

New Infrastructure Stakeholder Engagement Survey 2023-24

Stakeholder
Satisfaction

9.1/10



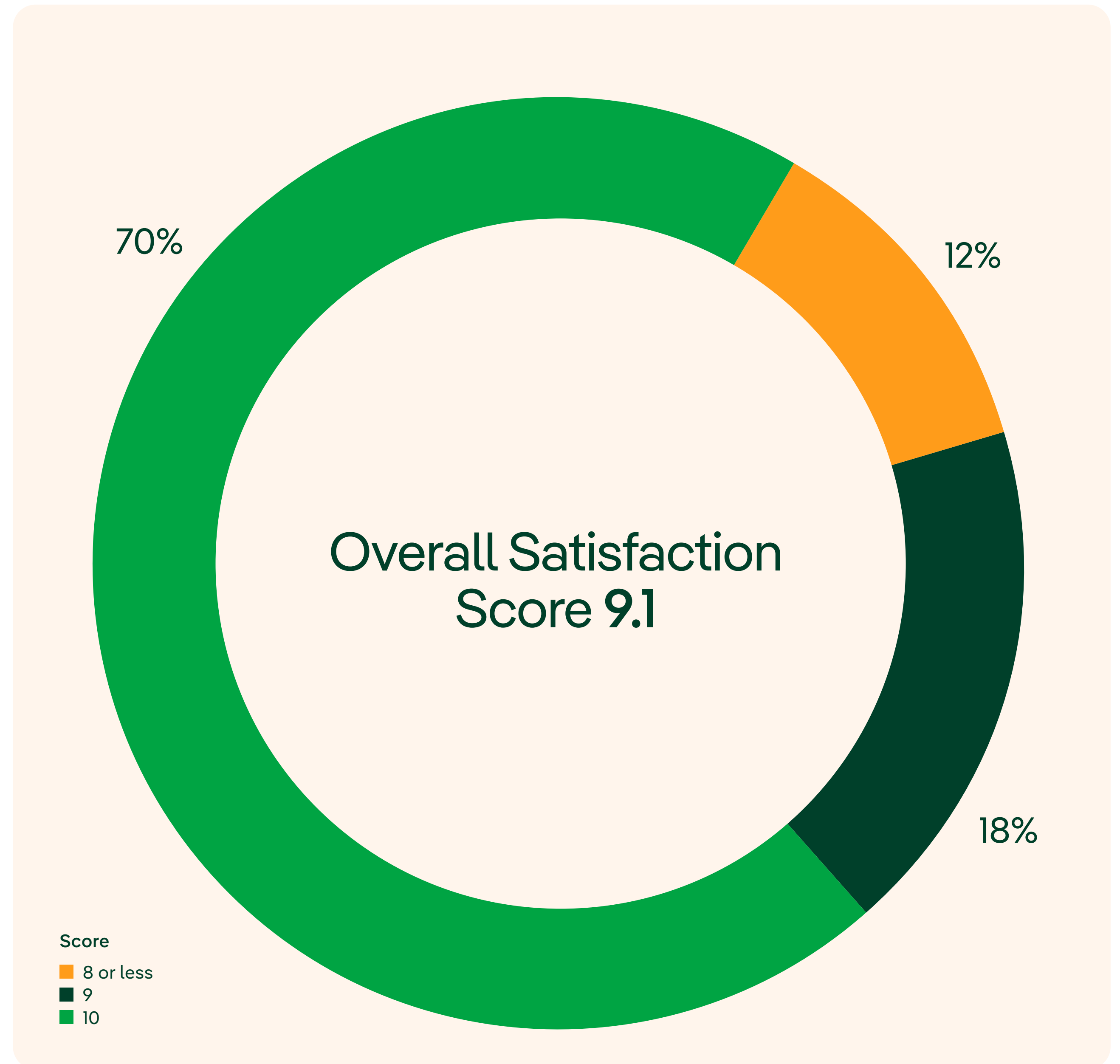
Here at SP Transmission, we understand how important it is to have a strong commitment to stakeholder engagement recognising it as a cornerstone of our operations.

To deliver the network our stakeholders and communities need, we must 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 and shape the future of our business.

Stakeholder engagement is a critical component of the [RIO T2 Business Plan](#), ensuring that those affected by transmission projects have a voice in the process. As part of our RIO T2 commitments, we survey those stakeholders impacted by new transmission projects, from local residents to landowners and the wider community, on the stakeholder engagement process and their experience of engagement with us. This collaborative

approach is essential for the successful implementation of new transmission projects and for maintaining trust and support from those impacted by such developments. The annual stakeholder survey, now in its third year, remains a critical tool for measuring stakeholder sentiment. Conducted by an independent market research firm, the survey offers valuable insights into stakeholder perceptions. This year the overall stakeholder satisfaction score was an impressive 9.1 out of ten.

Although this score is slightly lower than the previous year's 9.4, it still reflects a high level of approval from our stakeholders. A significant majority, 88%, of stakeholders rate their engagement experience with us highly scoring it a 9 or 10 out of ten.



