

electricity
north west

Bringing energy to your door



Lancashire County Council Scrutiny Committee

Supporting Vulnerable Customers

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15 October 2019

Stay connected...



www.enwl.co.uk



- Provide a background to the Welfare Team and the Priority Services Register
- Introduce the view of Lancashire from our Social data Mapping Tool
- Working together to promote the register – current activity
- Key partners in Lancashire – trusted third parties
- Current projects – SME register and single PSR utilities register
- To consider how the county council can help promote the PSR
- Consider additional ways to reach vulnerable and socially isolated people

Development of an appropriate welfare service



It's the right thing to do:

- Know who our vulnerable customers are and have up-to-date information about them and their needs
- Provide customers with the appropriate protection during a power cut
- Help our customers and communities to build their energy resilience on a sustained basis

2016

- Team created to establish the best way to support customers who need 'extra help'
- Data base established

2017

- Team embedded into the contact centre
- Processes developed to deliver
- Partnerships increased
- Fuel poverty support commenced
- Fuel Efficiency Program developed

2018

- Performance and services expanded and improved
- Vulnerable customer benchmarking
- Data sharing
- Team expanded
- Partnerships reviewed and refreshed
- Improved account management

2019

- External service reviews
- Partnership structures strengthened
- Enhanced dementia awareness and training delivered
- Data mapping to understand regional needs
- Data cleansing activities
- Record deletion
- Improved hot food provision
- 'On the Go' contracts and food direct delivery services

Priority Services Register - 'no one left behind'

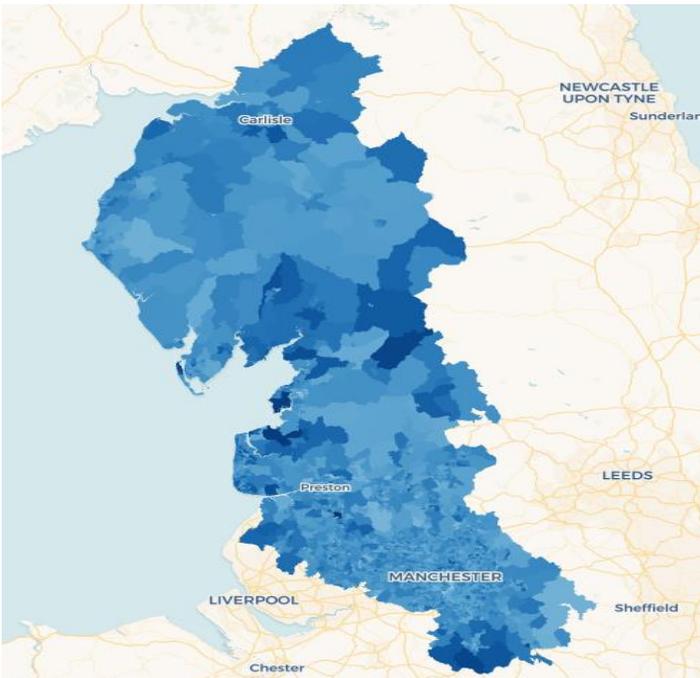


33% of the most deprived areas in the UK are in the North West

Who are the Welfare Team in Customer?
 15% of the resource in CCC is dedicated to
 Proactive communications
 Specialist referrals
 Extra support for vulnerable customers

Around 844,000 Customers
 1,555,000 Registered Vulnerabilities
 Around 25% of the households on our customer database are PSR
 84% Urban & 16% Rural
 17% of Households in our area are Fuel Poor

Is everybody at the address ok?
 Does any one need any additional help, or have a medical dependency on electricity, or need any extra support?



Targeted PSR recruitment drives informed by social data mapping and expert partner referrals

Customer service

We are committed to providing the highest quality of customer service for our region.

Our Priority Services Register (PSR) provides additional support to customers who may need extra assistance during a power cut. Our dedicated welfare team provide customers with regular updates and advice to keep them safe and comfortable until the power is restored.

In North Cumbria we have over 170,000 customers and 58,000 of these are registered on our PSR. This accounts for 34% of all customers in North Cumbria and 7% of PSR customers in the North West.

