



# Northern Gas Networks & Partners - Supporting Communities Together

*together*  
we are  
the **network**

# Contents

<b>Thank You</b>	<b>3</b>
<b>Purpose of the Supporting Communities Together Event</b>	<b>4</b>
<b>Supporting customers</b>	<b>4</b>
<b>Event Evaluation and Future Engagement – 28 feedback responses</b>	<b>9</b>
<b>Date of next workshops and other engagement</b>	<b>14</b>
<b>Contact Numbers for NGN Team</b>	<b>14</b>
<b>Tell Us What You Think</b>	<b>14</b>
<b>Appendix 1</b>	<b>15</b>
<b>Stall Holders and Project Summaries</b>	<b>15</b>

# Thank You



**Wednesday 24th May  
2023, Royal Station  
Hotel Newcastle**

**Thank you once again to those of you that joined us for our Northern Gas Networks & Partners - Supporting Communities Together Event, in Newcastle.**

The NGN Vulnerability Team and our Strategic Partners thoroughly enjoyed seeing you all again.

**We had 113 attendees on the day and the overall satisfaction score for the event**

**was 9**, this is double the number of attendees from last year. Attendees included our community / Strategic Partners, who showcased some of their Vulnerability & Carbon Monoxide Allowance (VCMA) projects, as well as projects from another NGN funding stream, the Community Partnering Fund (CPF). Innovation partners also attended the event, including but not limited to, Affotek, who demonstrated wearable CO safety technology and STEER Energy, who demonstrated new technologies that minimise the impact of street works.

Stalls were hosted by Maggie's, who are currently funded through a national GDN collaborative VCMA project, Community Action Northumberland (CAN), The Carer's Room, Northern Powergrid and a stall hosted by Skills 4 Work, who are one of our CPF awardees. This is to name but a few, please see appendix 1 for a full list of stall holders and project summaries.

NGN colleagues also participated in the event, showcasing some of the internal support provided by our business. They were able to see some of the projects we're supporting to help the most vulnerable in our communities. This included the One Number (repair, replacement, and servicing of appliances, after a gas emergency intervention) and Services Beyond the Meter project, which are both funded through VCMA and are evolving into business-as-usual activities. It was also a fantastic opportunity for some of our senior leaders, to meet the Strategic Partners within their geographical locations.

# Purpose of the Supporting Communities Together Event



## Supporting customers

**The event provided an opportunity to network face to face and to catch up on some of the innovation projects and work that NGN has been progressing over the last year, to support customers in vulnerable situations.**

Last year we held a similar event in Leeds and stakeholder feedback recommended we hold another event in Newcastle this year.

It was also a chance for our stakeholders to meet up in person, with some of the wider NGN team and learn about what else is going on within the business.

Throughout the day stakeholders interacted with one another and partnerships were formed.

## The format of the day included:

- Showcasing VCMA, CPF and Innovation projects
- NGN stall demonstrating the services we offer our colleagues, such as a Well Being Hub and iBenefits
- NGN Energy Futures stand
- Northern Powergrid stand
- Andy's Man Club stand
- Networking lunch...to encourage sharing ideas, best practices, and feedback opportunities

## Supporting customers

Some of the actionable outputs and learnings from the day are captured in the snapshot below:

