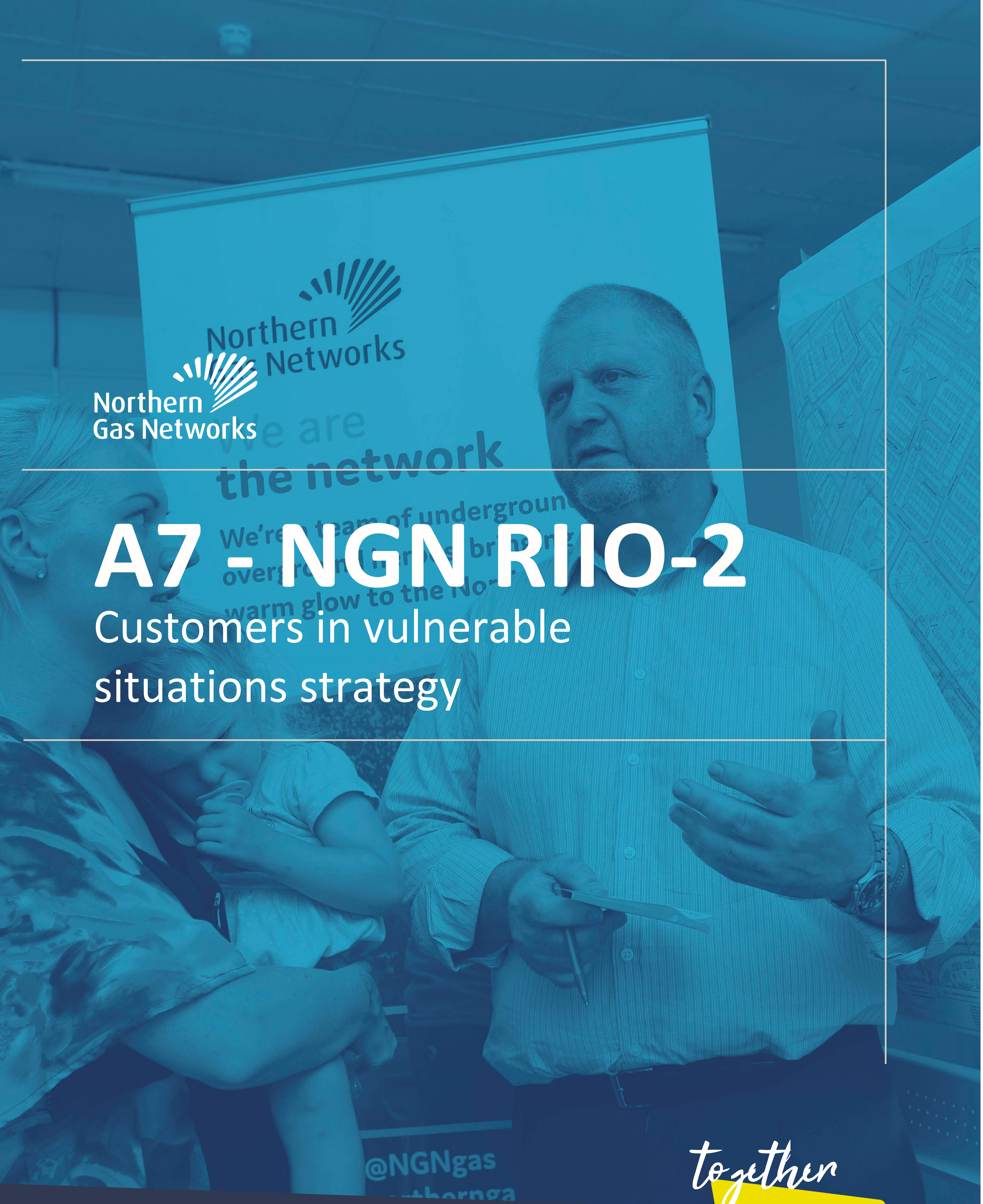
Northern Gas Networks

# A7 - NGN RIIO-2

## Customers in vulnerable situations strategy




together
we are
the network

# Contents

# 1. Introduction: Looking after our customers in vulnerable situations

At NGN we recognise and embrace our responsibility and moral obligation to help the vulnerable within our communities. As a compassionate and caring organisation, we empathise with individuals and groups who are facing difficulties. Through our research and daily interactions, we understand the challenges they face. Challenges that can arise from our day to day operational activities and more broadly the physical, mental, environmental and financial challenges faced by the vulnerable within the communities we serve.

Under the banner of Community Promises we have directly held our entire business to account for finding real life, practical and affordable ways of sustainably improving lives. We have, and are, forming lasting partnerships with local government, fellow utility companies, community organisations and national and regional charities alike to support us in achieving our goal


We are passionate about creating a sustainable approach to helping those in most need. One that delivers long-term benefits at the same time as minimising any negative impact of our day-to-day activities on the environment, the local population and the economy. Our culture is already one of personal and corporate responsibility and accountability. This fundamental organisational belief ensures everyone at NGN, internally and externally, knows why we're doing what we're doing, what our greater goal is and the part they must play, individually and collectively, in helping us get there. We then measure and hold each other to account for our performance against that goal.

In 2013 we developed our Customer Strategy, a strategy we are proud of. We recognised that a one-size-fits-all approach doesn't work. Vulnerability comes in many forms. We needed to make sure that our business was equipped with a suite of effective solutions and support for the full range of customer groups that we serve daily. To do that we first needed to fully understand the challenges people face. We conducted research into 11 unique customer personas (see figure 1.1). This data was then used to fully understand their needs and expectations and guide us in how we could best meet those needs and expectations.

Northern Gas Networks serves 2.7 million households, of which over 500,000 are registered on the Priority Services Register. The socio-economic composition of our region shows that we operate in many communities that are amongst the poorest in the country. This knowledge was key in helping us shape our engagement activity with vulnerable and remote groups of customers. It helped in enabling us to tailor the message to specific groups to better inform them about our services and get feedback on how we can continually improve. Our extensive research gave us an evidence-based understanding of the reasons for, and impacts of, vulnerability.

One in five customers may need extra support during interactions with NGN. This can range from a single interaction to multiple interactions over the entire customer lifetime relationship. It is essential that we have strategy that focusses on looking after our customers that experience a wide variety of vulnerable situations and circumstances. We also must be aware of those who may be at risk that are not on the Priority Services Register and serve their needs equally. Our social responsibility extends way beyond our core function of managing the local gas distribution network. It touches everyone who lives within our geographical foot print and their friends and relatives, wherever they may be.

Our strategy as shown in this document shows how NGN provides support to:

- Individuals or households that have been directly impacted by our services.
- Individual or households that may need extra help to accessing our services.
- Colleagues so that they can proactively identify and act on of vulnerability when they witness it.
- Individuals, households or communities that are off-grid.

Figure 1.1 Customer feedback mechanisms, including persona research

| Feedback Channel | Frequency | Internal/External | Qualitative / Quantitative | Regulated / Non-regulated | Activities |
|---|---|---|---|---|---|
| Customer Satisfaction Surveys | Monthly | External | Quant | Regulated | **Connections / Emergency/ Replacement** |
| Complaints | Daily | Internal | Qual and Quant | Regulated | All activities |
| Enquiries | Daily | Internal | Qual and Quant | Non-regulated | All activities |
| Customer Persona Research | 2 per year | External | Qual | Non-regulated | **11 customer personas, in depth research to inform strategic approach. Vulnerable and Small Business Research were the first personas to be researched.** |
| Bespoke activity surveys | As and when required – usually either 6 or 12 monthly | Internal / External | Quant | Non-regulated | To seek feedback on service areas NOT covered by regulated Customer Satisfaction Surveys – **e.g. live/dead checks; paid for disconnections** |
| Bespoke activity surveys – collaborative with GDNs | As above | External | Quant | Non-regulated | To seek feedback on service areas NOT covered by regulated Customer Satisfaction Surveys, but with customers that collectively serve all GDNs. **E.g. 3rd party connections** |
| Footpath Feedback | Daily | Internal | Quant and Qual | Non-regulated | Conducted by our customers and colleagues – provided real time feedback on our daily activities. |

| | | | | | |
|---|---|---|---|---|---|
| Institute for Customer Service - accreditation | Every 18 months | External | Quant | Non-regulated | Conducted every 18 months and results support benchmarking with all sector organisations |
| Benchmarking Survey | Monthly | External | Quant | Non-regulated | Bespoke survey developed by Tti Global to support external benchmarking activities |
| External consumer reports | Periodically | External | Quant and Qual | Regulated / Non-regulated | E.g. Citizens Advice report on GSOP |

## 2. Stakeholder Influence

More than any other priority in our plan social responsibilities have polarised opinion amongst our stakeholders. Through extensive engagement we have learned it is difficult to gain consensus about which vulnerable customer segments are perceived to be most in need of support. This uncertainty, combined with strong performance, constrains the extent to which customers are willing to pay for additional improvements to our current offering, should investment have a significant bill impact. Notwithstanding these challenges our stakeholders agree that we have a social responsibility to reach out to customers who find themselves in vulnerable circumstances and support them.

There are several useful definitions of vulnerability that our national stakeholders have helped us identify as being relevant in developing and delivering our strategy, including those provided by Ofgem and organisations such as the Money Advisory Trust. However, our local stakeholders have also highlighted that we need to:

- Be careful not to restrict our definition or understanding of the circumstances that can contribute to vulnerability; and the causes of vulnerability can change and adapt, making it more important that we are agile and quick to respond.

**"Humanise decisions instead of ticking boxes as circumstances fluctuate."**

Whilst we understand that vulnerability is complex, in practical terms, we have developed 5 broad categories which support our colleagues to recognise and embed our strategy;

1. Physical challenges, inclusive of communication issues, physical space.
2. Mental wellbeing
3. Temporary vulnerability
4. Rural vulnerability
5. Financial hardship.

**"People who know they're vulnerable will come to you, but the people who don't know, that's where you have to go and reach out to them."**

Meaningful engagement with our stakeholders has elicited clear preferences:

- A **flexible definition of fuel poverty and vulnerable circumstances** so that each individual's situation and unique circumstances can be interpreted in isolation.
- **Support provided to all customers, including off-gas households**.
- An **awareness-access-action** framework to assist in meeting social obligations.
- Ensure that initiatives are **'joined up'** such as offering a suite of support to fuel poor connections to maximise social benefits
- **Partnerships with trusted local community organisations** leveraged to reach customer segments and promote key messages more effectively and efficiently.
- **Co-ordinate** with local utility providers bringing silos together to avoid duplication of effort and deliver stackable benefits.
- Continue to develop a rich **portfolio of tailored initiatives** to meet the needs of a broad range of customers experiencing different vulnerable circumstances.
- Strong support for our policy which gives every colleague the opportunity to take two days' paid leave each year to undertake **volunteering activities**.
- **Don't try to replace** social services or the NHS.

**“If you’re doing a gas central heating system you need to check they’ve energy insulation in the loft and walls as well.”**

Our stakeholders have told us that vulnerability can be introduced or exacerbated during a supply interruption and that the best form of additional support we could offer is a dedicated phone line for customers who find themselves in vulnerable circumstances.

