



Customers in Vulnerable Situations

- Annual Strategic Workshop

together
we are
the network

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Thank You



Thank you again to those of you who joined us for our annual strategic Customers In Vulnerable Situations Workshop on Tuesday 25th April.

Myself, Jill, Steve, Steph, and Laura thoroughly enjoyed seeing you all again. A special thank-you to our guest presenters Chris Sowerbutts from Communitas Energy and Andrew Simcoe, Northern Gas Networks Emergency Officer. Chris provided an insight into how they support customers who are living in fuel poverty and who fall through the gaps in funding streams for a first-time gas connection and/or first-time central heating. Andrew gave an overview of our One Number VCMA project, which is delivered in partnership with Groundworks to support repair, replacement and servicing of appliances following an emergency intervention.

Purpose of the Workshop

- Engagement update, with Slido vote - Review of how we have engaged over the past year. An opportunity for stakeholders to feedback on any improvements NGN can make to how they engage
- Performance for 2022/3
- How we've spent our allowances
- Breakout 1 - your reflections on our performance
- Partner Spotlight Sessions
- NGN priorities what we've heard already
- Fuel Poor Network Extension Scheme (FPNES) update
- Priorities for this year
- Breakout 2 - Priorities for 2022/3 (stakeholders and NGN's)
- Future engagement dates

Review of 2022/23 – What stakeholders told us were their top 3 priorities in March 2022

During 2022-23, focused workshops were held, to address each of these specific priorities, identified by NGN's stakeholders last March.

These were the top three priorities identified by stakeholders:

- Winter Readiness and CO Awareness
- PSR and Data Sharing
- Financial Hardship

Over the course of 2022-23 we introduced three new engagement avenues. A high-level summary of these are below:

- **Physical Disability Webinar**
 - We introduced this new channel to identify new partnerships to help develop more projects than just physical needs
- **NGN Open Day**
 - We introduced this session as a way to informally bring our partners together face to face with key stakeholders and NGN colleagues, to help showcase projects in-flight across the network

- **Annual Vulnerability and Carbon Monoxide Allowance Showcase Event**

- As part of the VCMA governance from Ofgem the showcase event is held each year by a different GDN, the showcase can be either online or face to face. This was the first time the GDN's hosted the VCMA annual showcase event which was held online, and it attracted 100+ stakeholders. It was a fantastic way of showcasing our collaborative projects as well as our own individual GDN projects

NGN also continued to engage with stakeholders through our monthly Community Partner Roundtable sessions. We use these to talk about big issues that we need to tackle, and to keep track of VCMA projects with our strategic partners. We also continued with the Citizen's Panel and Young Innovators Council. We have used these routes throughout the last year to talk about tricky issues, to get views directly from our customers and future bill payers. Finally, we continued to develop our quarterly vulnerability newsletter. This is sent to all stakeholders, with current news/updates from the team and our partners

Over the course of the workshop, Slido voting was used to gather feedback from stakeholders, in relation to the updates they were being provided with from NGN. Questions as detailed below.



Question 1.

Taking into account what you've just heard and our engagement to date, could you let us know **How was our level of engagement?**

100% of respondents answered the level of engagement was about right.

Question 2.

What did you find most useful?

- From a Customer Engagement Group (CEG) perspective we encourage all good forms of communication, so your feedback is helpful for us too
- The mix of engagement methods
- The newsletter
- Regular updates and monthly meetings
- Good mix between virtual meetings and also having the in person open day
- You said we did section is great
- Physical disability webinar sounds really interesting
- Open day

Question 3.

What more can we do to improve our **engagement in future?**

- Linking different projects together
- All's fine generally. Maybe more relevant guest speakers, sector/policy updates
- Continuation of mix of engagement methods plus 1-2-1 when organisations can have an in-depth discussion with NGN
- More region-specific updates
- Presence in external multi agency meetings/forums
- Annual calendar of all events including any training event