Stall	What did you learn?	Any other comments	Are there any projects / partners you think NGN should promote more?
Services Beyond The Meter	<ul style="list-style-type: none"> <li>Information on the project</li> <li>Better understanding of what the teams do</li> <li><b>Really positive approach to supporting vulnerable customers when they are turned off in an emergency situation</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Great to see NGN go the extra mile with vulnerable customers</b></li> <li>Good opportunity to meet colleagues</li> </ul>	<ul style="list-style-type: none"> <li>Vulnerability and inclusion – two really important areas</li> </ul>
CREST	<ul style="list-style-type: none"> <li>Providing ethnic minorities with career support</li> <li>Didn't know this organisation existed</li> <li>Learnt about this organisation and what they do</li> </ul>	<ul style="list-style-type: none"> <li>So much opportunity for collaboration!</li> <li>Keep sharing how NGN work with communities and what a difference this makes</li> <li>NGN could link into this organisation when recruiting into the Northeast</li> </ul>	<ul style="list-style-type: none"> <li>Green Doctor</li> <li>Skills 4 Work</li> </ul>
Maggie's	<ul style="list-style-type: none"> <li>Information on the project and how NGN are helping cancer patients</li> </ul>	<ul style="list-style-type: none"> <li>Volunteering opportunities with Maggie's are available</li> </ul>	<ul style="list-style-type: none"> <li>Need to promote this organisation</li> </ul>
Skills 4 Work	<ul style="list-style-type: none"> <li>Providing support for people with learning difficulties</li> </ul>	<ul style="list-style-type: none"> <li>Great atmosphere!</li> </ul>	<ul style="list-style-type: none"> <li>Need to promote this organisation</li> </ul>

Stall	What did you learn?	Any other comments	Are there any projects / partners you think NGN should promote more?
<b>Andy's Man Club</b>	<ul style="list-style-type: none"> <li>• Suicide number 1 killer of men under 45!</li> <li>• Amazing organisation</li> <li>• Very interesting to hear how the club was started and how far it has come</li> <li>• Lots of useful information</li> </ul>	<ul style="list-style-type: none"> <li>• Make NGN colleagues aware of this statistic and this charity</li> </ul>	<ul style="list-style-type: none"> <li>• Promote this more</li> <li>• Mental health awareness</li> <li>• I would like to see them invited into the business to speak with NGN engineers</li> </ul>
<b>Easy Assist ECV</b>	<ul style="list-style-type: none"> <li>• Easy to install – takes less than 5 mins</li> <li>• Fantastic product!</li> <li>• Great for Priority Services Register (PSR) customers to isolate supply with a push of a button</li> <li>• Excellent use of innovation</li> <li>• Well-engineered tool</li> <li>• This is also being rolled out by Cadent</li> </ul>	<ul style="list-style-type: none"> <li>• Ideal for vulnerable customers</li> <li>• Hopefully NGN can take this product on board</li> </ul>	<ul style="list-style-type: none"> <li>• Great for vulnerable customers</li> </ul>
<b>Middlesbrough Environment City</b>	<ul style="list-style-type: none"> <li>• Information on who they are and the project</li> </ul>	<ul style="list-style-type: none"> <li>• More awareness</li> <li>• Understand how the project works</li> </ul>	<ul style="list-style-type: none"> <li>• Promote this project more</li> </ul>
<b>Carents Room</b>	<ul style="list-style-type: none"> <li>• The variation of what they do</li> <li>• <b>What a great idea!</b></li> <li>• Great to have the support and information available when you need it most</li> </ul>	<ul style="list-style-type: none"> <li>• Support needed from NGN with comms</li> </ul>	<ul style="list-style-type: none"> <li>• Carents room &amp; Maggie's</li> <li>• Promote this project more</li> </ul>

Stall	What did you learn?	Any other comments	Are there any projects / partners you think NGN should promote more?
Green Doctor	<ul style="list-style-type: none"> <li>• Loads of very useful methods of saving energy</li> <li>• Energy saving tips</li> </ul>	<ul style="list-style-type: none"> <li>• Could be more localised</li> </ul>	<ul style="list-style-type: none"> <li>• Promote this project more</li> </ul>
Community Action Northumberland	<ul style="list-style-type: none"> <li>• Very interesting</li> </ul>	<ul style="list-style-type: none"> <li>• Could be broadened out to more areas</li> </ul>	<ul style="list-style-type: none"> <li>• Promote this project more</li> </ul>
Hydrogen	<ul style="list-style-type: none"> <li>• Great to see what NGN are doing in this sector</li> </ul>		<ul style="list-style-type: none"> <li>• Hydrogen – organise more visits to Low Thornley</li> </ul>
Vulnerability Mapping Tool	<ul style="list-style-type: none"> <li>• Amazing use of data!</li> <li>• Great tool</li> </ul>	<ul style="list-style-type: none"> <li>• This looks like it could provide real opportunities to target eligible PSR customers</li> <li>• Could be used by NGN on site</li> <li>• Could visit PSR customers when there is a gas or an electricity outage, from mapping outages and PSR customers</li> </ul>	<ul style="list-style-type: none"> <li>• <b>The excitement of the local councillors when they realised all the work happening in their communities</b></li> <li>• Should show live power outages</li> </ul>
Occupational Health & HR	<ul style="list-style-type: none"> <li>• Didn't fully understand benefits until now</li> </ul>		