In our wider stakeholder engagement programme we have heard very strongly how safety is at the forefront of stakeholders’ minds. Stakeholders see a strong correlation between safety and our social obligations and have told us that it is essential we continue to raise awareness of Carbon Monoxide because doing so saves lives. They have also been very clear that when undertaking our normal activities, in addition to Carbon Monoxide awareness, our frontline staff should provide energy efficiency advice or referrals, to make every contact count.

**“NGN should lead the fight on CO awareness”**

Taking account of all this feedback, we developed our suite of outputs for the RIIO-2 Business Plan, and our ‘Customers in Vulnerable Situations Strategy’. We then conducted a final piece of engagement in August 2019 to gain feedback on our overall approach. Full details of this research have been included in Section 8, but the headline results were:

1) There is very strong support for NGN’s framework for identifying and addressing the needs of groups of vulnerable customers, including Physical challenges; Mental wellbeing; Temporary vulnerability; Rural vulnerability and Financial hardship.

2) There is good support for NGN’s strategic approach and proposed support and commitments for vulnerable customers.

3) There are a range of suggestions for how the approach and commitments can be further strengthened and widened, and these include:
    - language needs, notably of BAME communities and in inner city areas
    - the needs of disabled people (e.g. for visually impaired and blind people)
    - identification of and communication with vulnerable people not on the PSR
    - Further consideration of the challenges of dementia
    - Further consideration of needs and problems associated with cold homes/fuel poverty
    - The importance of training beyond awareness raising
    - A joined-up approach that works with other partners in the community, business, public sector and health organisations and Infrastructure North partners.

These suggestions have all been acted on through our RIIO-2 output commitments and finalised ‘Customers in Vulnerable Situations’ Strategy.

# 3. Our Track Record during RIIO-1

Looking after our customers in vulnerable situations has been a key focus for NGN during RIIO-1. Consistently delivering over and above what is required of us through the regulatory targets, we have been at the forefront of delivering an exceptional level of service.

Our current obligations:

Figure 3.1

| RIIO-1 obligations | RIIO-1 Performance |
|---|---|
| **Number of Fuel Poor Connections:**<br><br>Ofgem Target: 14500<br><br>NGN Stretch Target: 16000 | We've delivered 14,500 fuel poor connections to date and are confident that we will exceed the Ofgem target and meet the NGN stretch target. Customers provided with a fuel poor connection on average save £350 off their annual house-hold energy bill. |
| **Raise awareness of carbon monoxide** | We've conducted over 22,000 doorstep awareness surveys since 2013 to measure the impact of our frontline colleagues' interventions on customers' awareness of carbon monoxide. Stakeholder feedback has demonstrated awareness increases from 6.9/10 to 9.3/10, as a result of our efforts, as scored out of 10 by our customers |
| **Other** | Jointly with our partner Northern Powergrid, we make available £100,000 per year (£50,000 each) to charities to help provide services for our hard-to-reach customers. Awarding criteria is based on a number of key outcomes including: alleviating fuel poverty; raising awareness of carbon monoxide; developing energy efficiency or promoting the Priority Services Register. |

Our culture of continuous improvement has been recognised through the Discretionary Reward Scheme. Over the two DRS schemes (2013-15 and 2015-18) so far in RIIO-1, NGN received the most awarded to any GDN as recognition of the initiatives delivered during the period.

During RIIO-1 we have been ambitious in terms of reach and scale – demonstrated through some example case studies.

## Carbon Monoxide: BPEC Accredited CO Awareness Course.

- We have trained all front-line emergency engineers to deliver customer awareness information as part of our 'make every contact count' strategy
- In 2016 we became the first (and only) gas distribution business to be recognised as a British Plumbing Employers Council (BPEC) accredited training provider
- To date, we have trained over 20 external organisations about the risks and symptoms of CO, who have then reached more than 7,000 'at risk' customers – and these are customers that we would have been unlikely to reach through our usual day to day activities

## Fuel Poverty: Warm Hubs

- Launched our Warm Hub community project in 2015
- Objective is to help residents facing fuel poverty, isolation and loneliness in rural, off-grid communities
- Warm Hubs provide warm, friendly places, staffed by volunteers where vulnerable residents can go to socialise, get warm, have a hot meal and access information, advice and referrals to relevant support
- The sustainability of Warm Hubs affirms its success: the initiative is flourishing, attracting on-going support beyond our initial investment
- 26 Warm Hubs have been established so far and awarded £750k of external funding

## Evolution of Community Partnering Fund

- Launched £50,000 per year Community Promises Fund in 2015
- This fund is open to community/charitable organisations to deliver projects that meet both our own and their objectives
- In 2018, joined forces with Northern Power grid and evolved to the Community Partnering Fund – this increased the fund to £100,000 per year
- Helps reach customers and communities that we wouldn't see through our day to day activities
- In 2017/18, 47 applications received, 9 projects supported, 3 new jobs created, 24 volunteers engaged, over 3000 direct beneficiaries

## Staff Training to identify and address vulnerability

We have built an army of 'Caring Colleagues' during RIIO-1, by partnering with specialist organisations to help spot signs of vulnerability and provide appropriate support and referrals. This has included:

- Partnering with the Alzheimer's Society, and have trained 17 colleagues to be Dementia Champions, who in turn have trained 360 colleagues to become Dementia Friends
- Partnering with the Royal National Institute for the Blind, creating an awareness package that can delivered to all our colleagues.
- Companywide vulnerability awareness sessions are available to all colleagues, covering both how to recognise signs of vulnerability, and how to best support our customers most in need.
- 'Safeguarding' training with 'The Children's Society' - helping colleagues to recognise potential signs of neglect and abuse while working in homes across the region. We opened this training up representatives from Northern Powergrid and Northumbria Water.

## Speeding up and increasing customer compensation payments.

Whilst our focus in RIIO-1 has been to get things right first time, we know it is equally important to compensate customers when things go wrong. We have:

- 2015/6 - First and only GDN to introduce a voluntary standard of service to compensation customers left off gas overnight;
- 2016/7 - Led changes to the system used by all GDNs to make additional voluntary payments possible
- 2017/8 - First GDN to voluntary double all GSOP payments if we fall short of our guaranteed standards. (Compensation levels were set in 2005, and have not kept up with inflation);
- 2017/8 - Improved the Loss of Business compensation provide by simplifying the information available, and speaking proactively to businesses impacted. This led to a 48% increase in success claims being submitted.

Our stakeholders such as Citizens Advice continue to encourage us to make further efforts to make our customers aware of the Guaranteed Standards and how to claim against failures to meet them. In response we have:

- 2018/9 – We were the first GDN to make proactive payments for the 2 GSOP standards that customers need to claim for;
    - GSOP 3 - provision of alternative heating and cooking within 4 hours of a supply interruption for PSR customers.  Commencing in October 2018, this standard was prioritised as it directly impacted vulnerable customers. So far we have paid £10,994 to Priority Service Register Customers via 228 compensation payments.
    - GSOP 13 – advance notification of planned works.  Payments started in January 2019. So far we have paid £15,800 to customers who we failed to notify of planned work within the prescribed time limits via 395 compensation payments.

# 4. Our Strategic Approach to Vulnerability

Working with our stakeholders and building on their input and feedback, we have reshaped our existing vulnerable customer strategy. We have developed, with the help of our stakeholders, the following 'AAA' framework to help us support our customers in vulnerable situations.


By adapting this principles-based approach into our AAA framework, we will ensure that all customers are treated fairly and consistently.

The principles of the AAA framework are:

**Awareness:** We will make sure that colleagues and customers are aware of all the services that we can offer.

An integral part of our Customers in Vulnerable Circumstances Strategy is to make sure that all our colleagues are equipped to recognise the signs of vulnerability, can provide appropriate help and support there and then, and to understand all the referral networks that we have in place to help customers further.

We also understand that partnership working is key to helping our customers understand who we are, and how we can help support those in most need. Through RIIO-1 we have built strong relationships with partner organisations. We created a pioneering and unique collaborative framework with the three other main utility infrastructure providers – Yorkshire Water, Northumbria Water and Northern Power Grid. Infrastructure North[1] was launched in 2013, it has 5 key ambitions which includes looking after the most vulnerable people in our society and playing our part in the wider social agenda.

In RIIO-2 we will continue to improve the capacity of our colleagues, draw on the strength of existing partnerships, and be strategic in the creation of new partnerships, to make not only the services that NGN can offer more visible, but also to collaborate more to make our combined service position clearer for our customers in vulnerable situations.

**Accessibility:** We will make sure that our services are easy to access and clearly explained.

We will ensure that colleagues have access to services that directly support the customer, and that customers can easily access these services through their preferred channels of communication. Colleagues will be empowered to signpost appropriate referral services and we will continue to develop strategic partnerships to help reach our 'most in need' customers.

From a customer perspective, we know that many people to do not consider themselves as vulnerable, and therefore may not identify that they needed any additional help or support. Experience of working with a

[1] http://infrastructurenorth.npproduction.net/safewarmincontrol/wp-content/uploads/2014/05/Stay-warm-healthy-and-in-control.pdf

wide variety of consumer needs has shown us that often, customers want to be able to act independently and help themselves.

Our approach will make sure that customers are given every opportunity to access essential services themselves. We will partner with organisations that customers trust, to make sure that we can provide help to customers who may not necessarily identify as being in a vulnerable situation or be able to access that help independently.

**Action:** We will make sure that our actions are outcome focussed.

Key to the success of our Customers in Vulnerable Situations framework will be having a clear set of actions that directly benefit the customers that we are seeking to help. Whilst we are confident that our output commitments represent an ambitious and value-adding proposition for vulnerable customers we are keen to ensure that we continue to push the frontiers of performance.

Examples of how actions will be assessed is detailed in Section 6 – Measurement, Benchmarking and Innovation.

# 5. Our Commitments for RIIO-2

Stakeholder input has been central to the development of our commitments. We have heard and counterbalanced dissenting voices and pledged to invest our resources wisely, to ensure outputs derive the greatest possible social benefit. Our commitment to delivering successful outcomes is such that we have introduced new assurances, including but not limited to, making a penalty payment to fuel poor customers should the desired customer benefit not be achieved – detail about this is available in Section 7.1 proposal to assess positive outcomes for fuel poor connections customers.

