) Southern Electric Power Distribution (SEPD)	Name: Jennifer McGregor Title: Head of Stakeholder Engagement Strategy Telephone: 01738 453274 Email: jennifer.mcgregor@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>BS18477:2010 British Standard on Inclusive Service Part 1 p10 <i>Recognition for our work on Customer Vulnerability</i></p> <p>ISO 9001:2008 Quality management System Accreditation Part 1 p 10</p>	<p>We have in place a Stakeholder Engagement and Consumer Vulnerability Strategy: Part 1 p2: <i>Our six-point Stakeholder Engagement Strategy</i> Part 1 p4: <i>Putting the approach into practice</i> Part 1 p5: <i>Consumer Vulnerability Strategy</i> Part 1 p5: <i>Our five strategic priorities</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>Our approach to supporting vulnerable consumers has been approved by the British Standards Institute, which in its BS18477:2010 report, said; ‘All key elements of consumer vulnerability were sampled as being maintained in the locations audited. Noteworthy was the improvement to the Southern locations sampled with respect to demonstrating customer focus and aligning to the initial gains made in the North during the initial BSI audits.’</p> <p>We have a clearly defined four-level approach to stakeholder engagement. Our approaches are regularly reviewed, improved and up to date:</p> <p>Part 1 pp 2-3: <i>An improved approach to stakeholder engagement</i></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>PSR and domestic surveys Part 1 p 3 <i>Research</i> 600 PSR customers and 2,058 domestic customers were surveyed on subjects including brand awareness and communication, business commitments and priorities, customer service, and vulnerability.</p> <p>ISO 9001:2008 Quality management System Accreditation Part 1 p 4 Effectiveness of our stakeholder management system, Vuelio, considered as part of our fifth consecutive successful ISO 9001:2008 assessment.</p>	<p>We have identified our stakeholders, understood our relationship with them and used engagement methods to suit them.</p> <p>Part 1 p3 <i>An improved approach to stakeholder engagement</i> We have a four-level approach to engagement, ranging from our Managing Director engaging with senior stakeholders through to direct stakeholder input into local decision making.</p> <p>Part 1 p 4 <i>Identifying our stakeholders</i> Our new stakeholder management system, Vuelio, helps us know our customers better by allowing us to track the interests of stakeholders.</p> <p>Part 1 p 4 <i>Actively engaging our stakeholders</i> We have fully implemented our multilayered approach to engagement</p>

	<p>BS18477:2010 British Standard on Inclusive Service Part 1 p 10 <i>Achieving the British Standard in Inclusive Service Provision</i></p> <p>An improved approach to engagement Part 1 p 2 The [Stakeholder Advisory] panel was assembled through an open recruitment process, and we appointed six people who represent a broad spectrum of our stakeholders, including experts on resilience, fuel poverty and vulnerability issues.</p> <p>Four panel members represent stakeholders in our southern England regions, with the other two representing the interests of our Scottish regions, reflecting the relative populations of each area.</p>	<p>Part 1 p5 <i>Consumer Vulnerability Strategy</i> At the start of 2017 we wrote to every one of our 3.7m customers promoting our Priority Service Register</p> <p>Part 1 p8 Outcomes Activities reported include engagement with hard-to-reach stakeholders such as school children, contractors, and fuel poor customers.</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>ISO 9001:2008 Quality management System Accreditation Part 1 p 10</p> <p>BS18477:2010 British Standard on Inclusive Service Part 1 p 10 <i>Achieving the British Standard in Inclusive Service Provision</i> Extract from report: ‘There was evidence of a good understanding and systemic analysis of data, including the impact of broader measures on developing strategy and management focus.’</p>	<p>Part 1 p 2 Stakeholder Engagement Strategy: Actively engaging our stakeholders We engage with stakeholders at strategic, organisational and operational levels, ensuring a wide range of stakeholder views are considered in our decision making. Engagement mechanisms this year have included; surveys, written consultations, focus groups, deliberative events, structured interviews, fora, workshops, customer voice groups.