We will hold this event annually going forward in different parts of our network.

## Supporting customers

A flavour of some of the interactions that were captured throughout the day can be seen in the pictures below:





# Event Evaluation and Future Engagement – 28 feedback responses

Summary: NGN Open Day, Wednesday 24th May 2023

## Event Evaluation

Question number	Question	Answer
Q1	Choose 2 words from this list below to describe this event	Insightful, interesting
Q2	<b>Overall, how satisfied were you with the event?</b>	<b>9</b>
Q3	How would you rate the discussions?	8.9
Q4	<b>How would you rate the overall event content on the day?</b>	<b>4.5 (out of 5)</b>



## Event Evaluation

Question number	Question	Answer
Q5	Is there anything you think could be improved / changed for future workshop events?	<ul style="list-style-type: none"> <li>• Seating area</li> <li>• More stands</li> <li>• 2hrs perfect length, good venue / location, really interesting and useful conversations. Thank you for inviting us</li> <li>• A bigger venue</li> <li>• Would be great to have similar events a couple of times a year</li> <li>• Not sure there was a subject matter expert, if there was, I didn't get to leave my stall to speak to them</li> <li>• I would suggest inviting local representatives of Age UK, more mental health charities</li> <li>• More reps at tables as didn't manage to speak with some of them - maybe a longer drop in event</li> <li>• I thought it was great thank you for inviting us</li> <li>• The room was a little small, which didn't help discussions with stall holders</li> <li>• It was a bit crowded when I was there and difficult to get round. It felt a bit of a Covid risk!</li> <li>• Everything was really good, so its difficult to think of improvements... but the only thing I'd suggest is a larger table and ability to hang posters etc. behind the stalls (although the shape / layout of the stalls worked really well)</li> <li>• A workshop open for the public would be useful, so they know where to go for help</li> <li>• Introduction to the attendees</li> <li>• More partner agencies</li> <li>• It would be great if the workshop could focus on a couple of topics involving some of the partners e.g. engaging with residents to share diagnosis and remedy, decarbonising existing properties, data to de-risk net zero changes, assessing vulnerabilities of people and places, GDPR and consent - monitoring present and future</li> <li>• It was a good event. Nice to be face to face</li> <li>• A lot of the stalls were giving out the same information</li> <li>• It would be really useful in future to have a microphone and for someone to do an official 'hello' and 'goodbye' to get everybody's attention and just set the context for the event</li> </ul>

## Event Evaluation

Question number	Question	Answer
Q6	Is there anything else you would like to tell us?	<ul style="list-style-type: none"> <li>• Thank you so much it was amazing well done to the team and organisers</li> <li>• Really enjoyed meeting other organisations, and talking to really motivated people</li> <li>• Very well run thank you</li> <li>• <b>It was a well organised event with much thought and skill devoted to vulnerable customers, their homes and meeting their requirements. The choice of Royal Station Hotel proved excellent. The NGN team can be proud of this event</b></li> <li>• It was great to see the wonderful work being achieved by so many organisations</li> <li>• It was lovely to see groups embracing in person events and understanding the value of F2F rather than online</li> <li>• Amazing event, which made me proud to be part of NGN! Well done and thank you to everyone involved. Please can I book a place for next year?</li> <li>• <b>I really enjoyed the day. The speakers were brilliant and helpful and will only help in my role as a councillor. I have told others if they get the chance to attend these events as it was brilliant! Thank you</b></li> <li>• Very helpful</li> <li>• Lunch was beautiful, many thanks</li> <li>• More of these events are needed to let people know what services are available to the public</li> <li>• The space was very cramped and there wasn't anywhere to sit for a rest</li> <li>• I think the length of time was perfect and the number of partners there was ideal</li> </ul>
Q7	<b>Thinking of yourself as a stakeholder of NGN, how satisfied are you with the relationship that you have with NGN</b>	<b>9</b>