Our commitments for RIIO-2 have been set within our 'AAA' framework (where appropriate this framework has been referenced alongside the commitment) and each commitment for the RIIO-2 period can be placed in one of three categories:

1. **'Minimum Standards'** – these requirements include Licence Condition 0 principles and Guaranteed Standards of Service (GSOP) as the foundation for delivery of services to customers in vulnerable situations;
2. **'Business as Usual'** – We then build on these services by embedding our existing enhanced customer journeys and with improved day to day provisions; and
3. **'Over & Above'** – We have created bespoke commitments that are in direct response to stakeholder feedback

Figure 5.1

| Category | Output | Awareness | Accessibility | Action |
|---|---|---|---|---|
| **Minimum Standards** | Licence Condition '0' | YES | YES | YES |
| | GSOP | | YES | YES |
| | PSR Special Licence Condition D13 | | YES | YES |
| | Annual Showcase Event | YES | YES | |
| **Business as Usual** | 1,000 Fuel Poor Connections / Year | | YES | YES |
| | 10,000 CO Awareness Sessions / Year. Free CO alarm with each new connection. | YES | | |
| | 5,000 Eligible PSR Registrations / Year | | YES | YES |
| | 1,000 Energy Efficiency Referrals / Year | YES | YES | YES |
| **Over and Above** | Stretch target of 2,000 Fuel Poor Connections / Year; and assessment of 500 FP connections against SAP rating achieved | | YES | YES |
| | Hardship Fund £150k / Year | YES | YES | YES |

| | | | | |
|---|---|---|---|---|
| | Community Partnering Fund £50k / Year | YES | YES | YES |
| | Customer and Vulnerability Competency Framework | YES | YES | YES |
| | Dedicated 24/7 PSR Hotline | | YES | YES |
| | 100 Community Partners trained / year to deliver CO Safety advice, PSR referrals, Energy Efficient Advice and Referrals | | YES | YES |
| | | | | |

Our continued commitment to achieve the BSI 18477 Inclusive Service Provision will validate and test the effectiveness of our strategic approach.

Below are examples detailing how the outputs will specifically map against our strategic framework.

## 5.1 Example 1 - Minimum Standards

Figure 5.2 Licence Condition '0'

| Awareness | Accessibility | Action |
|---|---|---|
| Customer service arrangements:<br><br>make it easy for a Customer to contact NGN;<br><br>act promptly and courteously to put things right when NGN makes a mistake;<br><br>otherwise ensure that customer service arrangements and processes are complete, thorough, fit for purpose and transparent; and<br><br>seek to identify each Customer in a Vulnerable Situation, in a manner which is effective and appropriate, having regard to the interests of the Customer; | Provide information (whether in writing or orally) to each Customer which:<br><br>is complete, accurate and not misleading;<br><br>is communicated in plain and intelligible language with more important information being given appropriate prominence;<br><br>relates to products or services which are appropriate to the to whom it is directed;<br><br>does not create a material imbalance in the rights, obligations or interests of NGN and the Customer in favour of the licensee; and<br><br>is sufficient to enable the Customer to make informed | Behave and carry out any actions in a fair, honest, transparent, appropriate and professional manner |

| | | |
|---|---|---|
| | choices about their supply of gas by NGN; | |

Effectiveness to be measured through the BSI 18477 Inclusive Service Provision Framework

## 5.2 Example 2 - Business as Usual

**Output: Delivering 10,000 CO Awareness Sessions per year**

Throughout RIIO-1 we have worked hard to embed support for our customers in vulnerable situations into business as usual. A key example of this is detailed within Section 3 – Our track record, giving a high-level overview of our approach to delivering carbon monoxide awareness on the doorstep. Our ambition is to continue this work, and to strive for a 20% increase in the number delivered annually, compared to RIIO-1. This will be supported by the AAA Framework.

**Awareness:** The Customer and Vulnerability Competency Framework will make certain that all our colleagues are trained in carbon monoxide awareness and can deliver this effectively to our customers. We will also train 100 partners every year to pass on this key safety message to their customers, ensuring that we reach far and wide within our network.

**Accessibility:** By using the research detailed in Section 9, and also internal data mapping based on CO related incidents, we can better target those areas of our network that are more susceptible to CO poisoning. We have also embedded this activity into our business as usual customer journeys, an example of which is provided in Figure 5.3.

**Action:** Detailed in Section 6, number of sessions held, measurable awareness increase/behaviour change, and reduction in CO related incidents will be key metrics to measure the effectiveness of this output.

Figure 5.3 - Example customer journey - Planned work

| | **Minimum Requirement** | **NGN Enhanced business as usual** |
|---|---|---|
| **Site Survey - Awareness** | Carry out site surveys prior to work commencing and identify which customers are registered on the PSR | Follow-up standard site surveys to identify any customers not registered on PSR |
| **Notification - Accessibility** | Notification of interruption to supply 7 Working Days prior to start of work | Notify all identified vulnerable customers 15 working days prior to start of work. Offer face to face appointments. |
| **Work Execution - Action** | Execute work as designed | Carry out work in accordance with any locally agreed requirements to minimise impact on vulnerable customers. Customer Care Officers (CCOs) on site to address issues as they arise. |
| **Gas Supply Isolation - Action** | | Provide support as identified through site survey – heating/cooking/alternative accommodation. GSOP 3 – minimum standard |
| **Gas Supply Restoration - Action** | Internal standard to have all customers reconnected by an agreed time. | Vulnerable customers prioritised reconnection or at a time agreed with CCO. If ‘in-house’ difficulties occur e.g. gas boiler will not relight use referral |

| | | |
|---|---|---|
| | | routes or hardship fund to ensure we do not 'leave any customers behind' in the short or longer term. |
| **Reinstatement - Action** | 2 Year guaranteed provided | Reinstate to timescales and arrangements agreed with CCO to address specific vulnerable customer needs. |
| **Follow-Up - Accessibility** | | Final follow-up check by CCO in the days following work completion. Referral to partner organisations for any additional support, if needed. **Carbon Monoxide Awareness session to be held. Energy Efficiency advice to be provided.** |

## 5.3 Example 3 – Over and above

**Output: Train 100 Community Partners per year to deliver CO Safety advice, PSR referrals, Energy Efficiency Advice and Referrals**

**Awareness:** Through RIIO-1 our work to educate our customers on the dangers of carbon monoxide led to a broader strategic approach, which was to build a network of trusted, well trained partners to help us reach a wider audience with CO messages. In 2016, we became the only GDN accredited by the British Plumbing Employers Council (BPEC) as a CO training provider, allowing us to equip a network of colleagues and partners with the skills and knowledge to educate customers about CO risks and symptoms. Through this route we were able to reach 'at-risk' customers, who we would not necessarily serve through our day to day activities.

Building on this established blueprint, we have now broadened the training that we are able to provide, to include:

PSR Awareness and referrals

Energy Efficiency Advice and referrals

Our commitment for RIIO-2 is that we will invest our time and expertise to train a minimum of 100 community partners each year, to deliver these key messages to customers and communities in most need. This will complement the work on education, awareness, and referrals that we already do through our day to day activities

**Accessibility:** It is essential that our colleagues and community partners can easily access this training. In RIIO-1 we received positive feedback from our Community Partnering Fund applicants, as all were offered this specific training, delivered by NGN, regardless of whether their application had been successful or not. We also trained community partners working on schemes such as Warm Hubs. Our aim is to continue with this approach, and use the following the routes to make sure that this service is accessible to all:

- Training to be offered to all Community Partnering Fund and Hardship Fund partners.
- Training to be offered to all colleagues through the Customer and Social Competency Framework. Colleagues are encouraged to use their 2 volunteering days per year to deliver training to our community partners.
- Clear signposting to book training through key external routes, include NGN Website, Facebook, Twitter.

**Action:** By effectively training our colleagues and community partners, we will be able deliver positive outcomes for our customers in most need. Measures of success will include:

- Number of CO awareness sessions delivered, Increase in knowledge, evidence of behaviour change
- Number of eligible PSR customers identified and successfully registered
- Number of energy efficiency sessions delivered, and evidence of successful referrals.

# 6. Measurement, Benchmarking and Innovation

To understand the effectiveness of our 'Customers in Vulnerable Situations' Strategy, it is important that have suitable measurement and benchmarking in place.

## Measurement

We are currently working with Ofgem to develop a suitable set of criteria, that all GDNs can report on consistently. It is likely these measures will be closely aligned to the following:

- Number of Carbon Monoxide Awareness Sessions held; measurable awareness increase/behaviour change; reduction in CO related incidents
- Number of PSR referrals
- PSR Customer Satisfaction Survey score, across the three key performance areas (Planned work, unplanned work, connections)
- Number of Fuel Poor Connections, with assessment of tangible benefit/positive outcomes.
- Number of Energy Efficiency Advice sessions held, leading to cost savings and/or successful referrals for further help with in-house measures.

## Benchmarking

In addition to the consistent reporting measures, and annual showcase event, we will also be using several other routes to benchmark our approach and performance.

- Business in the Community: Responsible Business Tracker. This benchmarking activity recognises and assesses social value and business direction, aligning to the UN Sustainability Goals. We are currently undergoing the assessment and expect our results in February 2020. This will allow us to benchmark across organisations from all sectors across the UK.
- BSI 18477 Inclusive Service Provision. This standard allows us to assess the provision of service against recognised best practice. We have held this standard since Jan 2019 and have committed to retain this standard through RIIO-2.

## Innovation

We take an innovative approach to helping our customers in vulnerable situations. This is both through day to day improvements to reduce the impact of our work, and broader research/pilots to understand the wider benefits that we can provide to both individual customers and communities.

Looking ahead to RIIO-2, our approach will encourage further innovation, and the following are some ways in which we intend to do that:

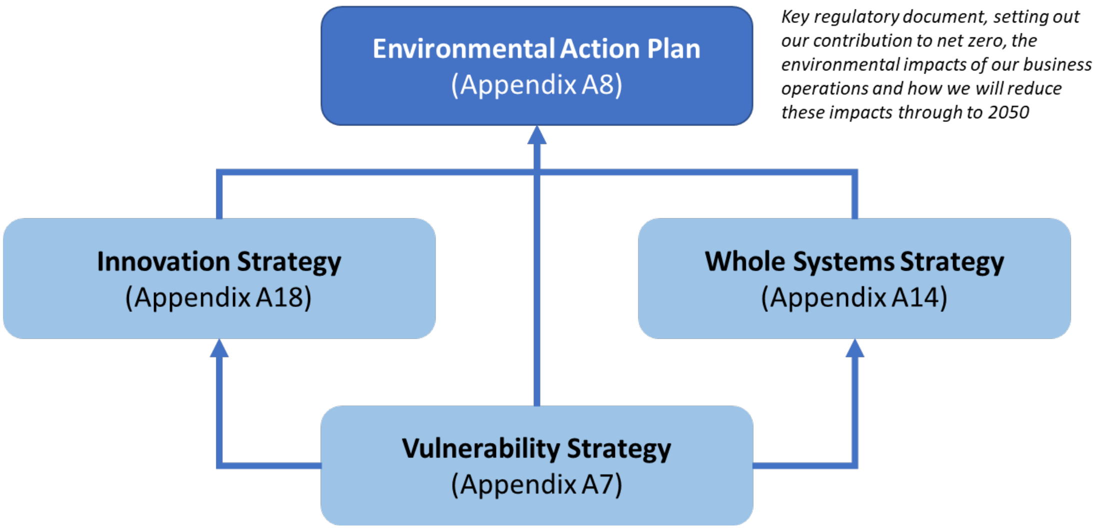
- Community Partnering Fund. 'Innovative approach' is one of the criteria that projects are assessed against, and the panel includes a member of the NGN Innovation Team. The Community Partnering Fund will act as a 'test-bed' for projects that could be scaled up using the 'Use it or lose it allowance'.
- Customer and Vulnerability Competency Framework. Through our robust approach to training our colleagues, we will be able to better help our customers day to day.
- Holistic approach to looking after our vulnerable customers. Figure 6.1 below shows how the Customers in Vulnerable Situations Strategy links to other related strategies and plans. This will

ensure that when we are considering how to help our customers and communities, particularly in relation to unlocking sustainable energy sources for the future, we look at these in the round, rather than in isolation.

