



# Northern Powergrid

Community stakeholder workshop 2:  
Bridging the gaps to support our  
customers

**Summary of meeting findings**

May 2022

# Executive summary

## Background

Northern Powergrid (NPg) designed this event, as the second in a series of three, to focus on what could be done to ensure that no one is left behind in the energy transition.

The research forms the second part of Northern Powergrid's Community Stakeholder workshop series, with key objectives to engage with stakeholders to support understanding of how NPg can achieve the ambitious aims set out in its RII0-ED2 business plan in relation to consumer vulnerability and communities. The second session shared an overview of key findings from session one, and discussion focused around opportunities for NPg to work with stakeholders through collaborative projects.

This report outlines the findings of session two.

## Methodology

A qualitative methodology was used, with an online workshop to engage with external stakeholders who were asked to think about Northern Powergrid's commitment to ensure that no one is left behind in the move to a decarbonised world, with a focus on collaboration opportunities.

The session was attended by 32 external stakeholders, representing a variety of organisations. This main group was split into five breakout sessions, each independently facilitated by Explain, for roughly 60 minutes.

## Summary

Though the energy crisis was front of mind for many and was considered by those working on the frontline with consumers to be key priority at the time of the conversation, there was also wider understanding from stakeholders - including passion from some – that decarbonisation remains vitally important.

There was great appetite from stakeholders to work together and collaborate, both with NPg and also more widely, with each other and across sectors, in order to achieve the best outcomes for energy consumers. Numerous suggestions were made by stakeholders as to how this could happen – some tactical support which NPg could act on swiftly, including specific organisations or groups NPg could



seek to engage with, and other suggestions more strategic, such as using the position of the organisation to get the retrofitting and insulation of housing higher on the Government's agenda.

There were calls for NPg to take a lead in the space, acting with "power of the convener" to build on what they do to bring people together and continue to facilitate conversations between other organisations.

There was also appetite to learn from others, and to use research and studies to explore and understand consumer behaviours, to ultimately support in collectively overcoming the challenge of behaviour change which will be required to achieve decarbonisation.

This report shares specific suggestions and calls for support from stakeholders in attendance.



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# Introduction

An online workshop was conducted by Northern Powergrid (NPg) with community stakeholders via Zoom on Friday 29<sup>th</sup> April 2022. Explain was commissioned to support with the running of the event and with independent facilitation; Explain has also analysed the outputs and prepared this report.

The event was designed by NPg to focus on what could be done to ensure that no one is left behind in the energy transition, to support understanding of how NPg can achieve the aims set out in its RII0-ED2 business plan. The focus of this second event was opportunities for collaboration between NPg and stakeholders.

The event was chaired by Derek Lickorish MBE - current Chairman of Northern Powergrid’s Social Issues Expert Group, Chairman of Utilita Energy, Non-Executive Director of Secure Meters, a Trustee of Sustainability First, and a member of NEA’s Presidents Group.

## Attendee profile

The event was attended by 32 external stakeholders, including members of NPg’s Future Fairness Panel. The attendees representing a variety of organisations and charities representing specific vulnerable groups, as follows:

Action with Communities in Rural England	County Durham Community Foundation
Age UK (North Tyneside)	Croydon Community Energy Ltd
Barnardo’s	Darlington Borough Council
Believe Housing	Electricity North West ENWL
Bloomin' Buds Theatre Company	Green Doctors - Groundwork Yorkshire
Broadacres Housing Association	Hull Warm Zone
Centre for Sustainable Energy	Leeds Community Foundation
Citizens Advice Hull and East Riding	North Yorkshire County Council
Citizens Advice Newcastle	Northumbrian Water
Citizens Advice North Lincolnshire	RCVDA Community Housing CIC Redcar & Cleveland Voluntary Development Agency
Citizens Advice Northumberland	RNIB - North East
Citizens Advice Torridge, North, Mid and West Devon	Speakup Self Advocacy
Community Foundation serving Tyne & Wear and Northumberland	VONNE



## Agenda

The agenda for the event was as follows.