Event Evaluation		
Question number	Question	Answer
Q8	To what extent do you agree or disagree with the following statements?	
	NGN keeps me up to date on their business plans	Strongly agree – 5 Agree – 14 Somewhat agree – 4 Neither agree nor disagree – 3 Somewhat disagree – 0 Disagree – 2 Strongly disagree – 0
	NGN provided me with clear information about their business performance	Strongly agree – 4 Agree – 15 Somewhat agree – 4 Neither agree nor disagree – 4 Somewhat disagree – 0 Disagree – 1 Strongly disagree – 0

Event Evaluation		
Question number	Question	Answer
	NGN provided me with opportunities to give feedback on the topics that interest me	Strongly agree – 7 Agree – 12 Somewhat agree – 4 Neither agree nor disagree – 4 Somewhat disagree – 0 Disagree – 1 Strongly disagree – 0
	NGN allows me to give feedback through my preferred method	Strongly agree – 8 Agree – 10 Somewhat agree – 3 Neither agree nor disagree – 6 Somewhat disagree – 0 Disagree – 1 Strongly disagree – 0
	NGN makes it clear how they have used feedback to change	Strongly agree – 5 Agree – 12 Somewhat agree – 4 Neither agree nor disagree – 6 Somewhat disagree – 0 Disagree – 1 Strongly disagree – 0

## Future Engagement

Question number	Question	Answer
Q1	How else would you like to engage with NGN in future?	<ul style="list-style-type: none"><li>• Via email</li><li>• Shared research findings if possible</li><li>• Community volunteering in Newcastle, employee led fundraising for walks, runs, and bake sales</li><li>• Email, zoom, in person</li><li>• More internal networking opportunities</li><li>• Good to have days like this, meet a few people in person but not too long</li><li>• I am happy with the current method</li><li>• More collaboration would be great in the gas industry space</li><li>• <b>Really appreciated the stakeholder event - great to be able to connect with others in real life rather than online</b></li><li>• Continued email correspondence but would appreciate faster response rather than days leading to weeks</li><li>• Emails of updated information and more conventions even if it is out of the area</li><li>• Ongoing funding support</li><li>• We are keen to engage with the energy village and look forward to the grand opening!</li><li>• Continue to be invited to the online and in person events</li><li>• Continue to be part of the network</li></ul>

## Date of next workshops and other engagement

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 – online	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



## 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](mailto:stakeholder@northerngas.co.uk)

## APPENDIX 1

# Stall Holders and Project Summaries

## Andy's Man Club

Andy's Man Club is a UK suicide prevention charity described as "a talking group, a place for men to come together in a safe environment to talk about issues and problems they have faced or are currently facing". It was formed by Luke Ambler and his mother-in-law Elaine after his brother-in-law Andy, took his own life. They offer free-to-attend peer-to-peer support groups across the United Kingdom and online.

For further information please contact:

Michael Chapplow

[michael.chapplow@andysmanclub.co.uk](mailto:michael.chapplow@andysmanclub.co.uk)

## Awaretag - Groundwork & Aware Technologies Partnership

This project is a partnership between Groundwork Yorkshire's Green Doctor service & Aware Technologies. Through use of innovative technology, Awaretag sensors will monitor dampness levels within households in order to provide a reactive response where it is identified that residents may benefit from additional interventions. This collaboration will bring together fuel poverty, income maximisation, and energy efficiency support, along with the measurement of the improvements in the housing, health and wellbeing of 1100 residents.