Northern Gas Networks	Ofgem – Business Plan Target – per year	NGN Stretch Target – per year	Apr '21 - Mar '22	Apr '22 - Mar '23
Customers reached through Carbon Monoxide (CO) awareness initiatives	N/A	Baseline 21/22 performance	6,009,334	26,597,013
Customers reached through Carbon Monoxide (CO) awareness initiatives – 3% agreed proportion (customers like to take actions as a result of the increased awareness)	N/A	Baseline 21/22 performance	180,280	803,186
Number of CO awareness visits/surveys with customers	10,000	Baseline 21/22 performance	17,995	17,966
Average score before awareness visit	N/A	Baseline 21/22 performance	5.88/10	6.54/10
Average score after CO awareness visit	N/A	Baseline 21/22 performance	7.55/10	8.69/10
Average % increase in awareness from CO awareness visits	N/A	Baseline 21/22 performance	28%	33%
Number of customers referred onto the Priority Services Register (PSR)	5,000	5,000	4,913	8,925
Average customer satisfaction score for PSR customers directly impacted by GDN activities	N/A	Baseline 21/22 performance	9.39/10	9.3/10
Number of Fuel Poor Network Extension Scheme Connections	1,000	2,000	854	185*

*For further information please see the FPNES update below

Fuel Poor Network Extension Scheme (FPNES) Update

FPNES is our Business Plan commitment from April 2021 to March 2026 to deliver 5,000 gas connections to fuel poor homes across the NGN network, (volume driver of 10,000 – reputational incentive).

FPNES aims to increase affordable warmth by providing an assisted (often free) gas connection. Working in conjunction with customers and partners to deliver internal measures (gas central heating). Previously achieved through partnership working with Local Authorities / Social Housing Providers.

In order to qualify for FPNES connection, an independent assessment is carried out by Communitas Energy. There must be an existing domestic dwelling and the resident must be in fuel poverty. Various eligibility tests are also applied and there must also be an intention to use gas in the home.

In relation to the 185 figure above, in April 2022 funding was removed for first-time gas central heating under the Energy Company Obligations mechanism (ECO4). As a result, FPNES connections significantly declined, leading to a review by Ofgem in late 2022. Due to this Ofgem have revised all GDN targets for connections, hence the reduced number in the table above. NGN's revised target is now 2,154.

Ofgem have advised that unspent FPNES funding will be re-purposed into the Vulnerability and Carbon Monoxide Allowance in 2023.

How NGN have spent the available allowances

Vulnerability and Carbon Monoxide Allowance (VCMA):

Ofgem Funded - NGN initially had approx. £7m to spend across GD2. Ofgem have since awarded NGN a further £12.79m from the re-purposed FPNES allowance, to spend on projects within the NGN region. All monies must be spent by the end of March 2026, with a minimum of 25% to be spent on collaborative projects with the other Gas Distribution Networks.

There is strict criteria for what this can be spent on – main categories are:

- Raising awareness of carbon monoxide
- Providing energy efficiency advice
- Providing income maximisation support
- Raising awareness of the Priority Services Register (PSR)
- Providing financial support for the repair, replacement & servicing of appliances identified through gas emergency interventions
- All projects must demonstrate a positive Social Return On Investment (SROI) through a consistent SROI framework

Highlights from 22/23

- We **increased our level of spend** this year (22/23) and are forecasting to spend the **full allowance by the end of March 2026**. We have c£800k of the original allowance remaining, that has not been allocated to a specific NGN or collaborative projects
- We have made sure that collaborative spend **delivers value to customers** within the NGN region
- We have addressed geographical and needs gaps in funding that were identified in year 1 – we are now **funding projects within West Yorkshire** (geographical gap) and have launched a **collaborative partnership with Scope** (addressing physical needs gap)
- **65 live VCMA projects** ranging from small amounts of less than £10k (NGN) to £500,000 per annum (collaborative)

Customer Support Fund (CSF):

NGN/Shareholder Funded - £150k per year (increased to £600k for 2022 – 2023). In place for 2021 – 2026. This fund was created to plug-gaps in existing funding streams. Designed by customers and stakeholders and reviewed every year, to ensure it is addressing funding gaps and reaching those in most need.



Highlights from 22/23

Due to the cost-of-living crisis, we **increased the money available** to spend in 22/23 from **£150k to £600k**, of this we have spent **£560,991**.

This was in **response to feedback** received both from our CIVS stakeholders, our Citizens Panel, and broadly **what we could see happening** across our region and through our day-to-day activities. **Funding was used** to:

- Support customers with **repair / replacement / servicing of appliances** where there has been no gas emergency intervention available via local authority home improvement agencies
- **Enhance compensation payments** for customers left without gas through emergency supply interruptions – an additional, **early payment was introduced at 4 hours**, to support increased energy costs
- Heat the person support. Across our daily operations, and through our partners, we have **purchased and made available heated jackets, heated blankets and heated seat covers**, to help those most at risk from being without heat
- Support **first time gas connections/central heating**. This element was a key driver to setting up the Customer Support Fund (CSF) for those living in fuel poverty and **we have been able to extend support** via this route

Community Partnering Fund (CPF):

NGN/Shareholder Funded - £50k per year. This fund has been in place 2016. It was created to identify grass roots projects, that can potentially be grown through the VCMA.