- *Environmental Action Plan* – this is the primary regulatory document that sets out the environmental impacts of our business operations as well as short-term initiatives to reduce these impacts and our long-term strategy to contribute to the net zero emission targets by 2050, for the benefit of customers.
- *Innovation Strategy* – this sets out our approach to delivering innovation in RIIO-2 (particularly in relation to enabling the achievement of our net zero emission targets and supporting customers in vulnerable situations), with a focus on the benefits provided to consumers.
- *Whole Systems Strategy* – this document sets out our approach to adopting whole systems thinking in our business, with a focus on how we will contribute to the achievement of the UK's net zero emissions target.

These four documents are complementary and together, set out our contribution to net zero.

**Figure 6.1: Our Contribution to Net Zero**




Further information on our Whole Systems Strategy has been provided in Section 5 of our Business Plan, with this document providing additional detail to supplement our main Business Plan document.

# 7. Additional information on key new outputs for RIIO-2

## 7.1 Customer and Vulnerability Competency Framework

We have a business-critical requirement to make sure that all our engineers have the correct Safety and Technical Competencies (STCs) for the role that they are being employed to carry out. These are subject to rigorous internal and external audits, alongside day-to-day compliance reporting. To make sure that our colleagues feel equally well trained to identify and help customers in vulnerable situations, we have developed a **Customer and Vulnerability Competency Framework** that mirrors the existing STC process that will form part of the minimum competencies required of our colleagues to carry out their functions. This has been developed with partnership with National Energy Action.

To help us target training in the right areas for our colleagues, we commissioned a piece of research to quantify the number and proportion of customers in the Northern Gas Networks area that could be classified as vulnerable through our defined list of criteria. An example of the data that this research developed is detailed in Figure 7.1 and the full report is detailed in Section 9.

The data has been split across our nine operational areas within our region (Pennines; Bradford; Leeds; East Riding; North Riding; Tees; Wear; North Tyne; Cumbria) and all the local authority areas within these, with comparison to national averages. This data will allow us to better target who and what we train, with whom and where we forge partnerships, and finally how we make better investment decisions, for example – through the Community Partnership Fund and the NIA Vulnerability Allowance.

By using this information, we can provide bespoke training to each of our operational areas, based on the characteristics that are present within that particular area.

The framework modules cover areas such as:

- Fuel Poverty and Energy Efficiency
- Recognising and dealing with aspects of vulnerability
- CO Awareness
- Priority Services Register (PSR)
    - Physical challenges
    - Mental wellbeing
    - Rural vulnerability
    - Temporary vulnerability
    - Financial hardship
- Talking to customers/ effective engagement
    - Dealing with complaints
    - Managing difficult situations

The framework is based on a three-year refresher cycle, and modules will be developed, implemented and reviewed regularly to ensure suitability for purpose.

Colleagues are required to complete with their managers or individually as appropriate the following:

- Enter their name
- Select the zone they operate in
- Select their job role or area
- Enter the date employment commenced/ date the framework starts from.

Entry of the above criteria will generate a training group (1-5) and a required credit value for each staff member for each framework year. It will also determine the dates of each of the three framework years for reporting purposes.

'Modules Outstanding' and 'Zone Specific Training' will also be populated with the training modules required to be completed over the course of the three-year framework. These modules are determined by the training group the staff member is a part of, and the zone in which they operate - see Figure 7.2.

As modules are completed, staff members (or managers if determined to be more appropriate) will input the date of completion and select from a drop-down menu the corresponding component completed. This will look-up the credit value associated with the module, remove it from the outstanding modules tables, and sum-up the credits completed within that framework year. As more modules are completed, the framework year total has been formatted to provide a visual representation of progress.

In addition to the modules assigned to each zone and training group, colleagues are also able to undertake additional tasks (possibly voluntary or outside the NGN work environment) which have been assigned a corresponding credit value.

To ensure appropriate controls and governance and effectiveness of the framework, the following will be applied;

Monthly reporting will be undertaken to identify:

- Training due in next 3 months
- Training due in next month
- Overdue Training

Measuring effectiveness, will be manged regarding delivery of training:

- Assessment on completion of Computer based training pass/fail
- Evaluation sheets will be taken for face to face sessions delivered

Capturing outputs to ensure positive outcomes:

- Tracking and measurement of CO awareness sessions delivered on the doorstep, monthly monitoring
- Increases in number of referrals to PSR, monthly monitoring
- Energy advice referrals to partner organisations and quarterly reporting
- Capture of case studies, ad hoc
- Identification of suitable project/support opportunities from active engagement
- Retention of BSI 18477

An annual review will be undertaken to cover the following areas:

- Suitability of Training materials
- Externally drive changes
- Effectiveness of framework
- Value of credits applied

# Figure 7.1 Sample of social indicator mapping by type and NGN area

| Area | Average journey time to services - car (mins) | Dementia prevalence 65+ | | Learning disability - adults gaining support | | Children with autism known to schools | | Registered blind or partially sighted | | People with hearing Loss | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Number | % | Number | % | Number | % | Number | % | Number | % |
| **Leeds/Leeds Patch Total** | **9.8** | **6,125** | **4.80%** | **2,120** | **0.35%** | **901** | **0.71%** | **4,540** | **0.58%** | **116,500** | **15.20%** |
| Bradford | 9.9 | 4,263 | 5.20% | 1,670 | 0.43% | 1,128 | 1.09% | 3,070 | 0.57% | 77,000 | 14.60% |
| Craven | 12.8 | 544 | 4.20% | 158 | 0.35% | 101 | 1.22% | 310 | 0.55% | 12,500 | 22.40% |
| **Bradford Patch Total** | **n/a** | **4,807** | **5.10%** | **1,828** | **0.42%** | **1,229** | **1.10%** | **3,380** | **0.57%** | **89,500** | **15.30%** |
| Calderdale | 10.3 | 1,553 | 4.10% | 670 | 0.41% | 350 | 0.93% | 950 | 0.45% | 35,500 | 17.10% |
| Kirklees | 11.1 | 3,122 | 4.30% | 1,305 | 0.39% | 380 | 0.55% | 1,895 | 0.43% | 70,000 | 16.20% |
| **Pennine Patch total** | **n/a** | **4,675** | **4.20%** | **1,975** | **0.40%** | **730** | **0.67%** | **2,845** | **0.44%** | **105,500** | **16.50%** |
| Wakefield | 10.1 | 2,609 | 3.90% | 1,035 | 0.39% | 848 | 1.50% | 2,650 | 0.78% | 58,500 | 17.70% |
| Hull | 10.3 | 1,969 | 4.60% | 735 | 0.36% | 574 | 1.37% | 1,700 | 0.65% | 38,500 | 14.90% |
| East Riding | 11.9 | 3,120 | 3.90% | 975 | 0.36% | 350 | 0.74% | 2,115 | 0.63% | 72,500 | 21.50% |
| Selby | 11.8 | 845 | 4.20% | 245 | 0.35% | 157 | 1.22% | 481 | 0.55% | 15,500 | 18.20% |
| **East Riding Patch total** | **n/a** | **8,543** | **4.10%** | **2,990** | **0.37%** | **1,929** | **1.19%** | **6,946** | **0.68%** | **185,000** | **18.30%** |
| York | 10.6 | 1,618 | 4.00% | 440 | 0.26% | 314 | 1.13% | 1,075 | 0.52% | 35,000 | 17.10% |
| Scarborough | 10.6 | 1,042 | 4.20% | 302 | 0.35% | 194 | 1.22% | 594 | 0.55% | 24,500 | 22.70% |
| Harrogate | 11.5 | 1,539 | 4.20% | 446 | 0.35% | 286 | 1.22% | 877 | 0.55% | 32,000 | 20.30% |
| Ryedale | 15.4 | 522 | 4.20% | 151 | 0.35% | 97 | 1.22% | 297 | 0.55% | 12,000 | 22.80% |
| **North Riding Patch total** | **n/a** | **4,721** | **4.10%** | **1,340** | **0.31%** | **891** | **1.18%** | **2,843** | **0.54%** | **103,500** | **19.80%** |
| Sunderland | 10 | 2,243 | 4.30% | 820 | 0.37% | 1,048 | 2.52% | 1,830 | 0.66% | 49,500 | 17.90% |
| County Durham | 10.9 | 4,951 | 4.60% | 1,845 | 0.44% | 1,051 | 1.41% | 3,530 | 0.67% | 96,000 | 18.50% |
| Gateshead | 10.1 | 1,925 | 4.80% | 550 | 0.34% | 417 | 1.39% | 1,170 | 0.58% | 36,000 | 18.00% |
| South Tyneside | 10 | 1,432 | 4.80% | 740 | 0.62% | 369 | 1.67% | 815 | 0.54% | 28,000 | 18.80% |
| **Wear Patch total** | **n/a** | **10,551** | **4.60%** | **3,955** | **0.43%** | **2,885** | **1.71%** | **7,345** | **0.64%** | **209,500** | **18.30%** |
| Newcastle-upon-Tyne | 9.4 | 2,055 | 5.00% | 965 | 0.41% | 599 | 1.35% | 1,445 | 0.49% | 42,000 | 14.50% |
| North Tyneside | 9.5 | 1,910 | 4.60% | 690 | 0.43% | 350 | 1.14% | 1,500 | 0.73% | 37,500 | 18.50% |
| Northumberland County | 12.7 | 3,104 | 4.10% | 1,085 | 0.42% | 630 | 1.38% | 1,440 | 0.45% | 65,500 | 20.70% |
| **North Tyne Patch total** | **n/a** | **7,069** | **4.50%** | **2,740** | **0.42%** | **1,579** | **1.31%** | **4,385** | **0.54%** | **145,000** | **17.90%** |
| Middlesbrough | 10 | 1,023 | 5.00% | 575 | 0.54% | 326 | 1.34% | 630 | 0.45% | 22,000 | 15.80% |
| Darlington | 9.8 | 1,067 | 5.10% | 360 | 0.44% | 244 | 1.48% | 670 | 0.63% | 19,000 | 18.00% |
| Hartlepool | 9.5 | 865 | 4.90% | 385 | 0.53% | 193 | 1.27% | 455 | 0.49% | 16,500 | 17.80% |
| Redcar and Cleveland | 11.7 | 1,225 | 4.50% | 510 | 0.47% | 281 | 1.28% | 720 | 0.53% | 26,500 | 19.60% |
| Stockton-on-Tees | 10.7 | 1,644 | 5.40% | 540 | 0.36% | 387 | 1.16% | 690 | 0.35% | 33,000 | 17.00% |
| Hambleton | 12.5 | 872 | 4.20% | 253 | 0.35% | 162 | 1.22% | 497 | 0.55% | 19,500 | 21.70% |
| Richmondshire | 15.6 | 516 | 4.20% | 150 | 0.35% | 96 | 1.22% | 294 | 0.55% | 9,500 | 18.00% |
| **Tees Patch total** | **n/a** | **7,212** | **4.90%** | **2,773** | **0.44%** | **1,689** | **1.28%** | **3,956** | **0.48%** | **146,000** | **18.10%** |
| Allerdale | 12.6 | 944 | 4.10% | 258 | 0.33% | 175 | 1.25% | 602 | 0.62% | 20,000 | 20.70% |
| Barrow-in-Furness | 9.5 | 652 | 4.10% | 178 | 0.33% | 121 | 1.25% | 415 | 0.62% | 13,000 | 19.20% |
| Carlisle | 10.7 | 1,052 | 4.10% | 288 | 0.33% | 195 | 1.25% | 670 | 0.62% | 20,500 | 19.00% |
| Eden | 13.9 | 513 | 4.10% | 140 | 0.33% | 95 | 1.25% | 327 | 0.62% | 11,500 | 21.90% |
| **Cumbria Patch total** | **n/a** | **3,160** | **4.10%** | **865** | **0.33%** | **585** | **1.25%** | **2,014** | **0.62%** | **65,000** | **20.00%** |