For further information please contact:

**Leonard Carey** [leonard@awaretag.com](mailto:leonard@awaretag.com)

Simon Kilshaw

[simon.kilshaw@groundwork.org.uk](mailto:simon.kilshaw@groundwork.org.uk)

## The Carents Room

The Carents Room is an interactive, online website for Carents (carers of elderly parents) to access anywhere in the UK and receive instant online support. The project aims to provide Carents with fuel poverty advice, energy efficiency advice as well as provide information on the PSR, CO awareness and offer health and care advice to its users. The project will enable the development of a "Carent" community, who can subscribe for relevant energy related content. They will be further supported by a wider collection of online resources, to promote and safeguard the wellbeing of themselves and those that they care for. This is a collaborative GDN project, supported by NGN.

For further information please contact:

**Jackie Gray** [jackie@thecarentsroom.com](mailto:jackie@thecarentsroom.com)



### **Citizens Advice Northumberland – Collaborative Energy and CO Advice Project**

This project is funded collaboratively with other GDNs and offers quality assured energy and carbon monoxide advice to people accessing the Citizens Advice service through local offices. Advice delivered through this project seeks to widen knowledge and awareness of energy and CO issues, maximise income and allow access to additional advice provision through a holistic approach.

For further information please contact:

Carol Ashworth [carolashworth@citizensadvicenorthumberland.org.uk](mailto:carolashworth@citizensadvicenorthumberland.org.uk)

### **Community Action Northumberland / Strategic Partner, North Tyne & Northumberland**

#### **Warm Hubs Toolkit**

The Warm Hubs Toolkit is an online toolkit developed by our partners which provides guidance on how to set up and run a Warm Hub scheme. It is aimed at support agencies across the UK, such as local authorities and charities. It provides training via modules to achieve the Warm Hub model and associated principles.

For further information please contact:

Christine Nicholls  
[christinenicholls@ca-north.org.uk](mailto:christinenicholls@ca-north.org.uk)

Leanne Shipley  
[leanneshipley@ca-north.org.uk](mailto:leanneshipley@ca-north.org.uk)

### **Compact for Race Equality in South Tyneside (CREST) – Funded by NGN Community Partnering Fund**

Compact for Race Equality in South Tyneside (CREST) is a user-led charity working to promote racial equality, and social justice by improving the social and economic position of British and Minority Ethnic (BME) communities. This project will support approximately 420 people through various channels including 1-1 appointments, group/workshops, classes and events, providing information, advice and guidance on energy related matters.

For further information please contact:

Mahida Begum [mahida@crest.uk.com](mailto:mahida@crest.uk.com)



### Groundwork Green Doctors – Strategic Partner in Leeds

Energy Matters - This project aims to tackle fuel poverty, energy vulnerability and related issues through home visits and telephone advice. The Green Doctor service is funded across the NGN network and also feeds into other NGN funded projects including One Number and Awairetag.

For further information please contact:

Julia Bentley [julia.bentley@groundwork.org.uk](mailto:julia.bentley@groundwork.org.uk)

Matt Eves [matt.eves@groundwork.org.uk](mailto:matt.eves@groundwork.org.uk)

### Highfield Food Cooperative – Strategic Partner in west Yorkshire

A community-based charity that has multiple projects with NGN. The projects cover a range of topics such as mental health, refugee communities, film festivals promoting carbon monoxide awareness and working with visually impaired customers. Highfield Coop also facilitates community energy cafes.

For further information please contact:

Warris Ali [warrisali@hotmail.com](mailto:warrisali@hotmail.com)

### Maggies

Maggie's centres are located nationwide and offer free support to anyone with cancer and their families. The Maggie's Centres Safe and Warm Project will support people impacted by cancer by providing greater awareness of the Priority Services Register, the dangers of Carbon Monoxide and ways to become more energy efficient. NGN have provided funding for this as part of a collaborative GDN project to support Maggie's centres, including those within the NGN area.

