CEG – Customer Deep Dive 19th September 2019

Challenges to be addressed

1   Q72 - testing the effectiveness Customer and Social Competency Framework .
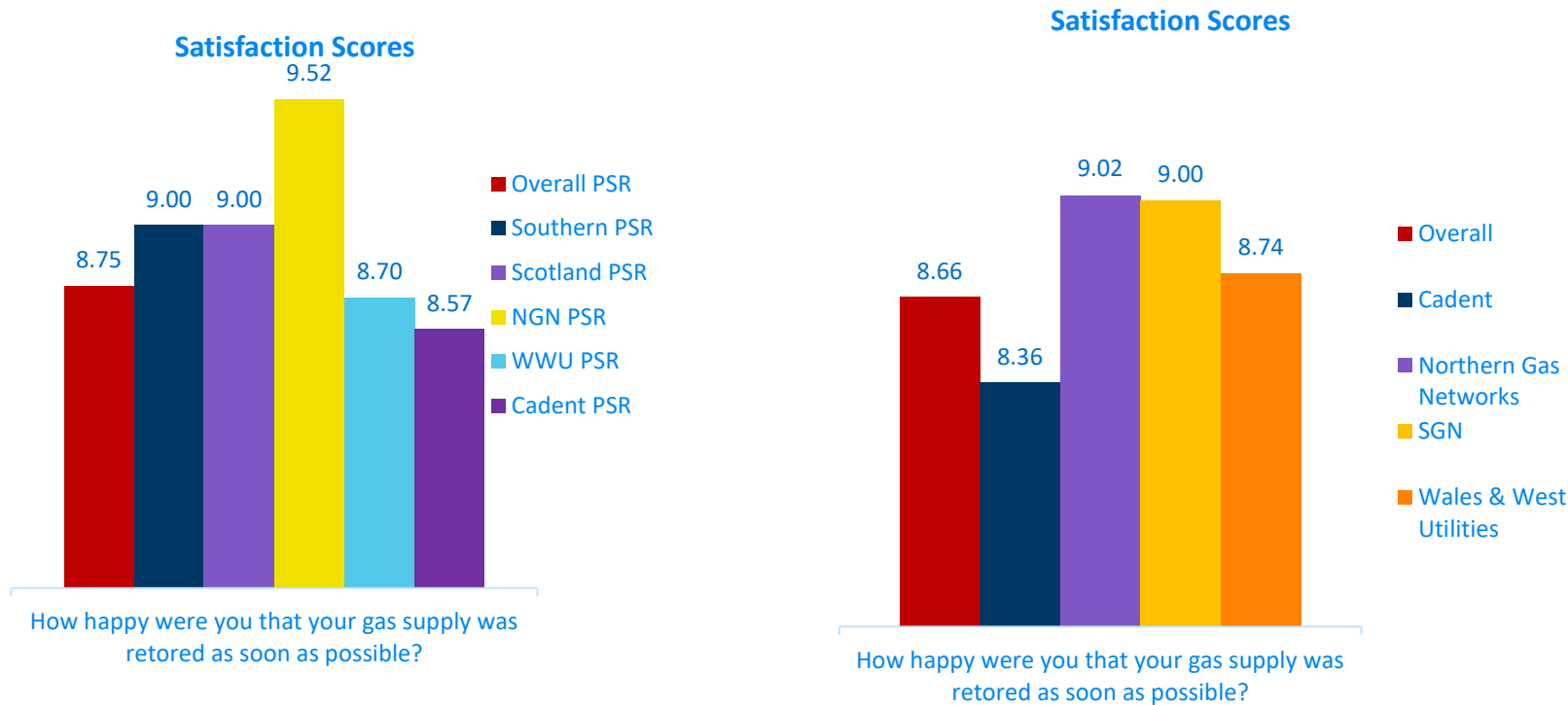
2   Updates from last Customer Deep Dive

Q72 - Testing the effectiveness of the Customer and Social Competency Framework.

Our current track record for training effectively.

Example –   Training
We provide all colleagues with a basic level of vulnerability training, and then specific training as appropriate to their role. For our operation colleagues, this means more information on how to identify someone that might need extra help, and what support we are then able to provide.

We have done some testing of service provision for PSR customers, around specific performance areas.   For those tested, our service provision for PSR customers is higher than for all customers, and higher than other GDNs.

Satisfaction Scores

- Overall PSR
- Southern PSR
- Scotland PSR
- NGN PSR
- WWU PSR
- Cadent PSR

How happy were you that your gas supply was retored as soon as possible?

Satisfaction Scores

- Overall
- Cadent
- Northern Gas Networks
- SGN
- Wales & West Utilities

How happy were you that your gas supply was retored as soon as possible?