# Figure 7.2 - Initial role requirements including social indicator mapping by area

Example of role requirements and training framework

| | | To be completed over three year refresher period | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Training Group** | **Req'd Credits/yr** | **Core Module** | **Core Module (e-learning)** | **Fuel Poverty and Energy Efficiency** | **Recognising and dealing with aspects of** | **CO Awareness** | **Priority Services Register** | **Talking to customers/ effective engagement** |
| Group 5 | 60 | x | | x | x | x | x | x |
| Group 4 | 50 | x | | x | x | | x | x |
| Group 3 | 50 | | x | | | | | x |
| Group 2 | 30 | | x | | x | | x | |
| Group 1 | 30 | | x | | | | | |

| Group 5 | Group 4 | Group 3 | Group 2 | Group 1 |
|---|---|---|---|---|
| Core Module | Core Module | Core Module (e-learnin | Core Module (e-learnin | Core Module (e-learning) |
| Fuel Poverty and E | Fuel Poverty and Energy | Talking to customers/ e | Recognising and dealing | Core Module (Year 2 refresher) |
| Recognising and de | Recognising and dealing | Core Module (Year 2 re | Priority Services Registe | Core Module (Year 3 refresher) |
| CO Awareness | Priority Services Registe | Core Module (Year 3 re | Core Module (Year 2 re | |
| Priority Services Re | Talking to customers/ e | | Core Module (Year 3 re | |
| Talking to custome | Core Module (Year 2 re | | | |
| Core Module (Year | Core Module (Year 3 re | | | |
| Core Module (Year | | | | |

| Bradford | Cumbria | East Riding | Leeds | North Riding | North Tyne | Pennines | Tees | Wear |
|---|---|---|---|---|---|---|---|---|
| Dementia | Rurality | Literacy | Cultural Differences | Age | Dementia | Cultural Differences | Dementia | Unemployment and UC |
| Cultural Difference | Physical Health | Unemployment and UC | Mental Health | Rurality | Literacy | Mental Health | Unemployment and UC | Physical Health |
| | | | | | | | | |
| | | | | | | | | |

## 7.2 Hardship Fund

Through our experience in RIIO-1, we occasionally serve customers who are in desperate need of direct financial help and have been unable to identify help through existing funding routes. For these customers, we are setting up a hardship fund, in partnership with existing similar funds. Access to this fund will have a strict set of criteria, to ensure that we are not duplicating any other available funding streams. This precaution goes straight to the heart of stakeholder feedback – we shouldn't be seen to be replacing social services or the NHS.

**Background**

As a responsible organisation we recognise that hardship can be multi-facetted in both cause and approaches to support. Creation and allocation of this hardship fund is similarly multi-facetted and looks to provide support at point of need by;

- Providing long term solutions to the causes of hardship
- Addressing circumstance-related hardship
- Considering health impacts
- Supporting those without means to cover urgent repair or replacement of appliances/pipework.

The £150,000/year fund will be used to fund solutions delivered through community interest partners, and charities, who are close to both impacts of hardship and are aware and able to address the hardship caused. Funding will recognise energy related aspects of hardship and will be subject to meeting agreed criteria;

-60 years old or over and have low household income and/or a disability
-Under 60 and have a low household income and/or a disability or
-Considered exceptionally vulnerable by the Home Improvement Agency (HIA)

**Providing long term solutions to the causes of hardship**

Helping address causes of energy related hardship will be delivered considering longer terms and sustainable solutions that can be achieved by maximising income, often through lack of knowledge are ability to deal with administration / bureaucracy. Part of the fund will be used to partner with an organisation able to provide support via

- Benefits checks- assessments and support in application
- Warm Home discount- applications

This will ensure maximisation of income, often with back dated funding and providing an enduring long-term method of support.

Expected outcomes based on previous engagement will be the unlocking of circa 200k of unclaimed benefits along with the relief to those on restricted income, for [250 homes/year]

**Addressing circumstance-related hardship**

Recognising that some customers are in considerable hardship, but sometimes fail to meet minimum standards required for funding via National/Government support mechanisms, part of the fund will be used to put in place a mechanism similar to the ECO Flex Criteria, whereby fuel poor customers who fall short of requirements due to nuances of the schemes can be considered for support for cost of connection and installation measures to move them from fuel poverty, whilst in development aspects to consider as criteria are likely to be;

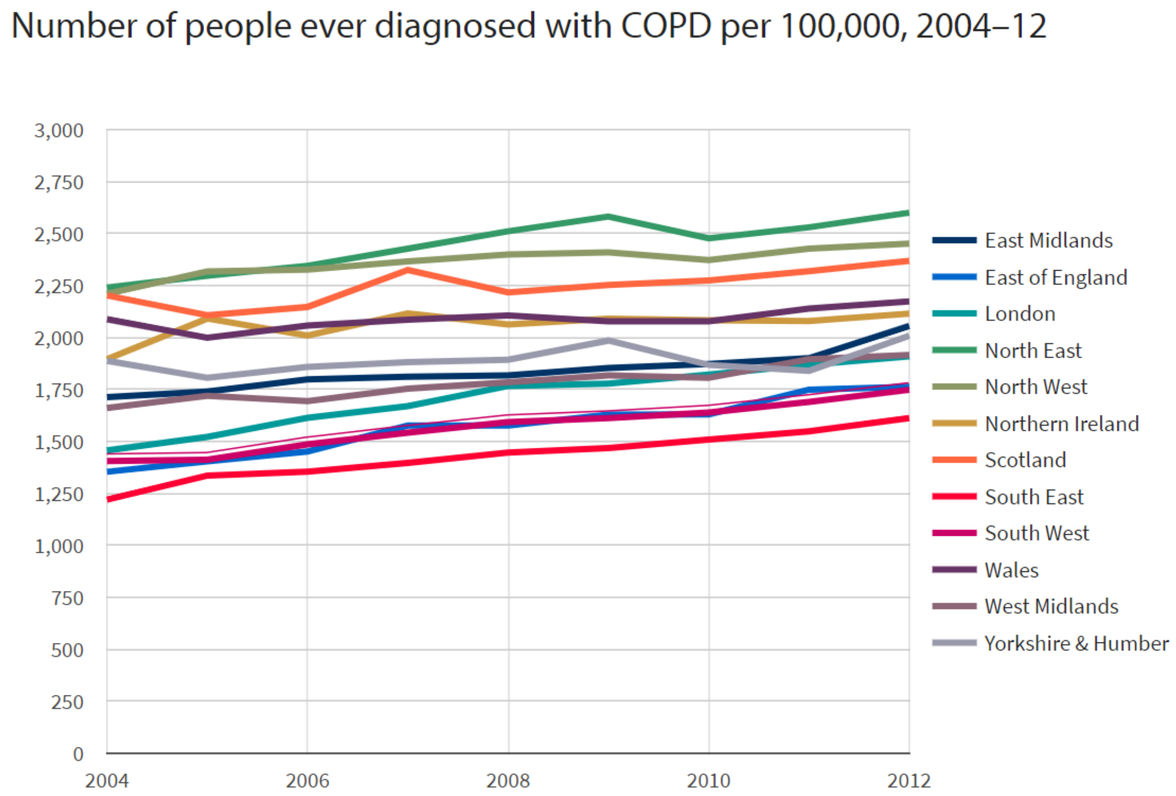
- Age related >60
- Impacted by cold related ill health
- In Fuel Poverty by greater than 10% of household income (as Scotland and wales)
- Unable to benefit as their local authority do not have a statement of intent to meet Flex Criteria aspects under ECO

We would anticipate based on assessment and average costs that we will be able to support around 10 Households/ year with costs of supply and installation measures.

**Considering health impacts**

An accepted aspect of living in cold damp homes is the increase in hardship associated with chronic obstructive pulmonary disease (COPD), which is more prevalent in the North East than elsewhere in the country – see figure 7.3. As such a partnership model will be established and maintained with a recognised charity to be able to provide direct support to those with COPD.

Figure 7.3 (data from https://www.blf.org.uk/support-for-you/copd)




**Supporting those without means to cover urgent repair or replacement of appliances/pipework.**

Working in partnership with the Gas Safe charity, we will expand their network of support within the NGN footprint, by increasing funding to an additional 9 regionally based partner Home Improvement Agencies (HIA). We will reference our Social Indicator Mapping Research, detailed in Section 9, to focus our efforts in areas where need is greatest, and funding gaps exist. We will also focus this aspect of the fund towards 'owner/occupiers' rather than social housing, where these activities are normally undertaken by the registered social landlord/housing association. The fund will facilitate urgent repairs and safety related support that may otherwise be overlooked or disregarded in favour of acute needs. Work will be in the following areas;

- Gas Safety Checks
- Gas Servicing
- Gas Boiler Repairs
- Gas Boiler Replacements
- Gas Boiler Combustion Analysis
- Gas Cookers
- Gas Fires

- Gas Pipework
- Gas Meters
- Gas Water Heaters servicing, appliance repair and breakdown

To do this, we will:

- Proactively work with new and existing local delivery partners to expand gas safety support to vulnerable people in all districts within the NGN supply area
- Collaborate with other organisations to leverage more benefit from the HIA network for the benefit of those experiencing hardship, including:
    - Promoting the installation of gas cooker valves for people with dementia
    - Supporting CO awareness by facilitating HIA involvement in CO awareness training session with Think CO
    - Distributing CO and cold alarms free of charge through HIAs in partnership with BlueWatch and NPower.
    - Sharing promotional information across the UK highlighting year-round gas safe awareness and sharing good practise of our HIA Partners in Gas Safe Programmes

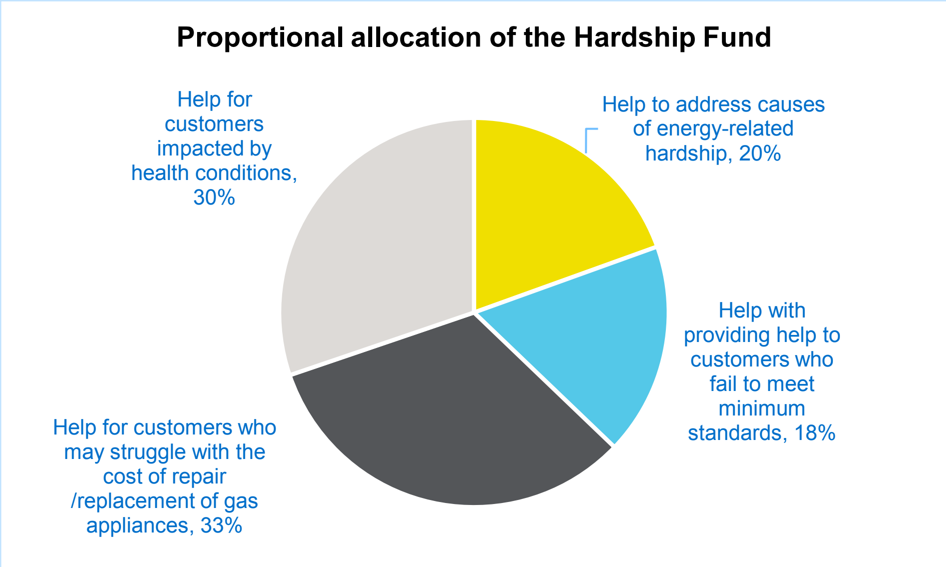
We would expect to establish 9 new partnerships and support 125 homes/ year through this partnership.