<b>10.00am</b>	<b>Scene setting – reminder of why we're here today</b>
<b>10.10am</b>	<b>Review of report from workshop one</b>
<b>10.25am</b>	<b>Break out – Discuss the opportunities that were highlighted at workshop one. Where can we work with you on these opportunities?</b>
<b>10.55am</b>	<b>Break</b>
<b>11.00am</b>	<b>Break out – How will this collaboration work in practice?</b>
<b>11.30am</b>	<b>Recap for both break outs</b>
<b>11.45am</b>	<b>Closing statement, wrap up and next steps</b>
<b>12.00pm</b>	<b>Close</b>

## Notes on analysis

Hardship funding was a topic discussed but findings in relation to this have not been included in this report.





# Summary of findings

An overview of event outputs.

# Summary of findings

Following scene setting from Derek Lickorish (event chair) and presentation from Michelle Cummings, Northern Powergrid's Social Responsibility Manager, to share background and context, there were roughly 60 minutes spent in breakout discussions, which were independently facilitated by Explain. Stakeholders were asked to think throughout about Northern Powergrid's commitment to ensuring that no one is left behind in the move to a decarbonised world, with a focus this session on opportunities for collaboration between NPg and others.


## What opportunities for Northern Powergrid to work with you?

Some attendees were new to this workshop series and therefore shared their perspectives on barriers for consumers engaging with decarbonisation alongside their thoughts on opportunities for collaboration in relation to key themes raised in session one. In this report we will focus on opportunities for collaboration identified by stakeholders in relation to the following:

- Education and training
- Working together, in partnership

### Education and training

**Bloomin' Buds Theatre** spoke about their involvement in local communities in Bradford with a wide variety of demographics living in disadvantaged circumstances, e.g. young people, immigrants, mums and babies. Decarbonisation and energy are low on the list of priorities for the community, due to concerns we discussed in the first session around the cost of living crisis. The key to getting buy-in and understanding from the community was felt to be first-hand experiences shared in-person, in an informal setting. This was suggested in relation to smart meters – to share the value of the devices for customers and how they could be helpful in their day-to-day. There was openness to this messaging coming from an NPg representative as long as it was done in an approachable and open manner. This importance of sharing **lived experiences** was reiterated by **RNIB**.

 *"I think a lot of the time, we're talking about the digitalisation of all this information on websites, but the word of mouth is so important. If Brian from down the road has come to talk to us about*





*how smart meters are actually a really good thing, then they're more likely to believe in that. It's the face to face element - there's a lot more value to it" (Bloomin Buds Theatre)*

It was also highlighted by this attendee that **housing associations** were a key route into engaging with these communities and ensuring that decarbonisation principles are embedded in their ways of working – aligned to feedback from session one.

A representative from **North West Housing** reiterated the suggestion around creating group sessions to raise awareness about energy saving in homes, to encourage behaviour change.

**RCVDA** shared their experience of seeking to drive engagement from social housing and rental tenants, and seeking to empowering them. There was a call for real houses in local communities to enable those residents to be able to share their lived experiences of living with LCTs and becoming advocates within their communities. The opportunity identified for NPg was in partnership working to support a “leap of faith” by backing the objectives of the project, which would have wider implications for the endeavour such as their ability to get funding from external parties.