Our Priority Services Register is a free service and benefits include:

	Regular updates	Receive updates about the services we offer, including if there is a power cut in your area.
	Helpful advice	We can provide you with helpful advice to help reduce your household bills, including tariff and benefit checks.
	Nominated contact	Nominate a friend or family member for us to keep updated in the event of a power cut.
	Weather updates	Receive text message weather alerts.
	Password sign up	Register a unique password so if we ever need to visit you at home you feel safe knowing we are who we say we are.

For more information and to sign up visit www.enwl.co.uk/priority

Electricity North West
 Investing in Cumbria - North Cumbria Stakeholder Overview



Enhanced communications for customers in faults and planned works

Understanding and advice, Braille and large font

Referrals to experts partners & local support agency introductions

Fuel efficiency advice including tariff switching

Alternative accommodation available

Work with local resilience groups to provide assistance on the ground

Provision of warm drinks and food

Password schemes, knock and wait

Increased and improved catering provision for large planned interruptions or high impact faults

More mobile units which can relocate IN fault situations

Smaller units that have access to more areas

More choice of food types and providers

Local mobile providers that are quicker to respond and arrive

Just Eat Vouchers

Can be used in volume and for individuals

Quick and easy for customers to use

Valid for 12 months and customers can keep the change

On The Go Contracts

Local providers on site and on supply

What does our region actually look like?



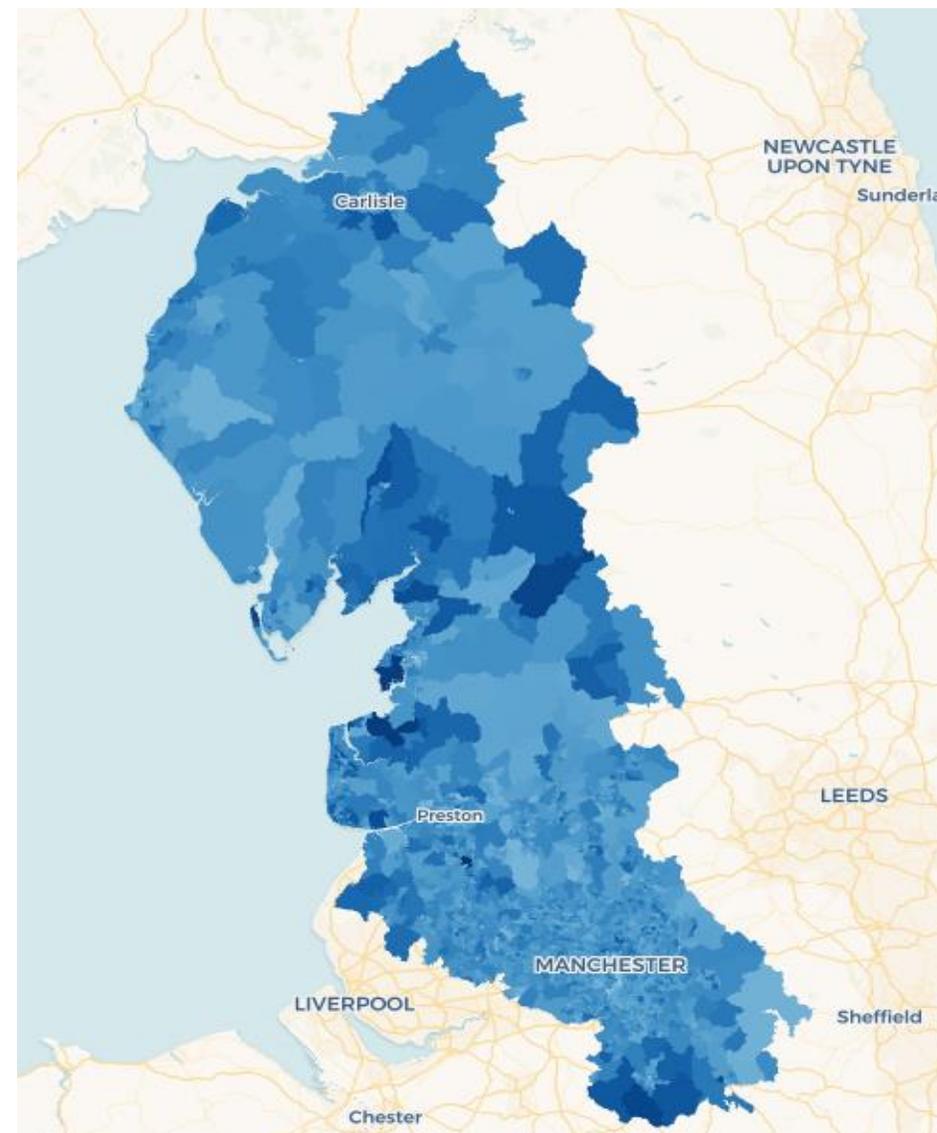
Understanding what our customers need to create the right solutions and support.
The more accurate our PSR, the better more we understand