We have started engaging with our stakeholders to understand how we should allocate the hardship fund across the four areas described above. We held our 4th Citizens Jury meeting on Saturday 16th November 2020 and members were asked to look at and evaluate different proposals for how the dedicated Hardship fund could be spent across the NGN area to support vulnerable people. The four options they were presented with were:

1. **Help to address causes of energy-related hardship**, and maximise available funding through benefits checks/support and help with applications for Warm Homes Discount
2. **Help for customers who fail to meet minimum standards** required for via National/Government support mechanisms
3. **Help for customers who may struggle with the cost of repair/replacement of gas appliances**
4. **Help for customers impacted by health conditions** specific to our region, and that are worsened by living in cold, damp homes

To conclude the exercise Panel members worked in small groups (or 2-3 people) to allocate proportionate amounts of the Hardship fund to the different potential workstreams. The results of this from across the room are displayed below in figure 7.4.

Figure 7.4




Whilst we have high level figures to support potential allocation, there was significant divergence in views across the difference member groups.

We will consult further over the coming months to gain further views about the proportion of spend against each support area before finalising the framework.

## 7.3 Proposal to assess positive outcomes for fuel poor connections customers

Through RIIO-1 we have worked hard to identify customers who are eligible for fuel poor connections. By having strong partnerships with our fuel poor partners, and with local authorities and housing associations, we are forecasting to outperform our RIIO-1 target by over 1,500 connections – see Section 3.

Our stakeholders have been clear in their support for us to really be ambitious and innovative in this area, and to make sure that we show clear benefit for the customers who are receiving connections under the FPNES.

To help address the challenge of demonstrating benefit, we will be assessing all connections delivered as part of community schemes through RIIO-2 to understand how much more energy efficient these homes are once connected to gas. We will use the Standard Assessment Procedure (SAP) rating as the base for this assessment and propose that we should demonstrate a 3 point or greater improvement to the SAP rating.

The Standard Assessment Procedure (SAP) is the methodology used by the Government to assess and compare the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwelling energy performances that are needed to underpin energy and environmental policy initiatives

If we are unable to reach this SAP rating improvement, we will make a self-imposed penalty payment based on the average savings delivered by reaching a 3-point SAP improvement, compared to the savings delivered when this isn't reached. Calculations to support this approach are shown below. The penalty payment will either be made directly to fund further energy efficiency improvements or to supplement the existing Hardship Fund. The approach will make sure that we deliver maximum benefits to customers receiving a connection under FPNES.

Taking a robust sample of community projects completed during 2018/19, we calculated the following (details in figure 7.5).

Average amount saved per household when > 3-point SAP rating achieved = **£446**
(this is based on *total amount saved* £187,375 / *total number of connections* 420)

Average amount saved per household when < 3-point SAP rating achieved = **£319**
(this is based on *total amount saved* £12,454 / *total number of connections* 39)

The difference between these two figures is **£127**

Based on these calculations, our proposed penalty payment would be **£127** per household, which would be made either directly to the household for further energy improvement measures or invested into the existing hardship fund.

We will reassess this figure annually based on the previous year's energy saving calculations.

## Figure 7.5

| | homes | Annual running cost | | | | sap | | | impact sap imp | Financials - annual savings | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | **Pre** | **Post** | **Saving** | **% Saving** | **pre** | **post** | **imp** | **<3** | **Total Savings/ year** | **<3 Sap Points** |
| Project 1 | 33 | £1,321 | £899 | £422 | 31.9% | 70.9 | 75 | **4.1** | | £13,926 | |
| Project 2 | 25 | £987 | £812 | £175 | 17.7% | 64.8 | 68.7 | **3.9** | | £4,375 | |
| Project 3 | 10 | £1,796 | £989 | £807 | 44.9% | 52 | 67 | **15** | | £8,070 | |
| Project 4 | 15 | £926 | £782 | £144 | 15.6% | 68 | 73.7 | **5.7** | | £2,160 | |
| Project 5 | 24 | £1,339 | £905 | £434 | 32.4% | 69.1 | 74.7 | **5.6** | | £10,416 | |
| Project 6 | 12 | £2,232 | £1,277 | £955 | 42.8% | 56.2 | 70.1 | **13.9** | | £11,460 | |
| Project 7 | 26 | £2,624 | £1,390 | £1,234 | 47.0% | 46.2 | 66.2 | **20** | | £32,084 | |
| Project 8 | 14 | £1,224 | £942 | £282 | 23.0% | 58.7 | 64.6 | **5.9** | | £3,948 | |
| Project 9 | 31 | £1,006 | £660 | £346 | 34.4% | 65.98 | 75.26 | **9.28** | | £10,726 | |
| Project 10 | 24 | £1,021 | £836 | £185 | 18.1% | 54.7 | 70 | **15.3** | | £4,440 | |
| Project 11 | 26 | £1,253 | £793 | £460 | 36.7% | 70.98 | 76.06 | **5.08** | | £11,960 | |
| Project 12 | 10 | £2,016 | £1,054 | £962 | 47.7% | 52.6 | 68.87 | **16.27** | | £9,620 | |
| Project 13 | 11 | £1,059 | £755 | £304 | 28.7% | 72.00 | 75.00 | **3** | **11** | £3,344 | £3,344 |
| Project 14 | 51 | £1,697 | £1,033 | £664 | 39.1% | 60.40 | 70.40 | **10** | | £33,864 | |
| Project 15 | 56 | £1,118 | £748 | £370 | 33.1% | 70.20 | 74.30 | **4.1** | | £20,720 | |
| Project 16 | 10 | £1,328 | £975 | £353 | 26.6% | 69.70 | 71.90 | **2.2** | **10** | £3,530 | £3,530 |
| Project 17 | 18 | £974 | £804 | £170 | 17.5% | 70.60 | 74.30 | **3.7** | | £3,060 | |
| Project 18 | 18 | £1,084 | £774 | £310 | 28.6% | 73.20 | 76.00 | **2.8** | **18** | £5,580 | £5,580 |
| Project 19 | 21 | £856 | £742 | £114 | 13.3% | 71.50 | 74.80 | **3.3** | | £2,394 | |
| Project 20 | 24 | £1,046 | £873 | £173 | 16.5% | 64.60 | 72.30 | **7.7** | | £4,152 | |
| | | | | | | | | | | | |
| | 459 | £26,907 | £18,043 | £8,864 | 32.9% | 1282.36 | 1439.19 | **7.84** | **39** | **£199,829** | **£12,454** |
| >3 Sap Points | 420 | | | | | | | | **8.50%** | *Average cost saving* | £319 |
| <3 Sap Points | 39 | | | | | | | | | | |

| | Total Saved | No of connections | Average Saved |
|---|---|---|---|
| >3 Sap Points | £187,375 | 420 | £446 |
| <3 Sap Points | £12,454 | 39 | £319 |
| | | *Difference* | **£127** |

# 8 Vulnerable Customers Strategy Stakeholder Feedback Survey August 2019

## 1. Introduction – Context and Methodology

NGN has been keen to gain RIIO-2 Business Plan input from partners involved in representing and supporting communities and vulnerable people, and in delivering positive projects in local communities or for disadvantaged groups. We describe these partners as 'social stakeholders' in this report, mostly third sector voluntary and community groups, as well as some wider partners.

NGN engaged social stakeholders through a workshop earlier in the stakeholder engagement process in February 2019 and this engaged with over 40 stakeholders in discussing key issues, options and potential priorities for the new RIIO-2 Business Plan, and a report of the event has been produced and sent to participants[2].

NGN is also updating the current 'Vulnerable Customers Strategy' (customers in vulnerable situations) that focuses on people and communities as part of, and in parallel to, its RIIO-2 Business Plan, and which addresses physical and mental health, financial, rural and temporary vulnerabilities. Many of the social stakeholders' organisations with the most direct, hands-on, interest in this strategy are small groups with limited resources. Given the large number of such groups. it has been difficult to meet directly during the stakeholder engagement process, and in addition, many of the smaller groups would find travelling to a workshop event outside of their local vicinity difficult – especially within the required timeframe. Hence, an alternative route to provide all these groups with the opportunity to feed into both the Vulnerable Customers Strategy and NGN's RIIO-2 Business Plan development was required. To do this, NGN has:

a) Designed a short online survey on the key elements of the draft updated Vulnerable Customers Strategy to allow comments and opinion soundings on key points and sent this to 71 social stakeholders on its database of local and community groups
b) Also invited a further 20 relevant social stakeholders who attended the previous event to complete this survey on the draft Vulnerable Customers Strategy
c) Ensured both of the above groups have had email invites to complete the core Business Plan Acceptability survey, and to focus on social questions within it.

This report presents the results of the Vulnerable Customers Strategy survey element above.

The online survey was carried out between 28 July and 19 August, with a reminder email built into the process to boost returns. In total, 91 stakeholders were given the opportunity to participate and eleven responses were secured. All those who participated shared their organisational details, and responses were received from seven local level/community-based organisations/projects, two national charities/campaign groups and two other organisations. The activities/interest area of those responding included groups supporting blind and visually impaired people, people with dementia, people in poverty, people experiencing recent bereavement, safety campaigns, and groups focused on particular local or ethnic communities.
The responses from individual partners are not singled out within this report, although anonymised quotes from responses are used to highlight the points being made.