A similar project was noted in a separate breakout by **Barnardo's** as an initiative they had successfully undertaken in other parts of the country;

□ *“We build a range of homes, on land given to us from local councils close to local transportation, links, education and work, etc. We take that learner, the care learner on that journey with us, and it's all about making sure we've got the right insulation, it's all about cost effectiveness, it's all about giving them the education behind what is required to make your bills because ultimately they have that house for up to a year... It's all about taking ownership and understanding the bills system and things like that. It's a huge project, you can imagine it's a very costly project, so I'm not quite sure you want to take on something that big, but we do find the young people that move through that have a thorough understanding of the needs and requirements when they move out, and generally don't tend to get themselves into debt” (Barnardo's)*

Thinking about channels of education, it was noted that those with accessibility issues e.g. those who are blind or partially sighted, are using Alexa Skills to support them day to day. It was suggested there could be an opportunity for NPg to work with **RNIB** and/or other organisations supporting those with these additional accessibility needs to develop an Alexa Skill designed to support customers access relevant knowledge, and take actions such as joining the PSM.

□ *“We're finding that blind and partially sighted people are using Alexa more and more - the Alexa skills. We've worked with companies in the past to do this, if there's some way that power companies, water companies, etc can set up a skill, whereby Joe Public can say, okay, Alexa, tell me. Are there any roadworks in my area? Tell me how I can get a smart accessible meter from*



*eon or EDF or whoever? Or tell me how I get on the priority services register. So anything like that, because even though blind and partially sighted people can't see, some of them are quite tech savvy. So really, it's making sure that all of your communication uses a variety of channels to engage with customers" (RNIB)*

**Citizens Advice Northumberland** highlighted a challenge they face in retaining trained staff able to support with energy advice due to funding challenges, and therefore expressed an appetite for opportunities to collaborate in this space. This was reiterated by others, including a suggestion to be involved in apprenticeship support and education programmes linked directly to decarbonisation.

□ *"Good energy advisors, especially ones that we've trained up to expand their knowledge in this particular area, are hard to come by, we found it very difficult to recruit. So I think that sort of thing, it's hanging on to people who have very good experience, very good knowledge. And, you know, it's all real assets in this field. And it's hard. This has very much been on our agenda for quite some time now. So we're very keen to be involved in any discussions about collaboration" (Citizens Advice Northumberland)*

In addition, specific suggestions were made around the advice which NPg could provide through their teams, for example through the incoming Community-based Energy Advisors or via partners like Citizens Advice, which included:

- Practical use of heating in homes, for example the efficiency of devices.
  - o Energy efficiency of old white goods like fridges and freezers, which could be costing customers more money than they realise.
  - o Efficiency and safety of portable electric heaters (Groundwork gave example of an amnesty project they've run where consumers can trade in old portable heaters which are potentially dangerous).
- Housing insulation.
- Small works or repairs around the home which could reduce the need for other more significant changes within properties and generally improve the energy efficiency of properties, including practical support with tasks like loft clearing to enable insulation.
  - o **Age UK** spoke about a handyman service to do a health check on properties, and make small changes such as fitting draft excluders on doors. This was a project delivered previously, but was considered a project which NPg could learn from.



- This type of support was also suggested by others including **Centre for Sustainable Energy**.
  - Provision of devices like shower timers, LED lightbulbs, wall thermometers, to begin to open conversations around energy use and engage them in the process of changing their energy behaviours.
  - Community energy, particularly the benefits of community energy projects in rural communities.
  - Practical advice on using LCTs in homes, for example how air source heat pumps work, to fill a gap in knowledge for those in roles involving provision of energy advice (noted by Community Action Northumberland)
- *“I had a referral that came in through one of the employment hubs. It was a man that had very large electricity bills. And there was, didn't really seem to be any real reason for it looking at his home. And then we managed to find out that he didn't understand how his heating controls worked. So instead of using his really efficient gas boiler in his well insulated one bedroom bungalow, he'd been running an electric fan heater 12 hours a day. And these bills were in the 1000s. The man was really struggling with understanding the heating controls, but it maybe took me an hour of sitting and talking him through those controls, to bring his bills down by hundreds of pounds a month... In this situation, the specific needs of individuals were identified – it's not always about using a general approach” (Community Action Northumberland)*

**Barnardo's** noted a willingness to work with NPg to support and share information with their young people in a way to support them to understand terminology.