Social Data Mapping Tool – what do we know about Lancashire ?



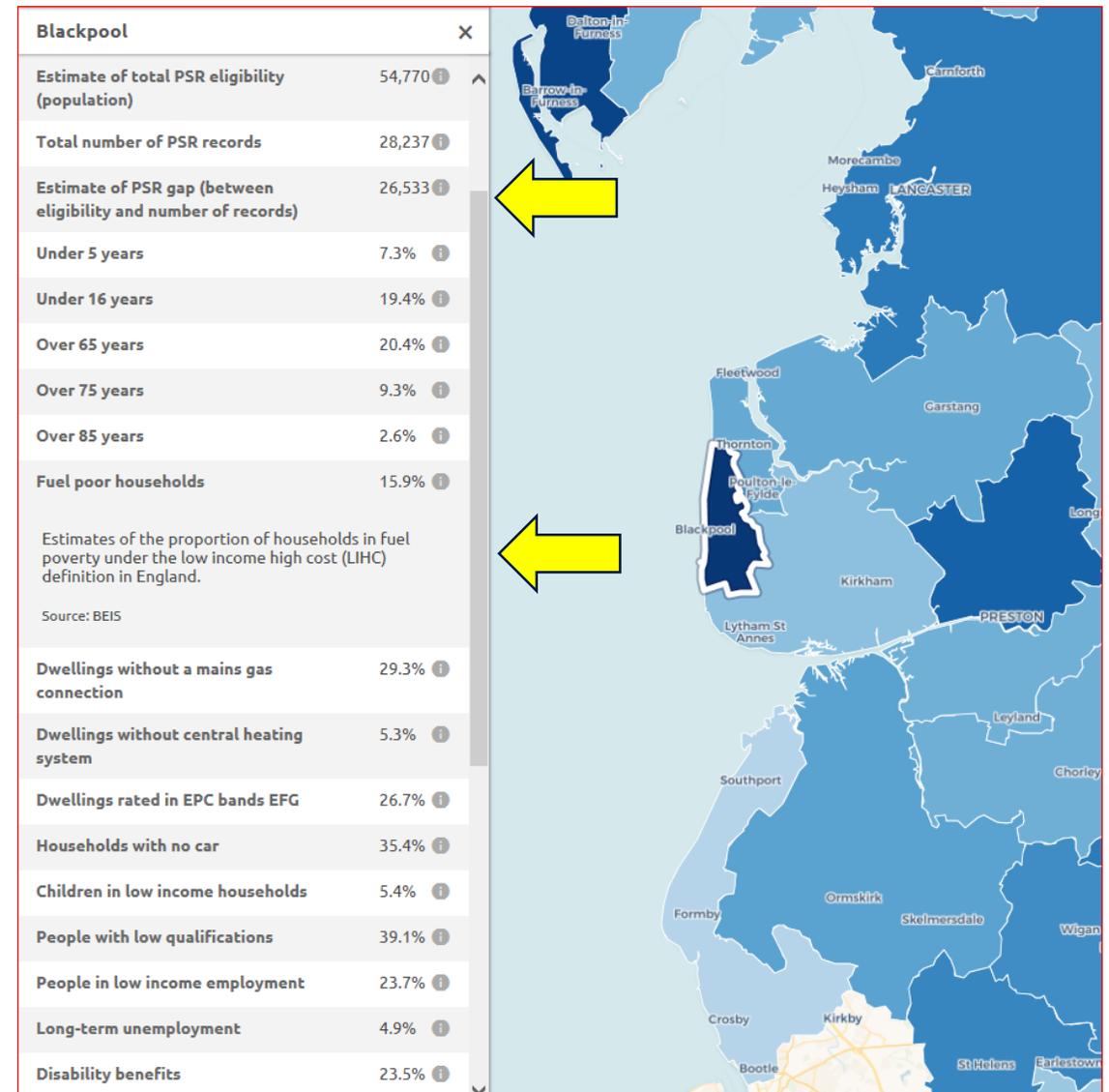
- In order to understand our customers better we have invested in a social data mapping tool
- The tool that we have implemented is a heat map of the North West Indices of Deprivation within a Lower Super Output Area (LSOA)
- The LSOA are designed to be similar in size by 1,500 residents or 650 households
- The Indices illustrate characteristics of vulnerability:
 - Income and fuel poor properties
 - Quality of housing stock
 - Homes without gas
 - Education & employment
 - Health, mobility and disability
 - Cold homes
 - Barriers to amenities and services
 - Age and marital status



