

Land Rights Stakeholder Update

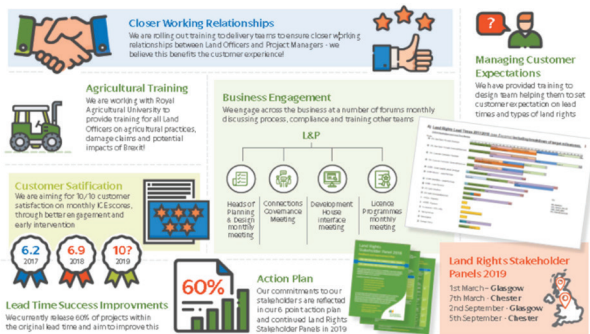
June 2019

Our first of two 2019 Land Rights Stakeholder Panels were held in March 2019 in Glasgow and Chester.

Of the over 50 stakeholders invited, 15 attended which resulted in a more focused discussion on Land Rights.

The agenda topics were:

1 SPEN Land Rights Update



2 Update against 2018 6-point action plan

An update was given against the six key actions taken from the 2018 Land Rights Stakeholder Panels, showing good progress against each. Recent case study examples highlighted some common land rights challenges and a discussion on how the team are improving performance in these areas.

3 Examples of data/root causes

The analysis carried out by the SPEN Land Rights teams shows a marked improvement in timescales and adherence to lead times from 2017 which the team aspire to improve upon. SPEN's lawyer described the key milestones within the legal process and the expected timescales around these.

4 Share best practice session 'you tell us'

During this session we captured some key areas of feedback which were:

- Customers require better information upfront at design stage. More detail on roles and responsibilities with a check-list style document was requested including Land Officer contact details..
- Customers expressed a desire to work more collaboratively with SPEN to overcome issues in the Land Rights process. SPEN invited all stakeholders the opportunity to attend our team talks to share experiences.
- Customers believe that hand-overs in the connections process should be less visible and the Project Manager should be appointed early providing clear updates on all aspects of the connection.

In order to deliver an overall positive customer journey we have shared stakeholder's feedback on other elements of the customer journey e.g. design, delivery and project management.

5 Round-up and feedback

There was a positive reaction from our stakeholders on the level of recent engagement.

The Head of Land & Planning thanked all stakeholders for attending and contributing to a valuable discussion.

Since September 2018, we have held a further 7 individual customer meetings (both pre-application and post-application) to discuss key project to and understand where our processes and communication can improve to ensure a better Land Rights process.

We are proud to have received some very encouraging endorsements from our customers:

“ SP Energy Networks are taking a proactive stance regarding improving transparency of their Land Rights products for IDNO's, and in particular Incorporated Rights, and a trial is to be carried out with UK Power Distribution to help embed this as business as usual.

Frank Welsh, UK Power Distribution

“ Clear signs of much better engagement and integration than was the case when panel started

Hugh Currie, DSSR

“ Massive progress has been made, more communication has since taken place over the years ensuring projects to be completed with ease.

Daniel Leigh, Bloor Homes

“ Greatly encouraged by the progress made in reaching ICE plan target for land rights. Open and honest debating within the Land Rights Stakeholder Panel

Arwel Lloyd, UCML

Some key stakeholders have our Land Team Briefs in April/May 2019 to give some specific insight into their business and the pressures faced. Our Land Officers learned a lot from the opportunity to share experiences which has resulted in some key improvement initiatives.

We have since published our “Land Rights Guide for Connections Customers” document which explains all aspects of the process and provides a list of key pre-application requirements.

The benefits of the Land Rights Stakeholder Panels have been recognised throughout the business and the team have welcomed the opportunities for improvement. So, we are absolutely focused on engaging more frequently on Land Rights matters!

Our next Land Rights Stakeholder panels will be held in September 2019, dates to be confirmed. If you would like to attend this session, please contact Rachel Pitt, Distribution Land Manager (SPD and SPM) at rpitt@spenergynetworks.co.uk

The SP Energy Networks Land Rights Team looks forward to hearing from you.

We have updated our 6-point action plan with our progress to date:

No.	Actions	Deliverables	Due	Status
1	Embed Land Rights milestones within the Connections Process to improve understanding and communication	<ul style="list-style-type: none"> • Creation of milestones across the Land Rights process (including legal transactions) • Ensure the team capture these milestones in the L&P database • Provide SPEN Project Managers with adequate training on the milestones and ensure missed milestones trigger a process of internal escalation • Explore future solutions for sharing progress against milestones (within the wider connections journey) e.g. IT solutions 	February 2019	Complete (IT initiatives are current being explored across SPEN)
2	Improve SPEN's approach to decision making and Appropriate Land Rights using case study examples to re-iterate	<ul style="list-style-type: none"> • Re-circulate the Appropriate Land Rights matrix internally and ensure available for customers as (1) • Include 'reduction' in terms of agreement (not specific to the type of Land Right) are also captured • Evidence project team discussions on risk and Appropriate Land Rights 	April 2019	Complete (ongoing internal training initiative)
3	Develop and publish a Land Rights guidance document for customers	<ul style="list-style-type: none"> • Benchmark against other DNOs to collate a useful guide to the Land Rights process • To include SPEN's approach to gaining appropriate land rights • This will include IDNO/ICP processes and Incorporated Rights 	February 2019	Complete
4	Set up a process to introduce new applicants to the use of Incorporated Rights	<ul style="list-style-type: none"> • Review the process and monitor uptake of new applicants to Incorporated Rights • Promote the Incorporated Rights process as a service on the website 	February 2019	Complete and ongoing initiative
5	Host regular land rights stakeholder panels and individual Land Rights meetings	<ul style="list-style-type: none"> • Plan 1-2 stakeholder panels per year per licence area (SPD and SPM) • Select number of stakeholders and agree panel format 	February 2019	Complete and ongoing initiative
6	Deliver customer awareness sessions for L&P team	<ul style="list-style-type: none"> • Offers made by some stakeholder panel members to deliver a team-talk/ awareness session of their industry e.g. IDNOs/house builders 	April 2019	Complete and ongoing initiative

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