**Insulation** was considered a key first step in supporting customers to make changes aligned to the energy transition within their homes without requiring significant spend on LCTs. Grassroots support and advice with this was considered an opportunity for NPg, and it was particularly noted in relation to rural communities where houses can be more challenging to insulate.


- *“Longer term, obviously, we've got to be looking at the transition to other sources of energy. But first of all, I suppose the priority should be looking at insulation of houses where that can happen. In rural areas, some homes are harder to insulate. So there's obviously work that either more funding from government is needed, as well as sort of the grassroots support and advice” (Groundwork – Green Doctors)*



## Working together in partnership


There were numerous examples shared by stakeholders, of projects or plans linked to overcoming challenges faced by those they worked with, which NPg could potentially play a role in.

**RNIB** reported challenges with being able to source smart meters designed to be accessible for consumers with sight impairments – it was challenging finding the information such as on websites in order to get hold of them, and there was also challenge reported in encouraging people to use them as they're new technology and so users aren't familiar or comfortable with them. It was suggested that NPg could play a role in supporting getting access to these smart meters (though it was acknowledged it is the remit of energy suppliers to manage metering), and that this could be through eyesight charities such as RNIB, and continuing to build trusted relationships via these partners.

 *“From the RNIB point of view, getting hold of accessible smart meters, is proving to be very challenging for blind and partially sighted people. We know that they exist, because we've worked to develop the accessible smart meter. But for people to get their hands on them is proving nigh on impossible” (RNIB)*

**Leeds Community Foundation** noted that they already work with NPg and Northern Gas Networks in holding a fund which gives grants to third sector organisations, with a focus on fuel poverty, STEM careers and community resilience. They have changed their process of how grants are given out and the application process, to help in overcoming challenges like those identified in the last session in relation to grants e.g. making the application form more simple, and have worked with partners to improve the clarity of criteria. They did note that there is not enough funding available generally – all their funds are oversubscribed. Also, the Foundation has tried to make it simpler to access NPg's Priority Services Membership (PSM) through them, e.g. through sharing links in their reporting forms and giving groups the link to share with their stakeholders. A similar approach could be taken by others.

**Age UK** explained their Energy Bingo sessions, whereby people come to play bingo and have conversations around energy efficiency between the bingo calling. It supports those who want to spend time outside of their properties due to challenges with heating and supports with relieving social isolation, in a setting they are comfortable with. There are resources required to set up and run these sessions – this was put forward as a potential opportunity for support from NPg.

 *“It ticks the social isolation box, it ticks the energy advice box, and it means that we're able to give them some free advice in a forum where they feel comfortable, they're not being preached at. And then hopefully, we can look at their additional needs, if they want to engage with us. It's, interactive, it's quite passive, it's fun, and they're out of the house. So it's just a means of trying to*



*relate to people and find out what issues they are struggling with. But all of these things need funding. So, the cost of the venue, it's the cost of the resource. It's the cost of the materials, the promotion and the advertising aspects" (Age UK)*

### Influence and power of the convener

It was noted by some that they wanted to see NPg take a role in and beyond the utility sector to seek to **influence government**, including around the retrofitting and insulation of housing, to ensure these topics are higher on the agenda for government-level action.

□ *"For me, this is one of the key roles for Northern Powergrid and other organisations like them and the wider energy sector - if I try and influence government, to put retrofitting of housing and insulation of housing higher up the agenda they're not going to listen to me, we can't even get into those meetings, whereas Northern Powergrid, and your sister companies in other regions and the wider energy sector can, they can influence... I think that's really, really key that they work collaboratively with other organisations like them to put more pressure on the government" (VONNE)*

The **"power of the convener"** was noted by stakeholders, and taking a leadership role. A specific suggestion was made by Citizens Advice to share the list of session attendees amongst others with guidance on which each individual or organisation does and encourage reaching out and conversations between NPg stakeholders to identify opportunities amongst themselves.