Detail of the area



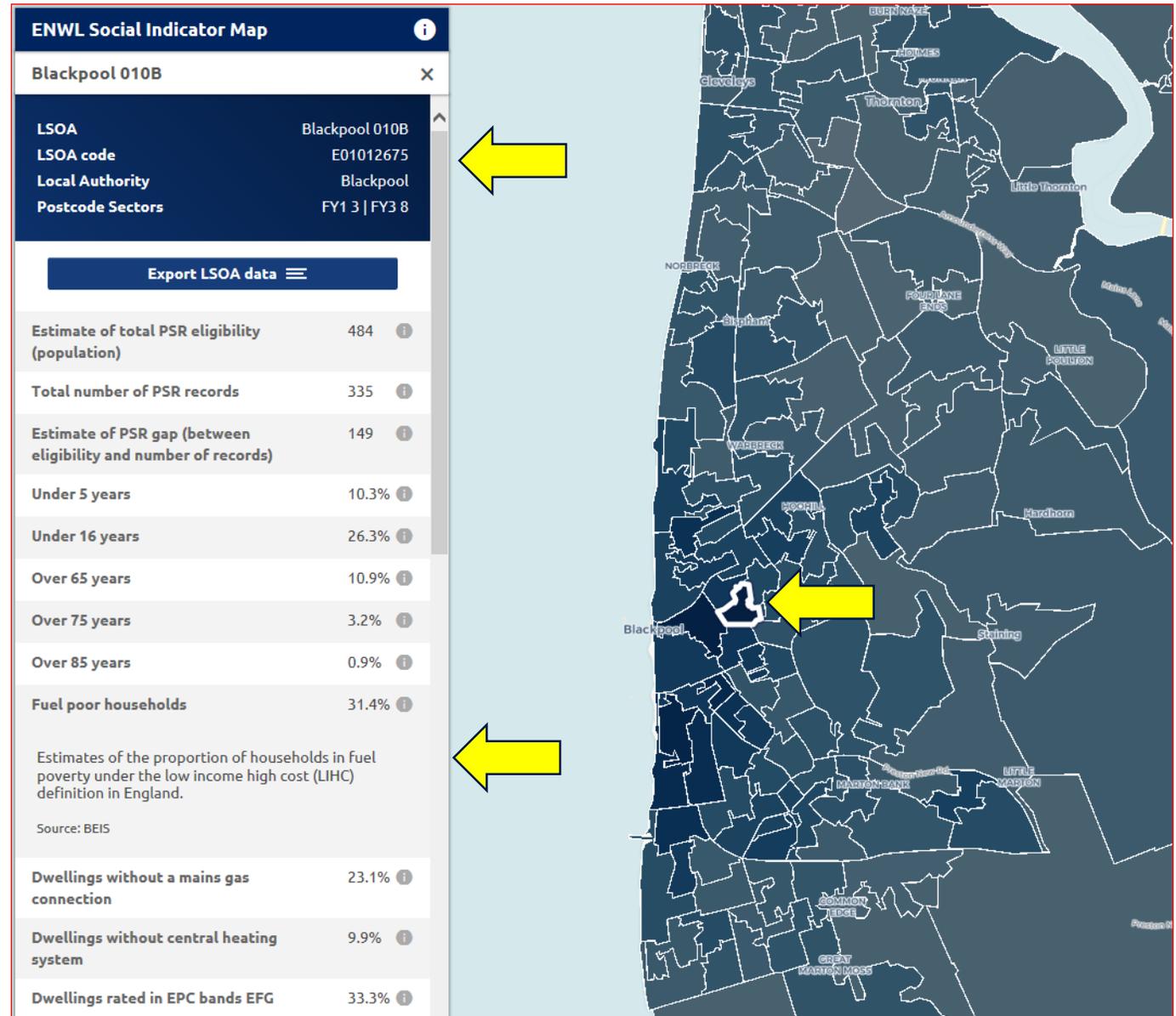
- Before looking at LSOA, we can view the distribution of any indices across Local Authority.
- This spread is visible through the use of a blue colour scale. The intensity of the blue is determined relative to the values of the surrounding regions – dark blue indicates a relatively high value, light blue indicates a relatively low value.
- In this example, we will look at fuel poor households in Blackpool.
- The percentage of households in Blackpool that are classified as fuel poor sits at 15.9%. We can see from the intensity of the blue colour on the Blackpool area that this is higher than the surrounding regions.
- We can also see the gap between PSR eligible customers and PSR registered customers for the area (26,533).
- As a percentage, 51.6% of PSR eligible customers are registered.



