

External Scrutiny Committee

Meeting to be held on Tuesday, 15 October 2019

Electoral Division affected: (All Divisions);
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Supporting vulnerable customers - Electricity North West

(Appendix A refers)

Contact for further information:

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Executive Summary

Jo Crinson, Head of Customer Contact; Jill Hendry, Welfare Engagement and Partnership Lead; and Helen Norris, Stakeholder Engagement and Responsibility Framework Manager from Electricity North West will attend the meeting to present on their work to support vulnerable customers. A copy of the presentation is set out at appendix A.

Recommendation

The External Scrutiny Committee is asked to formulate recommendations on:

1. How the County Council might help promote the Priority Services Register.
2. Additional ways to reach vulnerable and isolated people.

Background and Advice

The External Scrutiny Committee at its meeting held on 5 March 2019, received a presentation by Electricity North West on investment, customer service and low carbon technology activity. At that meeting reference was made to the maintenance of their Priority Services Register and the work they do with a number of organisations to support vulnerable customers including those who are medically dependent on electricity. Following this meeting a request was made to Electricity North West to attend a future meeting of the External Scrutiny Committee to present in further detail the work they are doing to support vulnerable customers. A copy of the presentation to be delivered at the meeting is set out appendix A.

The External Scrutiny Committee is asked to formulate recommendations on how the County Council might help promote the Priority Services Register and any additional ways to reach vulnerable and isolated people.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

The presentation set out at appendix A represents the views of Electricity North West and are not those of Lancashire County Council.

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A