□ *"NPg work with lots of different organisations, and the some organisations here that I have not heard of before, and it'd be good, if there's a list of what everyone does, so that we can all work together as well to try and help people" (Citizens Advice Leeds)*

**Hull Warm Zone** shared that their organisation is looking at bringing together new subgroups with a focus on affordable warmth, and identified opportunity for NPg here in tapping into existing local partnerships.

□ *"from a local perspective, affordable warmth steering groups and strategies are really useful way to tap into these partnerships that are already created. We have Hull's affordable warmth steering group that has a multitude of members that we've refreshed, we're now in the final year of that strategy. So as a short term measure, we'll try to refresh the group. And for the next strategy that we'll pick up from there, we're looking at diversifying and creating subgroups - a specific housing group, financial inclusion group and another group working on cost of energy" (Hull Warm Zone)*



Building on this, **North Yorkshire County Council** identified numerous teams and points of contact who could potentially present links to communities for NPg and support with effective communication and learning amongst the public, including:



A starting point was suggested as bringing partners together in a session to share knowledge and expertise as to the best ways to approach different groups to best resonate with what is important for them.

**Believe Housing** suggested engaging with the Social Housing Tenants Climate Jury – a group of social housing tenants who act as the voice of housing association tenants. This was identified as an opportunity for NPg to engage directly with tenants and aligns with recommendations from session one to engage with social housing providers.

### Research and learning

**Electricity North West** identified a piece of research that they have been working on in partnership with Citizens Advice in the Manchester region around levels of smart metering. It was noted that the data from this was varied but with common themes and they noted opportunity for “quick wins”. They were happy to share this data to help with wider behaviour change. They had also commissioned research with One Manchester. There was an opportunity identified here for sharing insight, as well as a wider call for collaboration between the DNOs.

Linked to this, there was an appetite for NPg to share information around any **research or studies** which gave insight on how the public have reacted to or been impacted by LCTs, which could support understanding at a strategic level for partners.

When thinking about new ideas for projects which NPg could be involved in, **Groundwork** noted a problem identified with damp, mould and condensation in homes, and the health concerns this issue posed, with particular highlight to housing association tenants. An idea was suggested around a pilot project which NPg could be involved in, to trial technology in homes to understand the issues more clearly.



□ *“We've been working with some organisations who have systems and devices, which you can install very simple devices, which you can install in homes, and they can monitor temperature, humidity, or the periods of time, and they can look at behavioural things inside the home, to understand what's contributing” (Groundwork)*

### Data sharing

**Northumbrian Water** representative noted a challenge with ensuring customers are aware and on the Priority Services Register for their organisation – they have a shortfall in customers being signed up compared to the proportions they expect would benefit from the additional support it brings. Though it had been attempted to get a data sharing agreement in place with NPg, and they have an agreement already in place with UK Power Networks, this has not yet come to fruition with NPg – this was considered a conversation to pick up again as there was appetite from NW, despite challenges noted with the level (person vs. property) at which the data is held between organisations.

□ *“In terms of actual data sharing, we're not doing that with Northern Powergrid, although we'd very much like to... We're very, very keen to do that. But it's just, we've come across one or two or two barriers with that, but we're very keen to do it” (Northumbrian Water)*


The **Centre for Sustainable Energy** reflected on PSM awareness too and noted an existing project ongoing with NPg in exploring how to involve more organisations in engaging via and signing people up to the PSM, and using this as a channel for energy efficiency advice. This research is already underway to help reach more vulnerable customers via a more diverse range of partner organisations.

**Hull Warm Zone** noted their operation of a city wide referral network for addressing fuel poverty called Hotspots, providing training for frontline workers around fuel poverty and the support available. It was noted that they require support in implementing a new data management and sharing system, and better ways of working, to enable them to increase the volume and range of people the organisation can support. They have an intended system called Origin Case and intend to share that with partners once bedded in, to enable referrals to be made through the system. There was a call from them for support with implementation.