Detail of the area



- The data can be filtered down as granular as the LSOA.
- This allows us to identify the areas within a Local Authority that are having more of an influence on the criteria under observation.
- The area highlighted here indicates that an estimated 31.4% of the households are fuel poor – the highest percentage in Blackpool.
- We're able to see the postcode sectors within this LSOA. The tool is able to provide full postcodes of an area if required.



Fuel poverty across the region...



- To truly understand fuel poverty across the 37 Local Authorities in our network, we compared the fuel poor social indicator against the social indicators for properties with no central heating and with EPC bands rated EFG.
- The percentage of each social indicator was banded into deciles relative to all the Local Authorities being assessed.
- The sum of the 3 deciles was calculated to form an index (“Combined Decile”) and then sorted from highest to lowest.
- A rank was attributed to the score (from 1-37 for each Local Authority) and the top 10 (11 due to joint scoring) can be seen below. Local Authorities that may be of interest have been highlighted for easier reference.
- Blackpool featured in deciles 10, 10, and 9 (out of 10) across the 3 social indicators. It was ranked joint number 1 priority within our network alongside Barrow-in-Furness for fuel poverty.

Local Authority	Percentage			Decile			Ranking	
	Fuel Poor	No Central Heating	Dwellings rated in EPC bands EFG	Fuel Poor	No Central Heating	Dwellings rated in EPC bands EFG	Combined Decile	Priority Rank
Blackpool	15.9%	5.3%	26.7%	10	10	9	29	1
Barrow-in-Furness	15.3%	7.5%	27.9%	10	10	9	29	1
Pendle	16.1%	5.5%	24.8%	10	10	8	28	3
Burnley	15.1%	4.5%	23.5%	9	9	7	25	4
Lancaster	13.0%	4.3%	25.7%	8	9	8	25	4
Hyndburn	14.1%	5.0%	19.0%	9	10	6	25	4
Manchester	16.2%	3.0%	20.6%	10	7	7	24	7
Eden	11.2%	4.0%	30.8%	4	8	10	22	8
Allerdale	12.3%	3.0%	24.3%	7	7	8	22	8
Blackburn with Darwen	14.4%	3.6%	16.8%	9	8	4	21	10
Preston	14.1%	4.2%	16.4%	9	9	3	21	10



Blackpool Council

- LCC are a trusted partner of ENWL, we work with them to support the Cosy Homes in Lancashire project.
- Connect4U's source and secure funding to enable the work of Cosy Homes In Lancashire (CHiL). CHiL access energy efficiency grants, affordable heating solutions, energy advice and support on a range of money saving energy measure for Lancashire residents.
- The project is specifically targeted at those areas with high fuel poverty, Lancaster, Blackpool, Burnley, Preston, Pendle and Hyndburn

- Blackpool Council promote the ENWL Priority Services Register at every opportunity.
- An active member of the ENWL Advisory Panel
- Proactive in extending invitations to ENWL to events in Blackpool to raise the awareness of the PSR