Highlights from 22/23

- Awarded **4 partners**
- There was a gap in grassroots projects within the North area, therefore we **partnered with Tyne and Wear Community Foundation** rather than Leeds Community Foundation as they have **more connections** within the North area

Breakout session 1 - 3 questions asked of stakeholders around NGN's Y2 performance review.

1. **What have we done well?**
2. **What could we do better?**
3. **What we could / should do differently?**



Overall Feedback to question 1 – What have NGN done well?

Feedback from stakeholders was that they were generally pleased with the year 2 performance in GD2. Stakeholders were impressed by our flexibility, adaptability and general performance given the energy and cost of living crises, acknowledging NGN always challenge themselves to do more.

Stakeholders thought it was fantastic that we scaled up smaller projects throughout year 2 into bigger regional projects and joining up partners. They also said it was really important to have smaller funding streams available, such as the Customer Support Fund and the Community Partnering Fund.

These funding streams are:

Name of fund	Vulnerability & Carbon Monoxide Allowance (VCMA)	Customer Support Fund	Community Partnering Fund
Fund amount	<p>£1.34 million per annum provided by Ofgem for 5 years (ends March '26)</p> <p>Ofgem have since awarded NGN a further £12.79m from the re-purposed FPNES allowance, to spend on projects within the NGN region. All monies must be spent by the end of March 2026, with a minimum of 25% to be spent on collaborative projects with the other Gas Distribution Networks.</p>	<p>£600,000 for regulatory year until March 2023</p>	<p>£50,000 per annum</p>
What it is	<p>Can be used to fund any national or local projects where there is a need to address any vulnerability and / or raise awareness of carbon monoxide. Governance around this and the project must have an energy theme</p>	<p>Supports 3-4 themes associated with hardship – health related hardship Foundations Independent Living Trust (FILT) – provides a service to repair and replace appliances – self referrals or via Local Authorities causes of hardship – fund a role within Groundwork that provides Benefits Advisor</p>	<p>This fund was closed as an interim measure, however, re-opened in October 2022 and will re-open for applications in early August 2023</p>
Duration of funding	<p>2 years and 8 months remaining</p>	<p>1 year</p>	<p>1 year</p>
How to access	<p>Any charity, community group, community interest company or not for profit organization can apply to NGN</p>	<p>4 partners in place</p>	<p>Any charity, community group, community interest company or not for profit organisations can apply to NGN</p>
Application process	<p>Complete a Project Eligibility Assessment document (PEA) which will be reviewed.</p> <p>vcma@northerngas.co.uk</p> <p>or complete an online application form:</p> <p>https://www.northerngasnetworks.co.uk/current-business-plan/vulnerability-and-carbon-monoxide-allowance/vcma-application-form/</p>	<p>Customers can apply for support to the individual organisations listed in second column for support on benefits advice and repair/replace of appliances</p>	<p>Applications via appointed community foundation</p>

** NGN can provide further information about each fund, if you want to get in touch.

Stakeholders also mentioned that they really liked how we have increased our PSR referrals in year 2 compared to year 1. They commented that we have done well with sharing data with other networks and that we continue to work with stakeholders to drive forward projects.



Overall Feedback to question 2 – What could we do better?

Stakeholders said that knowing what funds are available and joining up partner work is essential. Streamlining of services / customers need a one stop shop. Availability of funds and partnership working is communicated via the annual VCMA reports and NGN social newsletter. We will continue to maximise opportunities to publicise the funding available.

Supporting people in rural locations, digital exclusion, disabilities, people living with addictions and child poverty – support for their needs even if they don't shout the loudest was also a priority for stakeholders. NGN have funded a Warm Hubs Toolkit and Warm Hub National Project Coordinator to help address this. NGN have collaborated with the other GDN's to fund a VCMA project with the NSPCC and NGN have also been working alongside Gateshead Council to support their energy roadshows. NGN and Cadent also are currently working on a partner eco system pilot to address this.

Stakeholders also said we could do more for people with energy related debt – additional support needed with debt advice, Debt Relief Orders (DRO) and bankruptcy fees. NGN have engaged with Citizens Advice and Noah's Ark charity to discuss VCMA projects in relation to this gap in service provision.

