

Land Rights Stakeholder Panel 2018

Feedback and Improvement Plan

SPM: 19th September 2018, Doubletree Hilton, Chester

SPD: 29th October 2018, Radstone Hotel, Larkhall

SPEN's Land and Planning team met with over 25 stakeholders at the recent Land Rights Stakeholder Panels across our SPD and SPM licence areas. The success of the Land Rights Stakeholder Panel pilot has led to a commitment to ongoing panels and stakeholder meetings so we hope to see you again soon!

In attendance from SPEN's Land & Planning team was:

- Ross Baxter (Head of Land & Planning)
- Rachel Pitt (Distribution Land Manager)
- Kevin Anderson (SPD Land Team Leader)
- Jo Baugh (SPM Land Team Leader)
- Fiona Coyle (SPEN Solicitor)

The session began with an update from SPEN on the progress to date on Land Rights. Key to this was the relocation of Land Officers to the district offices 3 years ago. This was a very successful move aimed at bringing SPEN's Design and Delivery teams closer to the Land & Planning team, allowing for more fluid communication between teams and better customer experience. Since then, the Land & Planning team have been focused on performance improvement by:

- Collection and interrogation of data
- Regular reporting of workflow
- Training/awareness sessions to district design and delivery teams













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With the aim of seeking further improvements we felt it was important to ask our key Connections stakeholders for their feedback on their experience of the Land Rights process. This was a commitment we made in our 2018 Incentive for Customer Engagement Plan.

The stakeholder panel was driven by discussion of the following key themes:

- Process
- Communication
- Approach

After helpful discussion, debate and consideration of our customer's experiences and expectations we were able to capture rich feedback, aided by the completion of feedback forms. The collective results showed an average score against each key question of:

Score /10:	 Under 6	 6-7	 Over 7
	Do you feel you have adequate clarity of our processes and associated timescales from the outset?		
	Do you feel that Land Rights information is provided as part of your regular connection updates?		
	Do you have a route of communication to your SPEN Project Manager to raise queries re: Land Rights?		
	Where matters have been escalated do you feel that there is a path to resolution with effective decision making and communication back?		
	How useful was today's session?		
	Would you like to attend future land rights stakeholder panels?		
	How confident do you feel that the improvement areas recognised by SPEN Land & Planning could make a real difference?		

From listening to our stakeholders' feedback and following further review and discussion with our internal SPEN stakeholders, three key improvement themes were developed. We believe that these themes encapsulate direct customer comments and represent the improvement required to provide better customer service:

- **Transparency**
 - *Process and lead times*
 - *Early information at outset e.g. offer letter*
- **Communication**
 - *Responsibility for end customer*
 - *Role of Designer / PM / Land Officer*
- **Resolution of issues**
 - *Reduction in Rights /clauses in agreements*
 - *Project team discussions*
 - *Sign off*

Based on the themes and feedback received from stakeholders we have developed a detailed Land Rights improvement plan with 6 key actions:

NO.	ACTIONS	DELIVERABLES	DUE
1	Embed Land Rights milestones within the Connections Process 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
2	Improve SPENs 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
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 SPENs approach to gaining appropriate land rights • This will include IDNO/ICP processes and Incorporated Rights 	February 2019
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
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
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

On behalf of SP Energy Networks, thank you for your attendance and support. We will keep you up to date on our progress.

Please direct any questions to: rpitt@spenergynetworks.co.uk