Stakeholder scores and feedback 2023/2024

What we do well

- "Very helpful at keeping me up to date about the work at a substation site and has acted quickly on a constituent concern about lights at the site." 10/10
- "Dealt with sub-contractor issues very competently and quickly; communicated very effectively both with residents and elected members what they would be doing, why they would be doing it and how long it would take." 10/10
- "Communication and friendly, approachable staff." 10/10
- "All communications have been clear, with all the required information for me to do my job. On site visits to discuss the proposed work, the staff have been welcoming, friendly, inclusive, and open to discussions over options to achieve the work required that do not compromise the environment." 10/10

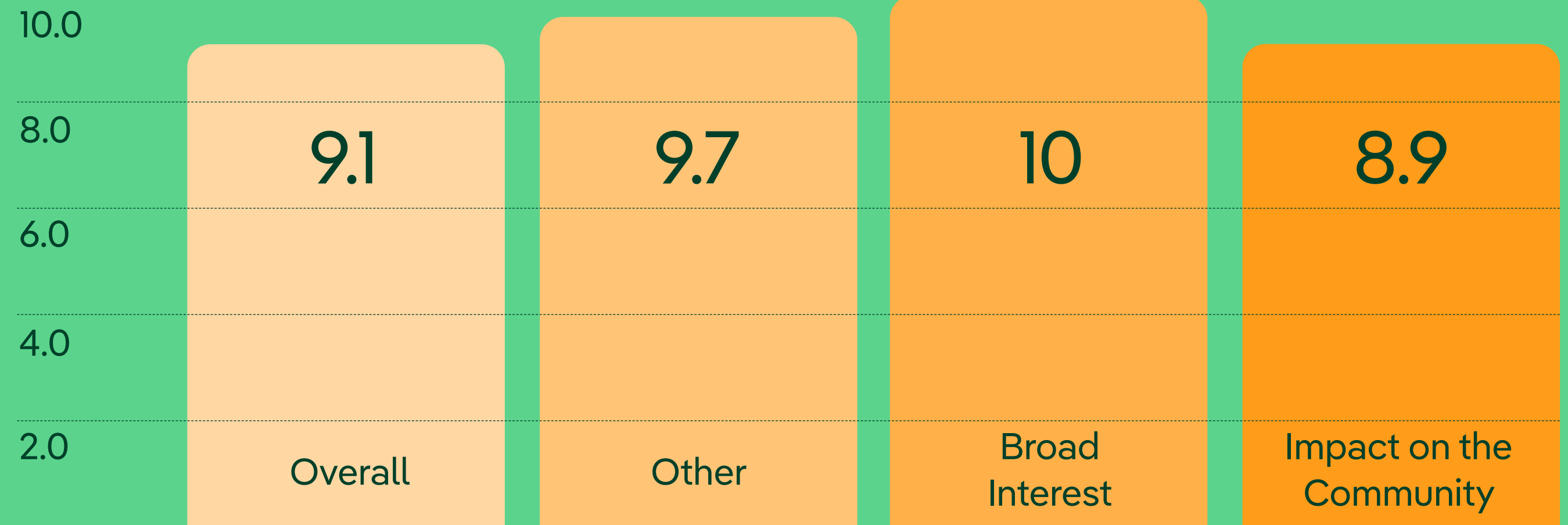
Where we can improve

- "Engage at an earlier stage in the process of planning new infrastructure and be more open-minded about options." 3/10
- "Feedback." 5/10
- "More the mechanics of the process." 9/10
- "Shapefiles should always be supplied as it makes it much easier and quicker to plot and identify any areas of concern." 9/10

This constructive feedback, coupled with the positive responses, indicates a strong foundation with clear opportunities for further refinement.

Looking at satisfaction score by stakeholder type, 'Impact on the Community' respondents scored lowest at 8.9, whilst the 'Broad Interest' respondents scored highest at 10 out of 10.

Satisfaction by Stakeholder Type



The help has been prompt and effective - I wish I could say the same for all utilities.

10/10

Community stakeholder 2023/2024

Engage at an earlier stage in the process of planning new infrastructure and be more open-minded about options.

3/10

Community stakeholder 2023/2024

Stakeholder scores and feedback 2023/2024

As with all the stakeholder groups, 'Impact on the Community' respondents who scored 9 or below were asked what could be done to improve their score.

Of the respondents who fell into this group 25% did not make any suggestions for improvement, while further respondents mentioned they would like more communication and better flow of information.

All 'Impact on the Community' stakeholders were asked if they raised any issues during the work, with 22% of the respondents surveyed saying they had.

The issues raised were in regard to:

- Subcontractors
- Parking
- Environment concern - lighting left on

When the respondents who had raised issues were asked how satisfied they were with the handling of the issues on a scale of 1 to 10, and if they were satisfied with the response. The following results were obtained:

- A mean score of 10 out of 10 for handling their issues
- 100% of respondents were satisfied with the response

The scores and feedback indicate a high level of satisfaction and that the issues raised were addressed effectively and to the complete satisfaction of those involved.

The teams across our business will continue to review the outputs and recommendations from the survey to identify specific areas that we can enhance to continue to improve our stakeholder satisfaction and strengthen our relationships with our stakeholders and communities. Areas of focus are,

1. Consider ways of engaging more effectively with stakeholders to improve the level of communication and information provided.
2. Ensure stakeholders are given regular updates of any proposed or current works.

By refining our engagement strategy to address identified issues will ensure that we continue to adapt and grow to meet our stakeholder's changing needs and expectations.

With the [RIIO-T2](#) period delivering more than £2 billion of investment in the transmission network, and the [RIIO-T3](#) business plan currently being developed, our relationship with stakeholders has never been more important. Our commitment to stakeholder engagement is ongoing, and the high satisfaction score is indicative of our successful engagement practices. However, the slight decrease in satisfaction (0.3) presents an opportunity for us to refine our approach and enhance stakeholder relations further. By focusing on continuous improvement and open communication, we can ensure that our stakeholder engagement not only meets but exceeds stakeholder expectations.



SP Energy Networks
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