Overall Feedback to question 3 – What we could / should do differently?

Feedback was received from our stakeholders around breaking into the health sector. They said that this is a priority and NGN need to consider the link between fuel poverty and health. Prevention is important, rather than waiting for boilers to be broken. Health projects are a priority for NGN in year 3 and we have already started engaging with NEA and other partners on this. VCMA eligibility criteria is currently being reviewed with Ofgem to include proactive servicing of appliances.

Communitas Energy – Partner Spotlight Session

Chris Sowerbutts provided an overview of the customer support funded project we have with Communitas Energy. This element of the fund was introduced to provide support for customers who are living in fuel poverty and fall through the gaps in existing funding streams, for first time gas connection and / or first-time central heating. The aim of the project is to support those in real need and to prioritise the worst first, with health being the over-riding qualifying criteria. The framework took time to develop - to ensure fairness and consistency for all customers.

Collaborative VCMA Project – NGN & Cadent Partnership: One Number – Partner Spotlight Session

Andrew Simcoe, Emergency Officer for NGN provided information on the NGN and Cadent Collaborative One Number Programme 2023 - 2025 project. This project aims to tackle a range of problems faced by customers in vulnerable situations. NGN have committed to spend over £1,000,000 throughout the duration of this project, to help those customers who are eligible, and may need additional advice, help, support, or other measures across our network following a visit by one of our Emergency Response Engineers.

The increase in the number of homes across England experiencing fuel poverty means that 3.26 million households are currently facing this form of hardship. This equates to 1,810,996 households living in fuel poverty across NGN and Cadent networks alone.

The project's gas appliance repair, replace, and servicing will only be offered to households who qualify under the VCMA governance document criteria.

The criteria includes low-income households who are unable to afford the cost of the gas appliance repair, replace, and servicing through their own financial means. The government's latest statistics also show the link between low income and fuel poverty. For instance, 44.6% of all homes in the lowest household income decile are currently living in fuel poverty – which is an estimated 1,117,000 households.

Under VMCA criteria - funding can be used to support the repair, replacement and servicing of appliances for customers in financial vulnerability and impacted through NGN emergency interventions.

The One Number programme offers NGN engineers the ability to refer customers to a single point of contact. NGN's partner for this referral process is Groundwork, who will undertake an eligibility check to establish whether the customer is able to receive support from this service.

The customer is then triaged and provided with one or more of the following services (based on customer need and eligibility):

- In-home energy efficiency advice (supporting customers to tackle condensation/damp and use their appliances more efficiently etc.)
- Assisting customers to access industry funding to support with in-house measures
- Helping customers to maximise their household income (benefit entitlement checks, claims support, and the management/clearing of energy debt)
- Servicing of essential gas appliances
- Repair/replacement of essential gas appliances and pipework

The service launched in January 2023, with NGN emergency engineers making over 50 referrals, 14 of which have been eligible for additional support.

NGN Priorities for 2023/24

- Investing funding we have available to make the most impact, and focusing specifically on supporting those in financial vulnerability
- Continuing to understand the increase in risk of Carbon Monoxide poisoning (CO) due to the cost-of-living crisis, and how we provide additional support
- Continuing to deliver enhanced services on the doorstep to our customers in vulnerable situations
- How we will take account of supporting customers through the journey to Net Zero



Breakout 2 – NGN and stakeholder priorities for the next 12 months

4 questions were asked of our stakeholders about considering their own priorities for the next 12 months.

1. What is your number one priority for this next year?
2. What is the biggest threat/opportunity to delivering this?
3. How can NGN support with this?
4. Do you have any views about NGN priorities – is there anything missing?

Overall Feedback to question 1 – What is your number one priority for this next year?

Stakeholders told us that the biggest concern was around financial hardship and health, in particular directing people towards good quality energy efficiency and fuel poverty advice.

Health projects are a priority for NGN in year 3 and we have already started engaging with NEA and other partners on this issue. We are also engaging with the charity Noah's Ark, in relation to financial hardship and mental health.