- Lancashire Fire and Rescue - distribute leaflets to customers when they are delivering fire prevention checks



- Burnley Boys and Girls Club
- A Youth and Community centre for all young people inclusive of all genders, race and abilities between the ages of 6 to 21
- Eco Warriors are an active part of the youth centre focused on engaging the community with fuel efficiency tips and awareness of the ENWL PSR



- Lancashire Resilience Forum Community Resilience Sub Group – invited by Joanne Latham (LCC) to present the PSR



- East Lancashire Community Focus, in partnership with Electricity North West, is a volunteer led programme available in Burnley, Pendle, Rossendale, Hyndburn, and the Ribble Valley. The scheme pairs people who feel isolated, or lonely, or who struggle to get involved in their community, with a volunteer who will create a bespoke support plan with them



- Kashmir Youth Project is an independent charity dedicated to the development and economic regeneration of the communities of Rochdale.
- KYP are trusted partners for the Kashmir Community in Rochdale; a hard to reach and vulnerable community for many reasons.



- The business priority register has been created on the back of customer feedback
- The register launched late May 2019
- One of the benefits for business customers is they will receive 30 notices of a PSI
- You can identify any business customers using the on line dashboard
 - This works in the same way as the Vulnerable Priority Services Register with the added benefit to identify which property is a business
 - Any questions about the dashboard, copy of leaflets etc contact ella.stafford@enwl.co.uk

Electricity north west
Bringing energy to your door

Business priority services

We offer this service for FREE to help reduce the impact of power cuts on our business customers.

We're here to make sure your business has the information and support it needs should you ever experience a planned or unplanned power cut.

What support can you expect?

- We will provide you with 30 day's notice of a planned power cut via a leaflet with a reminder via SMS or email 48 hours before.
- We will make every effort to prevent the planned works being cancelled.
- Advice and guidance on obtaining generators and other ways of preparing for a planned or unplanned power cut.
- We'll always work as quickly as possible to restore your electricity.
- You'll be kept up to date of any changes to timings our engineers make us aware of.
- Sometimes we may need to access your land to complete the works and will contact you in advance to discuss further and make suitable arrangements.
- Working with the business community we will take steps to avoid planned work at times that could be the most disruptive.
- If there is an unplanned power cut in your area, we will send you proactive updates.

Sign up for free support:
www.enwl.co.uk/power-cuts/business-priority-services/business-priority-form

The leaflet features a photograph of a woman in a shop using a coffee machine and a smaller photo of two men, one in a white lab coat and one in a dark jacket, standing together.



- ENWL & United Utilities data share PSR registrations
- Intention to remove barriers to registration and assist customers in getting all the help they need
- Industry leading initiative
- Set the bar for all Water and Energy Companies to share data and create ‘the single PSR’
- ENWL are major contributors to the development of ‘the single PSR’
- Current challenges:
 - the format of data collection and storage
 - System adoption or creation/development



- Owing to our continued investment in the networks, faults are thankfully rare . However, as an additional commitment to these vulnerable customers we planned to increase reliability even further in the 2015-2023 period.
- We identified 56 hospitals connected to our high voltage (HV) network and 87 distribution substations, each providing power to 50 or more vulnerable customers as targets for improvement
- We successfully completed the planned programme in 2018 delivering enhancements through installation of the latest automation technology alongside several local network reconfigurations.
- In the rare event of a fault on the network causing loss of supply to these customers, electrical supplies will immediately transfer to alternative supply points, thus reducing the duration of any supply disruptions to just a handful of seconds.
- 47 of the substations were located in our Lancashire operating area. We invested £1m to improve supplies at these sites to 2,818 vulnerable customers, and 19,786 customers overall.
- 20 of the hospitals were located in Lancashire.