For further information please contact:

Hannah Harding [hannah.harding@maggies.org](mailto:hannah.harding@maggies.org)



### **Middlesbrough Environment City (MEC or MEnvCity)**

MEC's ultimate goal is to improve the quality of life for their community, through sustainability and the promotion of healthy living, whilst reducing the impact on Earth's resources. The project funded by NGN supports low-income families who are in fuel poverty by extending the existing VCMA project 'Warm Homes Healthy Children' (run by Yorkshire Energy Doctor CIC) into Redcar and Cleveland. Working closely with Redcar and Cleveland Borough Council, advice is delivered to families through 1-2-1 and group support.

For further information please contact:

Christine Fearon

[christine.fearon@menvcity.org.uk](mailto:christine.fearon@menvcity.org.uk)



### **National Energy Action (NEA) – national fuel poverty charity**

National Energy Action is a fuel poverty charity that works to eradicate fuel poverty and campaigns for greater investment in energy efficiency, in order to help those who are poor or vulnerable, gain access to affordable warmth.

For further information please contact:

Jen Carruthers Jones

[jen.carruthersjones@nea.org.uk](mailto:jen.carruthersjones@nea.org.uk)

Maureen Fildes

[maureen.fildes@nea.org.uk](mailto:maureen.fildes@nea.org.uk)

### **NGN – Environmental and Sustainability projects**

NGN has a responsibility to operate safely and reduce our impact on the environment.

Minimising the negative impact of our activities on the environment and supporting activities that proactively protect and benefit the wider world around us, is a priority within the business. Over the past 12 months we have developed a relationship with the Yorkshire Wildlife Trust. We help with various tasks on some of the 97 nature reserves cared for by the trust. Our colleagues are an important part of the journey to become more sustainable, particularly through increased education, open discussion about environmental issues and continuing to adopt more sustainable behaviours. Innovative solutions have helped us to save PE pipe, paper, reduce spoil and reduce the distance we drive, all contributing to a more sustainable way of working.

For further information please contact:

Neil Whalley [nwhalley@northerngas.co.uk](mailto:nwhalley@northerngas.co.uk)

Mahliqa Nisar [mnisar@northerngas.co.uk](mailto:mnisar@northerngas.co.uk)

### NGN – Health and Wellbeing

As well as looking after its customers, especially those living in vulnerable situations, NGN is committed to ensuring that our colleague's health and wellbeing, is not adversely affected by work activities.

NGN have an in-house Occupational Health & Wellbeing team, to ensure that the best provisions are made to all colleagues, to protect Health & Wellbeing related issues within the workplace. The Occupational Health team provide all aspects of occupational health, including the health surveillance programme, which ensures that all colleagues working in safety critical roles, are regularly screened and monitored, to enable us to reduce the risk of future health problems.

For further information please contact:

Allyson Savage [asavage@northerngas.co.uk](mailto:asavage@northerngas.co.uk)

### NGN – Hydrogen Homes

The UK's first homes with household gas appliances fuelled entirely by hydrogen, were officially opened in July 2021 at NGN's innovation site in Low Thornley, Gateshead. The two semi-detached homes have been built in a partnership between NGN and Cadent Gas and the Government's (then) Department for Business, Energy and Industrial Strategy (BEIS), to provide the public with the opportunity to experience a zero-emission gas-fuelled home of the future. The homes demonstrate the potential of hydrogen energy, to help achieve the Government's ambitions to tackle climate change by achieving Net Zero emissions 2050.

For further information please contact:

Alex Brightman  
[abrightman@northerngas.co.uk](mailto:abrightman@northerngas.co.uk)

### NGN – Redcar Hydrogen Community

Northern Gas Networks is proposing to supply around 2,000 homes and businesses in parts of Redcar, including the town centre, Warrenby, Coatham and an area of Kirkleatham with hydrogen from 2025. A proposal has been submitted to Government and a decision will be made in late 2023, as to whether the proposal to convert those homes to hydrogen, has been successful.

For further information please contact:

Jane Herbert [jherbert@northerngas.co.uk](mailto:jherbert@northerngas.co.uk)



### NGN – iBenefit and HR

iBenefit is an online, colleague benefits and incentive scheme which NGN offers to all of its staff over the year. It is facilitated by the HR team and has been designed to give individuals the power over the rewards and benefits they can receive. Through iBenefit, NGN employees can enjoy things like gym membership, restaurant discount cards, Virgin Experience Days and also discounts and cashback... to name but a few. Staff can also access Leeds Credit Union for expert advice and Salary Finance offers hints and tips, to help better understand personal finances.