Other concerns were listed below with some feedback included: -

- Supporting people in rural locations, digital exclusion, disabilities, people living with addictions and child poverty – support for their needs even if they don't shout the loudest
 - NGN have funded a Warm Hubs Toolkit and Warm Hub National Project Coordinator to help address this. NGN have collaborated with the other GDN's to fund a VCMA project with the NSPCC and with SCOPE. NGN have also been working alongside Gateshead Council to support their energy roadshows
- Awareness about BSI Kitemark – encouraging better outcomes for customers
 - NGN has achieved the ISO 22458 Inclusive Service Provision Kitemark and have publicised this through our website and through our VCMA annual reports. NGN are looking ahead to renew our BSI Kitemark accreditation for the coming year, and we are also sharing best practices with water and electricity colleagues
- Bringing people together – sharing practice
 - NGN are keen to join up partners and scale up projects, we did this last year and will continue to join up partners over the next 12 months



Overall Feedback to question 2 – What is the biggest threat/opportunity to delivering this?

Stakeholders told us that the biggest threat to achieving this was around funding. In particular, knowing what funds are available and joining up partner work.

With the re-allocated FPNES to VCMA funds NGN have funding available throughout GD2 to help alleviate this concern. NGN also have other funding streams available for partners to access, as detailed earlier in the report.

Overall Feedback to question 3 – How can NGN support with this?

A snapshot of some of the responses below: -

- Continue to equip organisations to cascade information to clients. Updated information / resources / training
- Partnerships with other strategic partners and idea sharing is key to supporting customers
- Help with funding projects

The trusted partnerships we've built have allowed us to provide flexible and responsive support to help tackle the increasingly complex challenges that our customers are facing.

Overall Feedback to question 4 – Do you have any views about NGN priorities – is there anything missing?

- Working with operational colleague to understand addicts/recovery – What to do / not to do? Where to ask for help/advice
- Some partners are struggling to make connections – require NGN support to achieve this

A Slido vote was undertaken at the end of breakout 2, to gather feedback to a number of questions around priorities for NGN and stakeholders. Questions and feedback below.

Q1. Your priorities (gathered from feedback received from stakeholders through the workshop invite) – pick your top three (top three are listed first)

- Helping people to keep their home warm and be able to afford the energy that they need to use to stay healthy - 79%
 - Having the capacity within organisations to meet the high demand of vulnerable people needing to access services - 42%
 - Prioritising clients whose health is more severely impacted through fuel poverty - 37%
-
- Making sure customers have access to the information they need - either as self-help or via advice and support services, particularly in terms of maximising their income – 32%
 - Continue to bring organisations together to share challenges, experience and best practice in order to get to the answers faster - 32%
 - Providing a one stop shop support for customers - 26%
 - Reaching customers, we might not know about - 26%
 - Raising awareness of the link between fuel poverty and Carbon Monoxide risks - 21%
 - Raising awareness of the signs of an unsafe gas appliance - 5%

Q2. Our priorities (gathered from feedback received from stakeholders through the workshop invite) – pick your top three (the top three are listed first)

- Funding – investing all available allowances to deliver maximum benefit - 50%
 - Better targeting of support to those worst affected by the cost-of-living crisis - 45%
 - Identifying projects that provide financial support to customers impacted by the cost-of-living crisis - 45%
-
- Linking up partners and funding - 40%
 - Identifying where reallocated FPNES allowance can be spent - 25%
 - Increasing awareness of available funding streams to a wider audience - 20%
 - Better identification of support for customers who are at risk of moving into fuel poverty - 20%
 - CO safety – addressing increased risk caused by cost of living - 15%
 - Identifying gaps in funding (to best use NGN Customer Support Fund) - 15%
 - Supporting customers in a transition to net zero - 10%
 - CO safety – increase general awareness levels - 5%

Q3. What is your number one priority for NGN to focus on over the next 12 months?

- Funding – investing all available allowances to deliver maximum benefit - 32%



Event Evaluation and Future Engagement – 15 feedback responses / 25 attendees

Summary: Customers in Vulnerable Situations Annual Strategic Workshop, Tuesday 25th April 2023

Event Evaluation		
Question number	Question	Answer
Q1	What do you want to get out of today?	
Q2	Choose 2 words from this list below to describe this event	Interesting, Useful
Q3	Overall, how satisfied were you with the event?	8.2
Q4	How would you rate the discussions?	8.2
Q5	How would you rate the event contact and speakers out of 5?	4.6