</p> <p>Part 1 p 3 <i>Research</i> 600 PSR customers and 2,058 domestic customers were surveyed on subjects including brand awareness and communication, business commitments and priorities, customer service, and vulnerability.</p> <p>Part 1 p 4 Putting the approach into practice: Informing our stakeholders We have focused on using social media, particularly Twitter and Facebook – two of the most popular sites – to encourage interaction and engagement on a range of issues.</p> <p>Part 1 p 4 Putting the approach into practice: Being accessible to our stakeholders Our Regional teams have established communication routes to SSEN from our communities, to help ensure that we are accessible during storms and other major incidents.</p> <p>Part p 5 Growing and updating our Priority Service Register</p>

		<p>In December 2016 we sent a leaflet to all of our 3.7 million customers, publicising the PSR and the 105 emergency number.</p> <p>Part 1 p10 Recognition for our work on Customer Vulnerability Achieving BS18477:2010 demonstrates our commitment to communicating effectively with our vulnerable consumers.</p>
The network company can demonstrate it is acting on input / feedback from stakeholders.	<p>BS18477:2010 British Standard on Inclusive Service Part 1 p 10 <i>Achieving the British Standard in Inclusive Service Provision</i> Extract from Audit Report: ‘Improvements to the PSI process have been realised by the region, with customer feedback identified and fed into PSI arrangements. E.g. no outages before 0900 and none after 1600 hrs.’</p>	<p>Part 1 p 4 Listening and responding to stakeholders Our governance structures ensure that stakeholder feedback is quickly developed into actions and initiatives that realise benefits for our customers and communities.</p> <p>Part1 p9 How we’ve responded to stakeholder feedback Our action in response to stakeholder feedback in 2016/17 has included:</p> <ul style="list-style-type: none"> • Increasing the notice period for Planned Supply Interruptions and improving the clarity of information • Increasing the application period of our Community Resilience Fund • Established our Stakeholder Advisory Panel and appointed a new Non-Executive Director to our board.
The network company can demonstrate that stakeholder engagement has led to positive outcomes for stakeholders.	<p>BS18477:2010 British Standard on Inclusive Service Part 1 p 10 <i>Achieving the British Standard in Inclusive Service Provision</i> Extract from Audit Report: ‘It was observed that SSEN’s journey from being an engineering business to a customer service focused organisation is being realised. Engineering investment is being used to drive improvements in the network to meet ED-1 commitments, whilst considering the most vulnerable communities’.</p> <p>ISO 9001:2008 – Quality Management System Accreditation Part 1 p 10 <i>Achieving the British Standard in Inclusive Service Provision</i> This audit covered our quality management processes including Board-level commitment and Senior Management involvement in the approach that we have taken, the benefits and outcomes for customers and communities, the allocation of budget and resources in a cost-effective manner, and the documented procedures and processes of our engagement.</p>	<p>Part 1 p1 Introduction Managing Director, Colin Nicol, ‘Many of these new developments are, of course, a result of acting on the advice of last year’s SECV panel to deliver on our many good intentions.’</p> <p>Part 1 p 4 Listening and responding to our stakeholders Our governance structures ensure that stakeholder feedback is quickly developed into actions and initiatives that realise benefits for our customers and communities.</p> <p>Part 1 pp 8-9 Outcomes:</p> <ul style="list-style-type: none"> • Improved vulnerability awareness of SSEN staff, allowing them to better assist consumers in vulnerable situations • More accurate Priority Services Register data ensures assistance is targeted at those who need it most • Increased understanding of what to do in an emergency and how to stay safe <p>Part 1 p 5 Growing and updating our Priority Service Register We ran a PSR customer survey, in order to gain greater insight into our PSR customer needs, the service provided to them and how they want to be communicated with.</p>

