

New Infrastructure Stakeholder Engagement Survey 2022-23

“The staff we engaged with were highly professional and very enthusiastic”

10/10



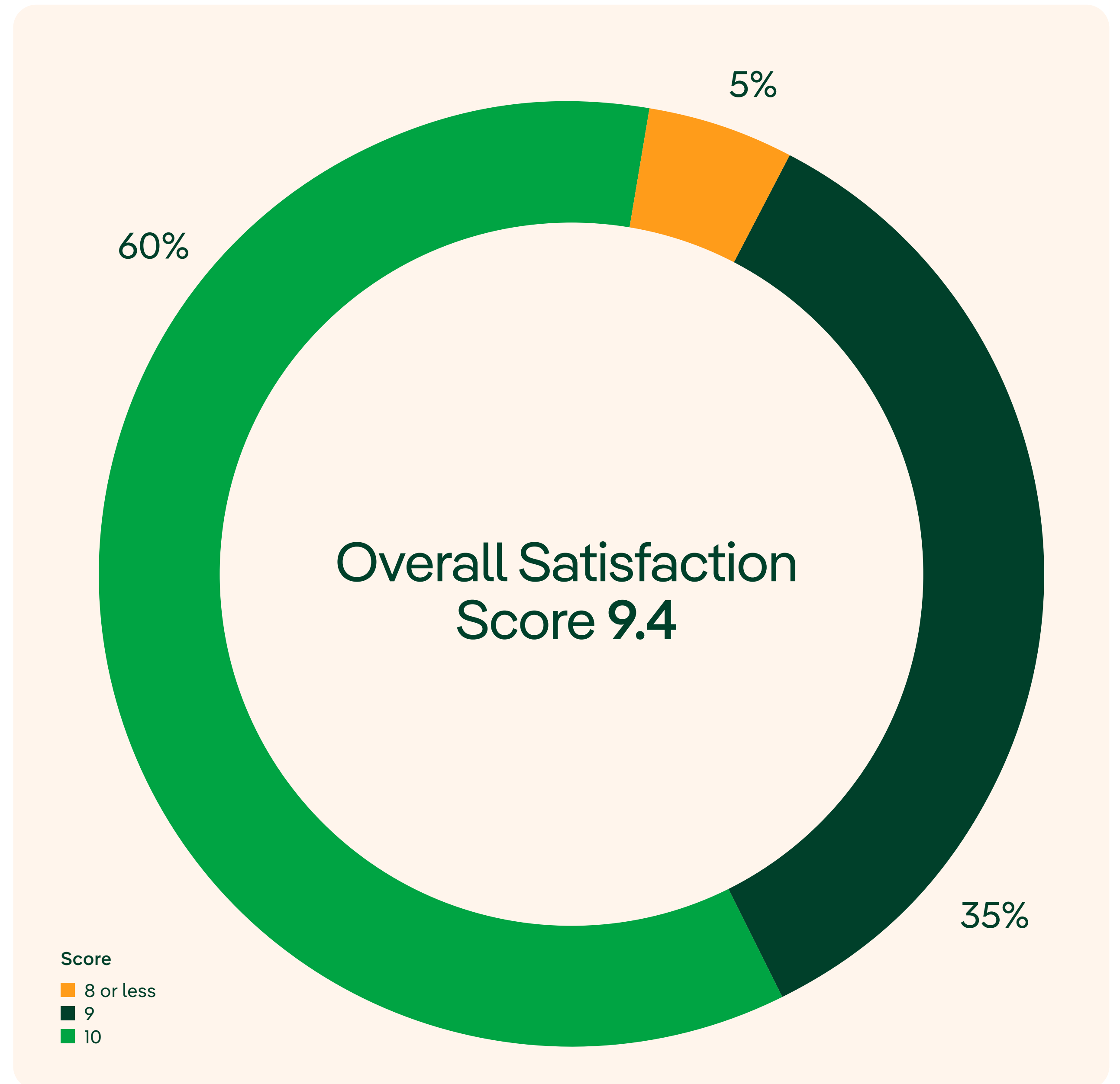
Stakeholder engagement is central to everything we do. We are focused on delivering high quality engagement for our stakeholders, with their feedback shaping the future of our business.

We recognise that the only way to deliver the network our stakeholders and communities need is to measure what is important to them and respond to their ongoing feedback. By understanding what is important, we can tailor our engagement to better meet the needs of those impacted by our transmission works.

As part of our [RIIO T2 Business Plan](#) commitments we survey stakeholders impacted by new transmission projects, e.g. local residents, communities and landowners, on the stakeholder engagement process and their experience of engagement with us.

This is year two of the survey, which is carried out on our behalf by an independent market research company. Following completion of the survey our stakeholders have rated their overall satisfaction with us at a fantastic 9.4 out of 10! This score is an increase on last year's result, with overall satisfaction up on our [2021/2022](#) performance of 8.1.

Looking at the breakdown of our overall performance score, an impressive 95% of our stakeholders rate our engagement with them as 9 or 10 out of 10!



Stakeholder feedback 2022/2023

Overall, feedback received from stakeholders was very positive with some areas for improvement identified by our stakeholders.

When we asked our stakeholders why they rated us highly, they told us:

- Our communication and engagement with them during projects is excellent
- We build strong relationships with our communities
- We respond quickly to issues raised

We will explore how we can develop these areas our stakeholders have told us we do well to continue delivering high-quality stakeholder engagement.

Some areas for improvement identified by stakeholders during our project works were regarding what could be deemed unsociable working practices such as:

- Noise
- Site behaviour
- Minor issue with barrier removal/traffic control
- Lack of clarity around work timescales

From this feedback we have identified some areas we can focus on to strengthen our performance:

- Enhance processes and checks in place during works, to ensure noise is minimised and any poor behaviour is eliminated
- Consider diverse ways of engaging with stakeholders to improve on the level of communication and information supplied

Our teams across the business are working together reviewing the outputs and recommendations from the survey, enabling us to have a clear understanding of the priorities of our stakeholders to enhance our stakeholder engagement, and build on our existing Community Engagement strategy.

With the RIIO-T2 period delivering more than £2 billion of investment in the transmission network, our relationship with stakeholders has never been more important. Our vision for all stakeholders is to have a consistent, quality, relevant and timely experience in terms of engagement with our organisation.



“Hold an annual event of work to come in the next business plan timescale”

9/10

“Communication and help have been absolutely first class - this is not the case with all utilities”

10/10

“Everyone has been very proactive and accommodating”

9/10

SP Energy Networks
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