## Examples of previous or ongoing successful collaboration

Stakeholders were asked to share examples of successful collaboration, which NPg could learn from. These, again, were varied.

- Infrastructure North (comprising NPg, Northern Gas Networks, Northumbrian Water and Yorkshire Water) was noted as a successful example of collaboration, with an example shared of e-learning training materials around identifying and signposting related to vulnerability, which were developed and shared amongst that group, to share the training experiences but with the opportunity to adapt it to work within the different contexts of each organisation. As well as being used as a successful example, this existing relationship could also present an opportunity for future knowledge sharing in relation to the energy transition, and educating consumers and employees.
  - The national collaboration approach taken by the Gas Distribution Operators was also highlighted. They come together to discuss projects monthly and where there are opportunities for collaboration; these conversations have sparked numerous projects over time and this approach was considered beneficial.
  - An example project was shared which is already in play in partnership with **Northern Gas Networks** and **Community Action Northumberland**, involving delivering energy advice via local village halls to support them in developing the energy standards of community buildings. Regular sessions are run to share advice around energy – this was considered a project which it would be beneficial to replicate or rollout more widely as a model to engage rural residents, and which NPg could play a role in.
-  *“There are sessions run regularly in those venues where people attend, and then other agencies drop in and provide advice to the people there. It's sort of an ideal venue to get people in rural areas together to provide information or advice about energy, saving money on their bills. So it's an exemplar project in Northumberland, that could be replicated” (ACRE)*
- **Citizens Advice Newcastle** noted their project in partnership with NPg in provision of energy advice to consumers, which has had high demand with consumers seeking support and guidance.
  - **Age UK** noted the Poverty Intervention Fund project they have in place, designed in partnership with CAB North Tyneside and funded by North Tyneside Council, to support their service users with guided face-to-face conversations with Groundwork, which they had found was working well. The challenge with this was identified as resource, with it being a resource-





heavy approach, and it was noted the funding has now come to a close. This was considered a potential opportunity for NPg to get involved.

## General thoughts

The affects of the energy and cost of living crises were front of mind throughout our conversations with stakeholders, and consideration of the impact of external circumstances on many consumers which changes the context of the energy transition challenge.

□ *“Every crisis is an opportunity to utilise the learning that's already happened, working with lower income households, and extending that across a wider range of people - because the need is going to be across a wider range of people - but also remembering that those that are at the hard end of this, this is going to impact them even more... I don't think we should be banging on to people who have got really low incomes about their carbon footprint, because we all know their carbon footprint is the smallest because they can't afford to heat their homes, they can't afford to drive two cars, they can't afford to go on foreign holidays and fly and all of those sorts of things. So it's about meeting people and addressing their needs. And if it happens to help the planet along the way, then brilliant, but I think it really doesn't need to be people focused first, especially with what a large number of households are going to be experiencing” (VONNE)*

**Timing** was considered important in relation to messaging around the energy transition. At the current time, consumers are focused on the energy crisis and the impact on affordability of their bills, therefore messaging around the energy transition, it was felt, was more likely to be ignored in the face of more immediate concerns. It was suggested that once the dust had settled on the energy crisis there may be a greater appetite from the public to engage around decarbonisation and the transition, but around the time of the next price increase in October 2022 will be a crucial time to share knowledge with customers around how energy use impacts their bills and supporting those supporting the fuel poor.

It was also noted that, as a foundation to any communication or engagement from NPg in relation to decarbonisation, there is a need for **reputation building** for NPg to build trust following Storm Arwen and more recent storms, due to the impact on consumers who were left without power. This was highlighted in respect of decarbonisation messaging, and customers needing reassurance of the reliability and resilience of renewable energy sources. It was suggested this could be done with NPg in collaboration with other parties to target the regions most heavily affected by the storms.