For further information please contact:

Ruth Randle [rrandle@northerngas.co.uk](mailto:rrandle@northerngas.co.uk)

### NGN Innovation Project – Helix (Affotek)

Affotek is working with gas companies to develop a smart wristband which will monitor the levels of CO near the wearer and alert them if this reaches dangerous levels. To make the device useful to wear on a daily basis, it will also track other vital signs such as heart rate, blood pressure, blood oxygen levels, temperature and pollution levels. This information can be shared with medical professionals and carers to help support treatment plans and monitor their effectiveness, as well as alerting wearers and carers of any vital signs that enter dangerous limits.

For further information please contact:

Chenna Rajagopal [chenna@affotek.com](mailto:chenna@affotek.com)

### NGN Innovation project – Customer Energy Village (CEV)

The Customer Energy Village (CEV) is a purpose-built test-site of nine properties in Winlaton, Gateshead. Commissioned and owned by Northern Gas Networks, these properties will allow us to test retrofittable solutions to each property, to help us understand how we might better achieve net-zero.

There are five types of property, each built to original building standards and using materials commonly used at that time, to fully reflect the building fabric and challenges that exist with buildings of each era. The property styles have been designed to be representative of UK housing stock, and include:

- Three 1910s two-bedroom terraces
- Two 1930s three-bedroom semi-detached
- One 1950s two-bedroom bungalow
- Two 1970s two-bedroom flats
- One 1990s four-bedroom detached

For further information please contact:

Keith Owen [kowen@northerngas.co.uk](mailto:kowen@northerngas.co.uk)

### NGN Innovation Project – Easy Assist ECV

This solution is designed for customers who may not be able to easily access their Emergency Control Valve (ECV) or may have dexterity issues preventing them from turning the gas valve in an emergency. This solution provides a simple 'STOP' button which then activates a mechanical valve turning off the gas for them in an emergency.

For further information please contact:

Robert Pocknell [rp@oxfordgasproducts.com](mailto:rp@oxfordgasproducts.com)

### NGN Innovation Project – StreetScore2 (STEER Energy)

StreetScore2, is an Innovation project which will gather information and evidence through research and face to face workshops, to further support customers who may have difficulties accessing or navigating Street works or may be impacted as result of street works activities. The project will develop a number of prototypes which could be taken forward to a design stage to assist those customers who need a little extra help. The project is in collaboration with all Gas Networks and other infrastructure operators and is being led by NGN.

For further information please contact:

Simon Hawksley [s.hawksley@steerenergy.com](mailto:s.hawksley@steerenergy.com)

### NGN Innovation Project – Vulnerability Visualisation Tool (VVT)

There are currently a number of systems for capturing and measuring vulnerability for an area, each mostly bespoke by a partner or stakeholder. By building a single point of reference for all parties, we will be able to unlock knowledge held internally, assist other projects involved in improving and identifying vulnerable customers and areas, and ensure that stakeholders who work across geographic boundaries are able to take a more holistic view of their practices. To this end there is a requirement to engage with more diverse partners and stakeholders, refine the tool for specific business applications, utilising the data to produce machine learning predictive tools. The ambition is to create a single point of reference for all vulnerability queries from across the sector.

For further information please contact:

James Perry [jamesperry@egnida.co.uk](mailto:jamesperry@egnida.co.uk)



### **Northern Powergrid (NPg) – Distribution Network Operator for Yorkshire and the North East**

NPg is the Distribution Network Operator for Yorkshire, the North East and Northern Lincolnshire. We maintain and manage the electricity network that powers 3.9 million homes and businesses in the area.

For further information please contact:

Ella Pinder

[ella.pinder@northernpowergrid.com](mailto:ella.pinder@northernpowergrid.com)

### **NGN – One Number – repair, replace and servicing of appliances after a gas emergency intervention**

The Cadent and NGN Collaborative One Number Programme 2023 - 2025 project aims to tackle a number of problems faced by customers in vulnerable situations. The project's gas appliance repair, replace, and servicing services 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.