- We successfully completed the planned programme in 2018.
- In the rare event of a fault on the network causing loss of supply to these customers, electrical supplies will immediately transfer to alternative supply points, thus reducing the duration of any supply disruptions to just a handful of seconds.
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- Hospitals in Lancashire benefitting from the programme;

NAME	SITE	Area	Primary
MORECAMBE BAY HOSPITALS NHS TRUST	ROYAL LANCASTER INFIRMARY ASHTON RD LANCASTER	Lancaster	Spring Gdn St - 609906
EUXTON HOSPITAL	WIGAN RD CHORLEY PR7 6DY	Chorley	Woodfield Road
BLACKPOOL & FYLDE HOSPITALS NHS TRUST	PERSHORE RD LYTHAM ST ANNES	Blackpool	Ansdell
CHORLEY & DISTRICT GENERAL HOSPITAL	PRESTON ROAD CHORLEY	Chorley	Woodfield Road
SOUTHPORT & ORMSKIRK HOSPITALS	WIGAN RD ORMSKIRK	Chorley	Ormskirk
SPIRE FYLDE COAST	ST WALBURGES RD FY3 8BP	Blackpool	Cecil St
ACCRINGTON VICTORIA HOSP	HAYWOOD RD ACCRINGTON BB5 6AS	Rawtenstall & Accrington	Hyndburn Rd
East Lancashire Hospitals NHS Trust	Burnley General, Casterton Ave, Burnley	Burnley & Nelson	Burnley GSP
BLACKPOOL & FYLDE HOSPITALS NHS TRUST	FLEETWOOD HOSPITAL PHAROS ST FLEETWOOD	Blackpool	Copse Rd
BEARDWOOD HOSP	PRESTON NEW RD BLACKBURN BB2 7AE	Blackburn	Griffin
FULWOOD HALL, HOSPITAL	MIDGLEY LANE PR2 9SZ	Preston	Preston East Pry
LYTHAM HOSPITAL	LYTHAM ST ANNES FY8 5EE	Blackpool	South Pk
ERIC WRIGHT GROUP	PCT HEALTH CENTRE, 150-158 WHITEGATE DRIVE	Blackpool	Preston Old Rd
BLACKPOOL PRIMARY CARE TRUST	STONEY HILL AVENUE, BLACKPOOL	Blackpool	Squires Gate
BLACKPOOL PRIMARY CARE TRUST	MEDICAL & LEISURE CENTRE, BRISTOL AVE	Blackpool	Bispham
WHELLEY HOSP	BRADSHAW ST WIGAN WN1 3XD	South Lancs	Gidlow
PENNINE ACUTE HOSPITALS NHS TRUST	FAIRFIELD GENERAL HOSPITAL BURY	South Lancs	Heywood
BOLTON HOSPITALS NHS TRUST	ROYAL BOLTON HOSPITAL MINERVA ROAD FARNWORTH BOLTON	South Lancs	Campbell St
WRIGHTINGTON WIGAN & LEIGH NHS TRUST	HALL LANE APPLEY BRIDGE WIGAN	South Lancs	Standish
ST ANNES HOSPICE	PEEL LANE MANCHESTER M28 0FE	South Lancs	Little Hulton

How could support from LCC generate more from ENWL for the region?



Building the trust through recognised agencies promoting the PSR

Signpost ENW to suitable teams to collaborate with

- Private and social housing teams
 - PSR leaflets in move in packs
 - Pass move in/move out details
- Benefits advice teams
 - Advocate PSR sign up
 - Pass on fuel efficiency info
- Blue Badge Teams
 - Advocate PSR sign up

WHO ELSE SHOULD WE BE WORKING WITH?

Networking and spreading the word with the right agencies

Display Posters & PSR leaflets in:-

- Mobile and static libraries
- Walk in surgeries, waiting rooms
- Council offices/depots
- Hyperlinks of websites
- Letter campaigns or communications

Where are the conversations we should be in?

- Events
- Conferences
- Surgeries
- Energy awareness days
- Magazine articles
- Newsletters
- Social media

Educate key staff on the benefits of the PSR so they can be ambassadors e.g. Social and health care workers, librarians etc

How could working together create more support?



Signpost to:
<https://www.enwl.co.uk/power-cuts/priority-services-register/register-as-a-priority-customer>

Support/promote introductions to care teams within LCC to create a network of 'trusted partners'

Educate key staff on the benefits of the PSR so they can be ambassadors e.g. Social and health care workers, librarians etc

Work together to target vulnerable groups so that more of your constituents get the many benefits of the PSR

Facilitated links to the right health, wellbeing and social care teams would really help ENWL spread the word and get more people on the PSR

