

Northern Gas Networks Open Day



27th May 2022

together
we are
the network

Thank you

Thank you again to those of you who joined us for our first NGN open day in Thorpe Park, Leeds on Friday 27th May.

Myself, Jill, Steve, Steph, and our strategic partners thoroughly enjoyed seeing you all again. We had 50+ attendees on the day, including our community / Strategic Partners, who showcased some of their Vulnerability & Carbon Monoxide Allowance (VCMA) projects, as well as Innovation partners including Affotek and Street Score.

Attendees included the Fuel Bank Foundation, who we currently have a national GDN collaborative VCMA project with, Community Action Northumberland (CAN), The Carents Room, West Yorkshire Fire & Rescue, DIAL and Groundwork.

NGN colleagues also attended and as well as showcasing some of the internal support provided by NGN, they were able to see some of the projects we're supporting, to help the most vulnerable in our communities. It was also a fantastic opportunity for some of our senior leaders, to meet the Strategic Partners within their geographical patches.

Eileen Brown

Customer Experience Director



**overall satisfaction with
the event (out of 10)**

Purpose of the workshop

Our NGN Open Day 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. 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.

The day included:

- Showcasing VCMA and Innovation projects
- NGN stall showing the services we offer such as a Well Being Hub and iBenefits
- NGN H21 team / future energy stand
- Making Every Contact Count (MECC) stand – how we're doing in supporting customers and referrals coming through via our emergency response engineers
- Networking lunch



Throughout the day stakeholders interacted with one another and partnerships were formed. Some of the actionable outputs from the day are captured in the snapshot below.

Action	What we have done	Theme	Progress
The nurses from BOC asked for NGN to carry out a CO awareness session with them	NGN Vulnerability Trainer has contacted Gillian from BOC direct, and they are looking to arrange an online CO Awareness session with the respiratory nurses on the 20th of June	Training	Complete
Link up the Deaf Awareness charity to the NGN customer focus group	NGN Vulnerability Trainer has updated deaf awareness charity and they are ready to go whenever we are	Linking NGN to partners	IP
Link up Stockton CAB to Northumberland Fire service	Linked up both partners	Linking partners to partners	Complete
Share content with Northern Powergrid (e.g. MECC)	NGN Vulnerability Trainer has emailed Northern Powergrid in relation to content sharing and collaboration	Linking NGN to partners	IP
Vulnerability Mapping Tool to link up with Cadent	Steve Dacre to speak with the rest of the innovators regarding joining the NIA project up with Cadent	Linking NGN innovation to partners	IP
Northumberland Fire and Rescue requested NGN's wellbeing team's details. She wanted to find out more about some of our occupational health leaflets and wellbeing work	Shared contact details	Linking NGN to partners	Complete
DIAL and CE discussed NGN's fuel poor gas connection scheme in more detail and to agree how to make direct referrals	In discussion	Linking partners to partners	IP
DIAL also spoke with NGN's Business Operations Lead for Leeds to explore how they could ensure that vulnerable disabled customers were able to access our support and that of similar agencies.	Shared contact details	Linking NGN to partners	IP
DIAL linked up with Northern Powergrid who was very interested in their work and keen to know how they may be able to support DIAL in future ventures.	DIAL agreed to contact Northern Powergrid	Linking partners to partners	IP
Dr Rajagopal who had previously established a support group for parents of disabled children and was interested in DIAL's peer support model of service delivery particularly around CO awareness	DIAL talked to him about their organisation and project and what they do to support customers	Linking partners to partners	Complete

CAN is delivering a food bank/slow cooker session for BOC healthcare as a result of the event, 29th June in Newcastle	Event held 29th June	Linking partners to partners	Complete
Yorkshire Energy Doctor has spoken with CAN and they will be integrating slow cooker sessions into their new Warm Homes Healthy Children project to connect up fuel and food poverty	Kate is meeting with the Early Help team w/c 11th July to discuss further	Linking partners to partners	IP
CAN had a meeting with Green Doctors in Northumberland - referrals for energy audits for urban areas	Had meeting end of June - CAN have already started sending referrals over	Linking partners to partners	Complete
Yorkshire Energy Doctor and Highfield Coop to link up with groups in Bradford	Training sessions will take place in Bradford at a new food bank - planning to take place in August	Linking partners to partners	IP
Kate from Yorkshire Energy Doctor is going to be delivering training for warm hub volunteers	Getting dates put together	Linking partners to partners	IP

We plan to hold a similar event in the north of the network in the Autumn.

The open day also offered the opportunity for partners to use NGN office space on the day, which some partners took up and this worked really well.



Event Evaluation and Future Engagement – 24 feedback responses (MS Forms)

NGN Open Day		Friday 27 th May 2022
Event Evaluation		
Q1	What do you want to get out of today?	
Q2	Choose 2 words from this list below to describe this event	Insightful, Enjoyable
Q3	Overall, how satisfied were you with the event?	9.2
Q4	How would you rate the discussions?	9.1
Q5	How would you rate the event content and speakers?	9.4
Q6	How would you rate the networking opportunities?	9.3
Q7	Is there anything you think could be improved / changes for future workshops?	<p>Brilliant day</p> <p>I think the stands were great and informative, everyone involved were brilliant</p> <p>Very useful event, good networking opportunity</p> <p>No not really.. all the stalls/external organisations who attended were very informative and interesting</p> <p>The workshop was well structured</p> <p>Length of time, longer event</p> <p>It was quite short and as an exhibitor to was difficult to interact with other exhibitors</p> <p>My only complaint (minor) was the acoustics as it was very noisy and difficult to hear what people who came to the stall had to say, but I know that is beyond your control</p> <p>Really enjoyable event</p> <p>Everything was well thought out.</p> <p>Next time, have more interactive stands with TVs showing videos and consider more live demos where possible.</p> <p>The slow cooker cake was a winner</p> <p>We would like a stand at the next one</p> <p>A floorplan/handout of which stalls were which would have been useful.</p> <p>Would like to see experts giving updates/talks</p> <p>I would have liked to have been able to spend more time with my fellow presenters, maybe at the end when everyone else had gone</p> <p>Everything was good</p>