## 2. Focus of activity and categorisation of 'vulnerable customers'

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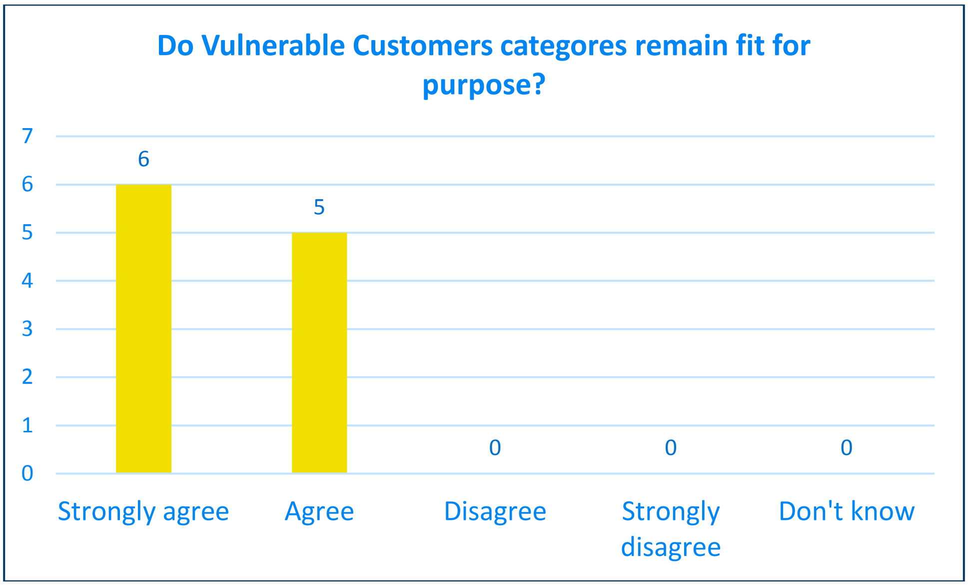
[2] NGN/Impact, Social Workshop Report, August 2019

Following stakeholder feedback in its current 'RIIO-1' Business Plan period, NGN recognises multiple types of vulnerabilities, including Physical challenges; Mental wellbeing; Temporary vulnerability; Rural vulnerability and Financial hardship. In the survey, participants were asked how far they agree whether or not this typology remains fit for purpose?

**Figure 1: Support for coverage and definition of types of vulnerability**




All of the eleven organisations responding either agreed or strongly agreed with the continuation of the vulnerability categorisation as currently used and proposed in the draft Vulnerable Customers Strategy and RIIO-2 Business Plan.

In addition, stakeholders were asked whether there were any changes they would suggest to this approach, and if so what? Four stakeholders suggested changes to the detail of the five vulnerability categories and their coverage and communication, although not to the headline categories themselves:

- Two organisations were keen that ethnic background and language barriers should be clearly covered
- One suggested bringing health problems associated with a cold home to the fore
- One would like to see 'specific consideration of the unique challenges of dementia'

The latter noted that:

"*While I applaud the creation of dementia champions and dementia friends, this is a programme of awareness and is inadequate as training*".

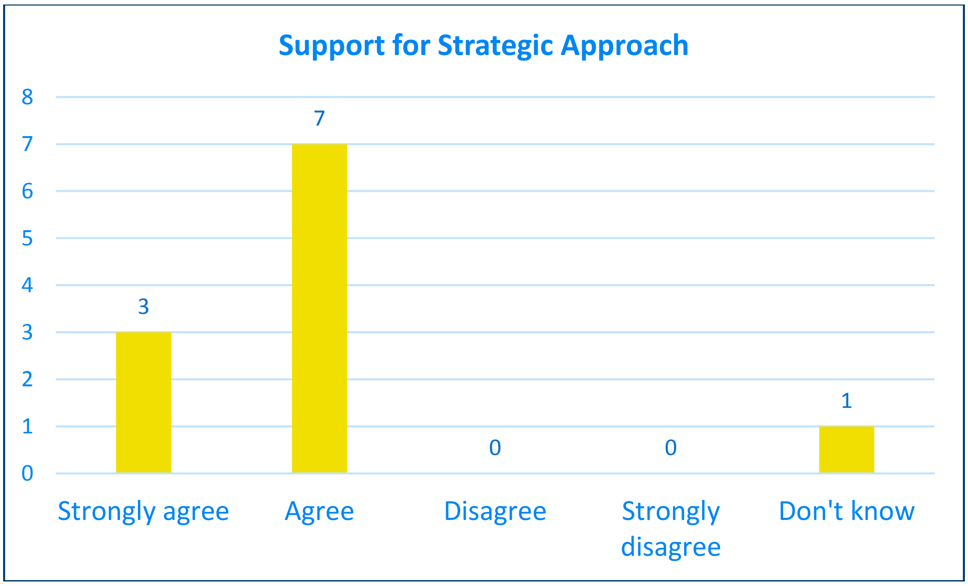
## 3. Strategic approach of the Vulnerable Customers Strategy

The draft Vulnerable Customers Strategy is based on:

- awareness of vulnerable customers and their needs
- accessibility to services and support for vulnerable customers, and
- action to protect, support and serve vulnerable customers.

Stakeholders were asked how far they agreed with this strategic approach and whether they would suggest any changes to it. Figure 2 shows the results.

**Figure 2: Support for the Strategic Approach to Vulnerable Customers**




There was strong support for the proposed approach - no organisations disagreed with what is proposed, while one did not express a view. However, most respondents 'agreed' rather than 'strongly agreed' with the approach, suggesting that some room for further improvement or refinement may exist. In relation to that, stakeholders were also invited to describe any changes they would suggest to the strategic approach, and these are listed in summary form below based on the six responses. Appendix 1 lists responses in full (apart from organisation specific details) to capture the depth and detail of the specific comments.

<u>Potential improvements or refinements to the strategic approach – stakeholder comments</u>

- Reaching vulnerable people - the approach is good but there are some potential problems as the most vulnerable people are the hardest to contact and may drop off the Priority Services Register (PSR) – making it important to do every check you can and offer any advice you can when you are able to contact them or gain access to the property.

- Take account of disabled customers - ensure the NGN website meets the Government's minimum standard (WKAG 2.1 Accessibility guidelines) and that there is an accessibility statement on literature (and/or transcription process in place) for those who need documents in accessible formats

- Need to train front line staff, call centre employees and meter readers, etc. regarding the needs of vulnerable and disabled customers

- Commit to training your staff on supporting people with dementia now that the initial awareness raising has been undertaken

- Local awareness in inner [city] areas and promotion is much needed

- We support NGN's strategic approach, but there could be a more joined up approach to identifying vulnerable customers and 'making every contact count', in terms of communication, raising awareness and support provided. Programmes could be scaled up and enhanced through joined up funding from NGN and other funding sources.

## 4. Vulnerable Customers Strategy commitments and outputs

The proposed Vulnerable Customers Strategy sets out a set of enhanced commitments/outputs for responding to the needs of vulnerable customers. These include actions and outputs such as:

- Ongoing commitment to training, including refresher training
- Commitment to introduce a competency framework related to vulnerability
- Development of a Charity Fund to better support those that need more help with appliances

The survey asked how far organisations support this set of commitments?

**Figure 3: Support for the Set of Commitments to Vulnerable Customers**


Nine of the eleven stakeholder organisations supported or strongly supported the set of commitments while two partially supported it. All were also asked whether there were any alternatives they would propose. The bullet points that follow summarise the responses from the seven organisations who made suggestions.

<u>Potential Alternative and Additional Commitments/Support for Vulnerable Customers</u>

- Direct subsidy of fuel bills for the most vulnerable clients

- Get key messages about the support available out to the hard to reach who are not already on PSR – including people you don't know about, who are not aware or not able to make themselves known (e.g. by using key community partners and health and care organisations)

- Partner with RNIB to access and achieve best practice advice around accessibility for disabled customers

- Training beyond awareness raising

- Keep local partners involved all year around as more and more people, especially vulnerable people, are moving into the inner areas of Leeds

- The best support for customers in vulnerable circumstances, especially during supply interruptions, emergency disconnections, major incidents, planned and unplanned works, would be an enhanced dedicated customer phone-line/one stop shop and access to specialist trained advisers, tailored energy advice, and a suite of support

## 5. Assisting consumers in vulnerable situations in the longer term

Social stakeholders were asked an open question about what more could be done to assist consumers in vulnerable situations in the longer term? Eight organisations offered suggestions in response as summarised below:

- Create a way of identifying vulnerable customers that doesn't rely on them self-referring by applying to be on a register

- Vulnerable customers need things made easy for them to report or find advice (e.g. an easy to remember phone number to notify NGN of any problems)

- Make some communication available in RNIB Easy Read format (suitable for customers who have difficulties reading or accessing information because of learning difficulties)

- Partner with external organisation for signposting for additional support once a need is suspected or identified

- Address language needs, especially in inner city areas

- Introduce a gas emergency appliance reconnection service to provide support to fuel poor and vulnerable households following a gas escape

- Utilise the Infrastructure North Alliance as a framework to enable a joined up approach across the gas and electric energy network and water sector in the region

## 6. Final Comments and Conclusions

In overview, we draw three headline conclusions from the partner input, these are:

4) There is very strong support for NGN's framework for identifying and addressing the needs of groups of vulnerable customers, including Physical challenges; Mental wellbeing; Temporary vulnerability; Rural vulnerability and Financial hardship.

5) There is good support for NGN's strategic approach and proposed support and commitments for vulnerable customers.

6) There are a range of suggestions for how the approach and commitments can be further strengthened and widened, and these include:
    - language needs, notably of BAME communities and in inner city areas
    - the needs of disabled people (e.g. for visually impaired and blind people)
    - identification of and communication with vulnerable people not on the PSR
    - Further consideration of the challenges of dementia
    - Further consideration of needs and problems associated with cold homes/fuel poverty
    - The importance of training beyond awareness raising
    - A joined-up approach that works with other partners in the community, business, public sector and health organisations and Infrastructure North partners

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# 9. Research on Vulnerable Customer Groups for Northern Gas Networks

**April 2019**

# Introduction and Methodology

This report presents data on the number and proportion of customers in the Northern Gas Networks area that could be classified as vulnerable through a range of criteria, these being:

- Rural (e.g. due to isolation and lack of accessible services)
- Mental Health and Wellbeing (including factors such as depression, dementia and learning disabilities)
- Physical Health (e.g. impairment of vision or hearing or other limiting health conditions)
- Financial (e.g. low pay or unemployment)
- Other (e.g. homelessness or language difficulties)

It also presents basic data on the population overall, including projections for an ageing population, which is included at the outset before data tables on indicators within each of the above categories are set out. These cover all the indicators agreed within the project brief, although inevitably data is not available (or could not be sources within the project's constraints) for a range of other vulnerability types – hence this work should be seen as an illustrative foundation and not comprehensive. It is also wholly based on quantitative data rather than qualitative evidence.

As far as possible, all data is split for the nine patches within the Northern Gas Networks (NGN) Area and all of the local authority areas within these, and compared to national averages (for England unless stated). It should also be noted that as the Leeds Patch covers only one local authority area (Leeds City Council) these are covered together in data tables. Patch totals and averages are calculated using weighted local figures.