□ *“There is some reputational building to be done with things badged as coming from Northern Powergrid, in certain parts of the county, not everywhere, because it's part of the fallout from the storms, and the length of time that some people were off grid and things like that, that some*



*people don't have the confidence in moving forward with other sources of power when they still had supply of oil and could continue on gas... There's that bit of confidence building that we need to be promoting that it is a safe, reliable approach, not just a way of moving away from fossil fuels" (North Yorkshire County Council)*

## Conclusions

Though the energy crisis was front of mind for many and was considered by those working on the frontline with consumers to be key priority at the time of the conversation, there was also wider understanding from stakeholders - including passion from some – that decarbonisation remains vitally important.

There was great appetite from stakeholders to work together and collaborate, both with NPg and also more widely, with each other and across sectors, in order to achieve the best outcomes for energy consumers. Numerous suggestions were made by stakeholders as to how this could happen – some tactical support which NPg could act on swiftly, including specific organisations or groups NPg could seek to engage with, and other suggestions more strategic, such as using the position of the organisation to get the retrofitting and insulation of housing higher on the Government's agenda.

There were calls for NPg to take a lead in the space, acting with “power of the convener” to build on what they do to bring people together and continue to facilitate conversations between other organisations.

There was also appetite to learn from others, and to use research and studies to explore and understand consumer behaviours, to ultimately support in collectively overcoming the challenge of behaviour change which will be required to achieve decarbonisation.



# Event feedback

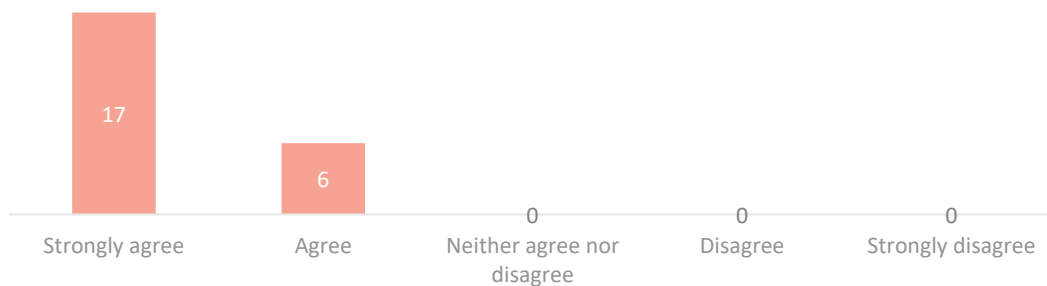
As in session one, a number of attendees shared positive feedback on the second event, via the Zoom chat:

- ☐ *“Very interesting discussion” (RNIB)*
- ☐ *“Thank you very much. Let’s all make sure nobody is left behind” (Barnardo’s)*
- ☐ *“Thanks and look forward to the next meeting” (Groundwork Green Doctor)*
- ☐ *“Thanks everyone, this has been reassuring that we are on the same page” (Warm Homes Team, Hull City Council)*
- ☐ *“Really great session, thank you” (Citizens Advice Northumberland)*
- ☐ *“Thanks, really interesting session” (Citizens Advice Newcastle)*
- ☐ *“Thank you, very useful” (Community Action Northumberland)*

Polls were run at the close of the session to gather attendee feedback, which asked participants to vote according to how strongly they agreed with a statement about the session.

There were 23 attendees who voted in the polls, with all reflecting a positive experience, answering ‘strongly agree’ or ‘agree’ to all statements presented. Results were more positive after this session compared to the first, with more stakeholders reporting agreement with all of the four statements.

**The information provided throughout was clear and easy to understand**



### The discussion was interesting



It was evident that more attendees felt they understood the purpose of the session this time compared to the first session, suggesting that efforts to explain this clearly in session two were worthwhile.

### I understood the purpose of the session



A majority of attendees strongly agreed that they were satisfied with the session – an improvement on the results from the last session and crucially an indication that attendance was worthwhile for stakeholders.