For further information please contact:

Laura Ratcliffe [lratcliffe@northerngas.co.uk](mailto:lratcliffe@northerngas.co.uk)

Stephanie Ord [sord@northerngas.co.uk](mailto:sord@northerngas.co.uk)

### **NGN – Services Beyond the Meter (SBTM)**

We aim to re-instate our customers' supply after we have made safe (as per current licence obligations) following a report of CO alarm activation / suspect of fumes, or a fault on the customers installation. The aim for this is to be done either the same day, the next working day, or a date to suit the customer. Success is re-instating the customers gas supply within a working day and to not leave the customer in a vulnerable situation by having an isolated gas supply or ensuring the customer doesn't self-reconnect their supply. Additionally, we will issue customers a new CO alarm to those who don't have one or require a replacement as well as raising their awareness relating to Gas Safety, CO, the PSR, and any support that will benefit them.

For further information please contact:

Laura Ratcliffe [lratcliffe@northerngas.co.uk](mailto:lratcliffe@northerngas.co.uk)

Stephanie Ord [sord@northerngas.co.uk](mailto:sord@northerngas.co.uk)

### Skills 4 Work – Funded by NGN Community Partnering Fund

Skills 4 Work (Gateshead) Ltd supports young adults with a variety of disabilities and / or mental health conditions, to make the difficult transition from education to the workplace and maintain positive, mental well-being.

For further information please contact:

Tracey Wallace [twskills@gmail.com](mailto:twskills@gmail.com)



### Stockton and District Advice and Information Service – Energy Max Project

The Energy Max Project provides specialist welfare benefits and energy costs advice and support for people who have received energy advice from community-based agencies in the region and where potential unclaimed welfare benefits has been identified or where there are concerns about fuel poverty and financial instability in the household. Community partners across the NGN region can refer individuals to this project for welfare benefits support.

For further information please contact:

Ian Bartlett [ibartlett@stockton-cab.co.uk](mailto:ibartlett@stockton-cab.co.uk)

### Yorkshire Energy Doctor CIC – Strategic Partner in east Yorkshire

Work to tackle fuel poverty by giving 1-2-1 advice to vulnerable households, training for frontline staff, and talks and other engagement activities within local communities. Over the next year we are delivering the following projects funded by NGN:

- Community Energy Ambassadors - a network-wide training programme that equips staff and volunteers from organisations and community groups to be able to support others with their energy bills
- Heating for Health - working with the NHS and those who work in health and social care settings to support patients with physical and mental health conditions

For further information please contact:

Kate Urwin [kate@yorkshireenergydoctor.org.uk](mailto:kate@yorkshireenergydoctor.org.uk)  
/ 07738 818391



**we are  
the network**

# Get in touch

## Contact Numbers for NGN Team

---

- Eileen Brown – Customer Experience Direct **07789 007719** / [ebrown@northerngas.co.uk](mailto:ebrown@northerngas.co.uk)
- Laura Ratcliffe – Social Strategy Programme Manager **07928501779** / [lratcliffe@northerngas.co.uk](mailto:lratcliffe@northerngas.co.uk)
- Stephanie Ord – VCMA Project Coordinator **07704 545200** / [sord@northerngas.co.uk](mailto:sord@northerngas.co.uk)
- Steve Dacre – Vulnerability & Innovations Lead **07778 733867** / [sdacre@northerngas.co.uk](mailto:sdacre@northerngas.co.uk)
- Jill Walker – Social Strategy Project Manager **07773 390967** / [jwalker@northerngas.co.uk](mailto:jwalker@northerngas.co.uk)

**a** Northern Gas Networks, 1100 Century Way,  
Thorpe Park, Leeds, LS15 8TU

**t** @NGNgas

**f** @northerngasnetworks

**w** [northerngasnetworks.co.uk](http://northerngasnetworks.co.uk)