Event Evaluation

Question number	Question	Answer
Q6	Is there anything you think could be improved / changes for future workshops?	<ul style="list-style-type: none"> • More discussion • The sound quality wasn't great which made it tricky to hear at points. Otherwise thought it was great! • More time for the breakout rooms; a chance, if possible, to link up • It was a bit too long. The last break out was a bit of a struggle • Yes, a talk about CO • Was great. Loved you had other employees helping facilitate, they were great. A lot of really interesting information but delivered in such a way it kept engagement. • Wider range of attendees • Coffee break earlier during the workshop. • It was a lot of information in 1 go and then to be split straight into the breakout group gave very little time to take it all on board. Our facilitator shared the screen to show some of the slides again, which was most helpful. There was a lot of information on the slides. I liked voting - nice interaction. • Breakout rooms in more region specific to get a brief idea / update of work in locality • Maybe an earlier scheduled break, left the second session a bit short. Allow a bit more time for the breakout groups, no more than 5 minutes at the most
Q7	Is there anything else you would like to tell us?	<ul style="list-style-type: none"> • More of these workshops • It would be good to hear a follow up in a couple of months to show how this session has shaped your priorities • The Slido was very good and well handled • If you don't test for CO, you don't know if there is a problem or not. Thrilled NGN now testing but data needs collecting, and case studies used to educate medics • Really good workshop and with a decent level of engagement • It was interesting to hear from some of the projects, but again a lot of info in a short amount of time • Great overview of NGN and the work they are doing • No, the event was well structured, well attended and well-paced

Event Evaluation		
Question number	Question	Answer
Q8	Thinking of yourself as a stakeholder of NGN, how satisfied are you with the relationship that you have with NGN	8.6
Q9	NGN keeps me up to date on their business plans	Strongly agree – 3 Agree – 8 Somewhat agree – 2 Neither agree nor disagree – 1 Somewhat disagree – 0 Disagree – 0 Strongly disagree – 1
	NGN provided me with clear information about their business performance	Strongly agree – 4 Agree – 5 Somewhat agree – 4 Neither agree nor disagree – 1 Somewhat disagree – 0 Disagree – 0 Strongly disagree – 1

Event Evaluation		
Question number	Question	Answer
	NGN provided me with opportunities to give feedback on the topics that interest me	Strongly agree – 4 Agree – 7 Somewhat agree – 3 Neither agree nor disagree – 0 Somewhat disagree – 0 Disagree – 0 Strongly disagree – 1
	NGN allows me to give feedback through my preferred method	Strongly agree – 0 Agree – 7 Somewhat agree – 5 Neither agree nor disagree – 2 Somewhat disagree – 0 Disagree – 0 Strongly disagree – 1
	NGN makes it clear how they have used feedback to change	Strongly agree – 7 Agree – 4 Somewhat agree – 2 Neither agree nor disagree – 1 Somewhat disagree – 0 Disagree – 0 Strongly disagree – 1

Future Engagement

Question number	Question	Answer
Q1	How else would you like to engage with NGN in future?	<ul style="list-style-type: none">• More projects• Would like to run more x-utility engagement as I think we can all benefit from the same information• No changes required• Engaging on issues of fuel poverty more directly• Action on testing for CO which is beginning• It works great as is• 1-2-1 meetings with key staff. Would be good to explore joint work and mutually beneficial opportunities together• Very likely. The staff appeared very open and wanting to know. Thanks• Workshops / calls for evidence• Note, answers based on my first attendance / interaction with NGN. As a first starting point I thought this was a great start• Fine already

Future Engagement Dates

Date	Workshop topic
12 September, 10am to 12pm – Hot Topic Workshop 1 – online	Spending allowances well – health focus
14 September, 9:30am – 12:30pm – stakeholder conference	NGN Annual Stakeholder Conference
21 November, 10am to 12pm – Hot Topic Workshop 2 – online	Energy affordability – Staying warm and healthy at home
6 February 2024, 10am to 12pm – Hot Topic Workshop 3 – online	Meeting demand – capacity and resilience
March 2024 – Annual Strategic Review and Planning Workshop – TBC	Annual Strategic Review and Planning Workshop



Customer Support Fund – Contact Information

- Groundwork can provide support with benefit assessments and support in making benefit applications
 - www.groundwork.org.uk/projects/green-doctor or call 0113 2380601
- Foundations Independent Living Trust (FILT) - Working in partnership with the Gas Safe Charity, funding and support is available for the repair / replacement of gas appliances for eligible owner-occupiers who can't afford to pay. The fund can facilitate urgent repairs and safety related support via Home Improvement Agencies
 - www-foundations-uk-com/how-we-help-foundations-independent-living-trust/ or call 0300 124 0315.

Tell Us What You Think

Thank you for reading this report. We welcome any further feedback, thoughts, or ideas you have. Please drop us a line on at stakeholder@northerngas.co.uk



**we are
the network**

Get in touch

Contact Numbers for NGN Team

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