### Overall, I was satisfied with the session I participated in



# Actions and next steps

NPg will explore each of the opportunities identified by stakeholders in the session. Furthermore, based on suggestions raised by stakeholders, we recommend;

- Following calls to engage with social housing providers, consider reaching out to engage directly with the Social Housing Tenants' Climate Jury, to understand this audience and their energy transition challenges.
- Consider how NPg could support RCVDA in their endeavours to create community advocates for LCTs with a trial home project.
- Explore if NPg could be part of the new subgroup led by Hull Warm Zone.
- Follow-up with the following organisations to discuss the possibility of arranging a visit and discussion with their service users around the energy transition and energy efficiency practices, e.g. through Community-based Energy Advisors.
  - o Age UK via Energy Bingo sessions
  - o North West Housing
  - o Bloomin' Buds Theatre
- Continue to engage with Northumbrian Water around a Priority Services data sharing agreement, to build PSR membership on both sides, and seek to overcome barriers identified previously.
- Follow-up with ENW around sharing the insights from their own research projects conducted in the Manchester region, to explore shared learnings.
- Consider how to best leverage existing relationships between regional utilities such as Infrastructure North for sharing knowledge between internal colleagues, such as training materials for staff around the energy transition, the impacts for customers and how to engage them – this could be through developing e-learning materials which could be shared.
- Consider exploring a role for NPg in Northern Gas Networks' rural community hall project.
- Consider if and how home insulation should be part of NPg messaging aligned to the wider decarbonisation objective.



- Consider how NPg could partner on developing Alexa Skill(s), to support in communication and use as a channel for PSM recruitment.

#### Sharing information with attendees

- Share information on Leeds Community Foundation's Fund (already delivered in partnership with NPg) with stakeholders, to encourage applications from those with relevant projects or initiatives they're looking for support with, including details of the briefing event taking place (possibly early June) to launch the fund.
- Following a brief introduction at the close of the session, signpost attendees to the resources available on the NPg Community Energy webpage, and to look out for the Net Zero Community Energy Fund and encourage applications from those the fund is relevant to.



# Engagement tracking information

	Information type	Answer
Initiative	Initiative type	Social Issues Expert Group Community / local engagement
	Wave	Wave 2, 2022-2023
Events	Event name	Ensuring no one is left behind – community stakeholder event (2 <sup>nd</sup> of 3)
	Date Start	Friday 29 <sup>th</sup> April 2022
	Date End	As above
	Method	Online
	Method detail	Zoom
	Delivery Partner / Agency	Explain
Leads	Organisation (Whether internally run, or via research agency or consultancy)	Agency NPg
	Leads (Key contact/s for the engagement at NPg or at the research agency or consultancy)	Leah Larkin and Michelle Cummings (NPg) Bryony Iles Oakes (Explain)
Stakeholders	Stakeholders  Company or organisation name. It could be a more generic description in case of consumers (e.g., Domestic consumers)	Mix of stakeholders representing vulnerable customers, including members of the SIEG
	Stakeholder Group	Various (if multiple) – vulnerable customer representatives
	Number of attendees	32
	Number engaging with NPg for the first time	0
	Number of 'Hard to Reach'	NA



	Number of 'Seldom Heard'	NA
Reach	Geographic reach	Not captured
Feedback	High Level Topic (Plan area)	Ensuring no one left behind in the energy transition
	Type	Findings
	Stakeholder Type  Combination of type of stakeholder and the stakeholder company or organisation	<ul style="list-style-type: none"> <li>- Vulnerable customer representatives (Various)</li> </ul>
	Low Level Topic	Vulnerability lens – opportunities for NPg to collaborate with stakeholders to support consumers in the energy transition
	Action (whether there is an action arising from the engagement for an NPg member of staff to follow-up on)	<ul style="list-style-type: none"> <li>- Share the session slides and report with attendees, to consider the outputs prior to the next session</li> <li>- Consider the recommendations for proposition planning and planning for the next in this series of sessions</li> </ul>