Q8	Is there anything else you would like to tell us?	<p>Very relaxed, nice atmosphere to be able to walk around and chat to everyone at our own pace. Nice that you could come and go as needed and for us at BOC the stalls were very applicable to what we do and beneficial for our patients. Lots of ideas to engage with NGN and partners in future which we are looking forward to</p> <p>Should definitely look at doing this annually, maybe open it up to a few more colleagues to attend. Scored innovation team well purely on the hard work of Steve Dacre</p> <p>Want this event to take place again</p> <p>In the future it would be of benefit to hold the workshops in different locations (depots)</p> <p>It was 198mile round trip to attend</p> <p>Very grateful for the lovely gluten free meal options - thank you</p> <p>It was a great day and very insightful</p> <p>Re stalls I have put "5" but only managed to look at a couple so not the most accurate score. Excellent networking event, really useful</p> <p>Great to meet stakeholders and NGN staff</p> <p>A booklet describing the organisations and their achievements to help those in need.</p> <p>Thanks for the invite</p> <p>Great event all round especially since it's the first of its kind, well done to all involved. Partner feedback on the day was really positive. It was fantastic to see all the partners F2F and finally put faces to names, and to see so many internal NGN employees taking part too. I would love to see an event in Doxford / up North next time with some different partners</p> <p>Could not visit all the stands due to time but have had to score them all as this form requires it</p> <p>I really enjoyed the event and found it very interesting. I'm looking forward to working with Egnida further on the vulnerability mapping too</p> <p>Right number of stalls for the time frame, good to have something outside as well.</p> <p>This was definitely one of the better open days I have been to and I really enjoyed it. I have scored all the stands but I wasn't able to see all of them in reality</p>
----	--	---

Q9	Thinking of yourself as a stakeholder of NGN, how satisfied are you with the relationship that you have with NGN	9.1
----	---	-----

Q10 To what extent do you agree or disagree with the following statements?		
NGN keeps me up to date on their business plans	Strongly agree	7
	Agree	10
	Somewhat agree	5
	Neither agree nor disagree	2
	Somewhat disagree	0
	Disagree	0
NGN provided me with clear information about their business performance	Strongly agree	8
	Agree	6
	Somewhat agree	7
	Neither agree nor disagree	3
	Somewhat disagree	0
	Disagree	0
NGN provided me with opportunities to give feedback on the topics that interest me	Strongly agree	10
	Agree	8
	Somewhat agree	5
	Neither agree nor disagree	1
	Somewhat disagree	0
	Disagree	0
NGN allows me to give feedback through my preferred method	Strongly agree	11
	Agree	6
	Somewhat agree	5
	Neither agree nor disagree	1
	Somewhat disagree	0
	Disagree	1
NGN makes it clear how they have used feedback to change	Strongly agree	9
	Agree	4
	Somewhat agree	0
	Neither agree nor disagree	1
	Somewhat disagree	1
	Disagree	0

Future Engagement

Q1	How else would you like to engage with NGN in future?	<p>To be on the newsletter and keep up to date with events we can engage in, in future. I like that I can email Jill and that she's so open and welcoming to engage with NGN</p> <p>All channels</p> <p>Through events, in person</p> <p>Work together to help our patients with lung conditions using some of their resources</p> <p>Virtual is more accessible, but in person important too</p> <p>More open days</p> <p>More joint working and projects</p> <p>We have regular monthly meetings which are really productive</p> <p>Engagement through the team of advisors.</p> <p>NGN can be proud of its achievement, the dedication of the lead and members of the team supporting vulnerable customers</p> <p>Opportunity to have stand at future events</p> <p>More time at partner meetings for information from partners to develop the links; sometimes seems to be rushed in getting through the NGN issues/agenda and there is not time for partners to explore/develop links and share their news/issues</p> <p>More opportunities to support with innovation</p> <p>Teams meetings and maybe 6 monthly face to face events</p> <p>Attend more events like this in the future</p>
-----------	--	---

Date of next workshops and other engagement

Date	Workshop topic
20th July 2022	VCMA annual showcase (online)
13th September 2022	CIVS Hot Topic workshop online - Winter Readiness and Carbon Monoxide (CO) Awareness – 10am to 12pm
22nd November 2022	CIVS Hot Topic workshop online – PSR and data sharing – 10am to 12pm
7th February 2023	CIVS Hot Topic workshop online – Financial Hardship – 10am to 12pm
25th April 2023	CIVS Annual Strategic workshop – venue TBC - 10:00 - 13:00

Contact numbers for NGN team

Eileen Brown, Customer Experience Director – 07789 007719 / ebrown@northerngas.co.uk

Jill Walker, Social Strategy Project Manager - 07773 390967 / jwalker@northerngas.co.uk

Steve Dacre, Vulnerability & Innovations Lead – 07778 733867 / sdacre@northerngas.co.uk

Stephanie Ord, VCMA Project Coordinator – 07704 545200 / sord@northerngas.co.uk

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

- wwwFOUNDATIONS.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

For further information contact:
stakeholder@northerngas.co.uk

together.northerngasnetworks.co.uk