Q72 - Testing the effectiveness of the Customer and Social Competency Framework.

Example – Carbon Monoxide Awareness Training

NGN is the only GDN to be recognised as a BPEC accredited CO training provider, allowing us to equip a networks of colleagues and partners with the skills and knowledge to educate customers about CO risks and symptoms.

Effectiveness measured through increase in baseline awareness from 6.19/10 to 9.32/10

Externally, we have trained over 40 members of partner organisations . Effectiveness measured through number 'at risk' reached – 6,500 to date, we also collate views on training immediately post delivery.

Example – Priority Services Register Training

We have a Special Licence Condition to refer eligible customers to the Priority Services Registers, when we identify them through our day to day activities.

All our engineers have taken part in this training. Effectiveness measured through the number of successful (eligible) referrals. This is monitoring on a monthly basis, at patch level. Quality control checks are done within NGN before the referral is passed through to NPG/EMW. Further validation is then done by NPG/ENW.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
2017	113	285	232	393	502	537	487	533	391	408	562	368	4811
2018	337	250	346	164	188	183	162	207	243	415	364	236	3095
2019	463	512	494	383	298	271	203	251					2875

Finally, we are accredited to BSI 18477 Inclusive Service Provision. Through this, the effectiveness of our training is tested across the business in terms of awareness of the PSR, correct and consistent messaging, and appropriate quality control checks.

Our proposed commitment for a Customer and Social Competency Framework will bring together all the separate training that we currently deliver.

Q72 - Testing the effectiveness of the Customer and Social Competency Framework.

How will the training be delivered, and measured or reported on?

1   In January, we were awarded Approved Centre Status(https://www.instituteofcustomerservice.com/standards-accreditation/approved-centre-accreditation) from the ICS (the only GDN to have this achieved this).

This essentially means that the ICS have validated that we operate our professional qualifications framework, and have been assessed on:

- Implementation planning

- Allocation of roles and responsibilities in line with the Institute's recommended framework

- Learning and development environment

- Assessment monitoring and quality assurance Interface with the Institute

- Interface with other Approved Centres

- Planning, monitoring and evaluation

We are now working on achieving the ICS Training Mark https://www.instituteofcustomerservice.com/standards-accreditation/trainingmark (aiming to having this by October 19) . TrainingMark demonstrates the quality of our internal customer service training to customers, competitors and employees – current and potential. It ensures we have the tools to engage with employees through increasing professional development opportunities. Ultimately, ensuring a skilled customer service team that will help improve your customers' experiences and business performance. **Essentially, our Customer and Social Competency Framework will fall within this assessment process, and be validated by the ICS.**

2   On the Social aspect of the training, we have been working closely with NEA, who have recently put forward a proposal detailing a partnership approach to developing a CPD based training framework, this will include using trusted partners to deliver certain aspects of training, whilst internally continually supporting ongoing personal development, via formal training and assessment, exposure to lived experiences and supporting personal development.

3   As a core principle, we are basing the on the already well established Safety and Technical Competency Framework. We are working closely with our internal training team to make sure that we have the same robust checks in place.

Q72 - Testing the effectiveness of the Customer and Social Competency Framework.

For GD2, there will be a number of key metrics that will help to assess the effectiveness of the framework.

1   We will measure our customer satisfaction performance for PSR customers. This is being piloted Oct 19 to Mar 20 as part of the GD2 Customer Satisfaction Survey trials.

2   Retained target on CO awareness.

3   Retained commitment to BSI Accreditation.

4   Governance and approval through the ICS process.

5   Progressing BITC responsible business tracker, a benchmarking activity, which recognises and assesses education and training as part of activities supporting benchmarking to support UN Sustainable goals

6   We have committed to only claim the full FP allowance for a proportion of FP customers, if we are able to demonstrate that the customer has directly benefitted from the connection – through either improved EPC/SAP rating.

Updates from last Deep Dive 15/07/19

Eileen will provide reference numbers for commitments within the plan that relate to the example provided in the presentation

Customer journeys have been mapped against specific pages/references in V1.

The group would like to see consideration of a target to reduce the number of complaints

Agree that this would be a useful metric, and this will be referenced in V3

Group want to see the business plan being transparent that the target is reduced in RIIO2

Agreed internally that we should have a stretch target of 2000 (mirroring target in RIIO1). Therefore we will commit to a minimum of 1000, and an ambition to deliver 2000. This will be referenced in V2

PSR – CPK would rather have a smaller target that was validated and more robust close the loop assurance.

Currently quality check with NGN and NPG/ENW for all PSR referrals. However, agree that 10,000 is high and may encourage the wrong behaviours. We are averaging 3-5,000 referrals annually, and we will therefore reduce the target to 5,000 per year. This will be referenced in V2