Not all data is available at all geographic levels, with some data not available for any lower tier district councils, or only in some areas (e.g. because sample of sample sizes). In instances where this is the case, but county council level data is available, we have calculated illustrative estimates for the data in local areas, these being:

- In North Yorkshire County – the districts of Craven, Selby, Scarborough, Harrogate, Ryedale, Hambleton and Richmondshire.
- In Cumbria County – the districts of Allerdale, Barrow-in-Furness, Carlisle and Eden

Estimates are based on applying the county level percentage locally and weighting the data according to population size. This means that the relevant local and patch totals connected to them should not be treated as exact. However, in most patches (except Cumbria and North Riding) district council areas make up a modest proportion of the total patch population and estimates should provide a good indicative figure. Where data are based on estimates, they are highlighted with a yellow background in the tables. An 'n/a' in a table indicates that data is not available for that area on that indicator, because it has not been produced and/or could not be modelled using the standard methodology applied elsewhere in this report.

| | |
|---|---|
| Yellow shading | Indicates data is not available at source for that area (or parts of it) and has been estimated |

Finally, an annex is included which lists data sources, links and update frequency where known. Data references are provided in brackets under each of the main tables and refer to rows in this annex.

## Section 1: Overall Data on NGN area composition and population

### Table 1: Area Basics: Population and Total Area

| **Area**<br>**(local areas and patches)** | **Total Population**<br>(2017 estimates) | **District as a % of its Patch Total** | **Patch as a % of total NGN area** |
|---|---|---|---|
| Leeds/**Leeds Patch Total** | **784,846** | **100%** | **12%** |
| Bradford | 534,800 | 90% | |
| Craven | 56,604 | 10% | |
| **Bradford Patch Total** | **591,404** | | **9%** |
| Calderdale | 209,454 | 32% | |
| Kirklees | 437,145 | 68% | |
| **Pennine Patch total** | **646,599** | | 10% |
| Wakefield | 340,790 | 33% | |
| Hull | 260,673 | 25% | |
| East Riding | 338,061 | 33% | |
| Selby | 87,887 | 9% | |
| **East Riding Patch total** | **1,027,411** | | 15% |
| York | 208,163 | 39% | |
| Scarborough | 108,370 | 20% | |
| Harrogate | 160,044 | 30% | |
| Ryedale | 54,311 | 10% | |
| **North Riding Patch total** | **530,888** | | 8% |
| Sunderland | 277,249 | 24% | |
| County Durham | 523,662 | 45% | |
| Gateshead | 202,419 | 18% | |
| South Tyneside | 149,555 | 13% | |
| **Wear Patch total** | **1,152,885** | | 17% |
| Newcastle-upon-Tyne | 295,842 | 36% | |
| North Tyneside | 204,473 | 25% | |
| Northumberland County | 319,030 | 39% | |
| **North Tyne Patch total** | **819,345** | | 12% |
| Middlesbrough | 140,639 | 17% | |
| Darlington | 106,347 | 13% | |
| Hartlepool | 93,019 | 11% | |
| Redcar and Cleveland | 136,005 | 17% | |
| Stockton-on-Tees | 196,487 | 24% | |
| Hambleton | 90,718 | 11% | |
| Richmondshire | 53,699 | 7% | |
| **Tees Patch total** | **816,914** | | 12% |
| Allerdale | 97,213 | 30% | |
| Barrow-in-Furness | 67,099 | 21% | |
| Carlisle | 108,274 | 33% | |

| | | | |
|---|---|---|---|
| Eden | 52,779 | 16% | |
| **Cumbria Patch total** | **325,365** | | 5% |
| **NGN Area total** | **6,695,657** | | 100% |
| National Total | 55,619,430 | | |
| NGN as a % of national total | | | 12% |

*Data: population data is 2017 mid-year estimates from NOMIS/ONS published in 2018 (data ref 1).*

- The NGN area has a total population of approximately 6.7 million people – 12% of England's total population

### Table 2: Population Split by Age Group

| Area | Population by age group | | | | |
|---|---|---|---|---|---|
| | Adult (16+) | Age 16-64 | Age 65+ | Age 85+ | % Age 85+ |
| Leeds/**Leeds Patch Total** | **634,399** | **512,798** | **121,601** | **15,999** | **2.0%** |
| Bradford | 407,655 | 329,336 | 78,319 | 10,404 | 1.9% |
| Craven | 47,585 | 32,714 | 14,871 | 2,141 | 3.8% |
| **Bradford Patch Total** | **455,240** | **362,050** | **93,190** | **12,545** | **2.1%** |
| Calderdale | 168,295 | 129,950 | 38,345 | 4,741 | 2.3% |
| Kirklees | 347,635 | 271,861 | 75,774 | 9,147 | 2.1% |
| **Pennine Patch total** | **515,930** | **401,811** | **114,119** | **13,888** | **2.1%** |
| Wakefield | 276,461 | 212,341 | 64,120 | 7,523 | 2.2% |
| Hull | 209,332 | 170,642 | 38,690 | 4,679 | 1.8% |
| East Riding | 282,793 | 196,916 | 85,877 | 10,364 | 3.1% |
| Selby | 71,670 | 54,165 | 17,505 | 2,035 | 2.3% |
| **East Riding Patch total** | **840,256** | **634,064** | **206,192** | **24,601** | **2.4%** |
| York | 175,475 | 137,593 | 37,882 | 5,422 | 2.6% |
| Scarborough | 90,945 | 62,084 | 28,861 | 3,730 | 3.4% |
| Harrogate | 131,600 | 95,069 | 36,531 | 5,451 | 3.4% |
| Ryedale | 45,850 | 31,485 | 14,365 | 1,870 | 3.4% |
| **North Riding Patch total** | **443,870** | **326,231** | **117,639** | **16,473** | **3.1%** |
| Sunderland | 228,660 | 175,451 | 53,209 | 6,064 | 2.2% |
| County Durham | 433,763 | 326,884 | 106,879 | 12,214 | 2.3% |
| Gateshead | 167,031 | 127,939 | 39,092 | 4,969 | 2.5% |
| South Tyneside | 123,074 | 93,349 | 29,725 | 3,954 | 2.6% |
| **Wear Patch total** | **952,528** | **723,623** | **228,905** | **27,201** | **2.4%** |
| Newcastle-upon-Tyne | 244,212 | 201,484 | 42,728 | 6,134 | 2.1% |
| North Tyneside | 167,815 | 127,339 | 40,476 | 5,360 | 2.6% |
| Northumberland County | 266,826 | 190,567 | 76,259 | 9,233 | 2.9% |
| **North Tyne Patch total** | **678,853** | **519,390** | **159,463** | **20,727** | **2.5%** |
| Middlesbrough | 111,509 | 88,944 | 22,565 | 2,794 | 2.0% |
| Darlington | 86,203 | 64,919 | 21,284 | 2,842 | 2.7% |
| Hartlepool | 75,233 | 57,531 | 17,702 | 2,245 | 2.4% |

| | | | | | |
|---|---|---|---|---|---|
| Redcar and Cleveland | 111,473 | 81,506 | 29,967 | 3,635 | 2.7% |
| Stockton-on-Tees | 157,668 | 122,651 | 35,017 | 4,375 | 2.2% |
| Hambleton | 76,016 | 52,900 | 23,116 | 2,884 | 3.2% |
| Richmondshire | 44,576 | 33,549 | 11,027 | 1,261 | 2.3% |
| **Tees Patch total** | **662,678** | **502,000** | **160,678** | **20,036** | **2.5%** |
| Allerdale | 81,188 | 57,888 | 23,300 | 2,988 | 3.1% |
| Barrow-in-Furness | 55,345 | 40,980 | 14,365 | 1,627 | 2.4% |
| Carlisle | 89,091 | 66,155 | 22,936 | 3,053 | 2.8% |
| Eden | 44,731 | 30,929 | 13,802 | 1,883 | 3.6% |
| **Cumbria Patch total** | **270,355** | **195,952** | **74,403** | **9,551** | **2.9%** |
| **NGN Area total** | **5,454,109** | **4,177,919** | **1,276,190** | **161,021** | **2.4%** |
| National Total | 44,981,459 | 34,950,948 | 10,030,511 | 1,352,056 | 2.4% |
| NGN as % of national total | 12.1% | 12.0% | 12.7% | 11.9% | |

*Data: population data is 2017 mid-year estimates from NOMIS/ONS published in 2018 (data ref 1).*

- In total, the NGN area has an estimated 1.27 million people who are aged 65+
- Approx. 161,000 people are aged 85 or older, 2.4% of the area's total and the same proportion as nationally
- The proportion aged 85+ varies across the NGN area and is highest in more rural and coastal areas
- Notable age 85+ peaks are within the Cumbria and North Riding patches overall, but also in individual local authority areas such as Craven, East Riding and Hambleton

### Table : 3 Ageing population – 2030 projections for the 85+ population

| Area | Population projections for 2030 | | | % Increase Age 85+ 2017 to 2030 |
|---|---|---|---|---|
| | Total | Age 85+ | % Aged 85+ | |
| Leeds/**Leeds Patch Total** | **838,027** | **20,224** | **2.4%** | **26.4%** |
| Bradford | 545,419 | 13,029 | 2.4% | 25.2% |
| Craven | 58,003 | 3,148 | 5.4% | 47.0% |
| **Bradford Patch Total** | **603422** | **16,177** | **2.7%** | **29.0%** |
| Calderdale | 218,166 | 6,732 | 3.1% | 42.0% |
| Kirklees | 459,460 | 13,359 | 2.9% | 46.0% |
| **Pennine Patch total** | **677,626** | **20,091** | **3.0%** | **44.7%** |
| Wakefield | 359,337 | 11,223 | 3.1% | 49.2% |
| Hull | 264,714 | 5,255 | 2.0% | 12.3% |
| East Riding | 346,315 | 15,897 | 4.6% | 53.4% |
| Selby | 94,249 | 3,284 | 3.5% | 61.4% |
| **East Riding Patch total** | **1,064,615** | **35,659** | **3.3%** | **44.9%** |
| York | 219,649 | 7,418 | 3.4% | 36.8% |
| Scarborough | 108,454 | 5,056 | 4.7% | 35.5% |
| Harrogate | 161,967 | 8,257 | 5.1% | 51.5% |
| Ryedale | 57,898 | 2,770 | 4.8% | 48.1% |
| **North Riding Patch total** | **547,968** | **23,501** | **4.3%** | **42.7%** |
| Sunderland | 279,521 | 7,674 | 2.7% | 26.6% |
| County Durham | 542,502 | 17,971 | 3.3% | 47.1% |
| Gateshead | 208,021 | 6,657 | 3.2% | 34.0% |
| South Tyneside | 151,454 | 4,646 | 3.1% | 17.5% |
| **Wear Patch total** | **1,181,498** | **36,948** | **3.1%** | **35.8%** |
| Newcastle-upon-Tyne | 311,260 | 7,327 | 2.4% | 19.4% |
| North Tyneside | 210,623 | 6,738 | 3.2% | 25.7% |
| Northumberland County | 318,254 | 14,008 | 4.4% | 51.7% |
| **North Tyne Patch total** | **840,137** | **28,073** | **3.3%** | **35.4%** |
| Middlesbrough | 141,770 | 3,425 | 2.4% | 22.6% |
| Darlington | 106,349 | 4,066 | 3.8% | 43.1% |
| Hartlepool | 93,341 | 2,910 | 3.1% | 29.6% |
| Redcar and Cleveland | 134,959 | 5,201 | 3.9% | 43.1% |
| Stockton-on-Tees | 203,631 | 6,137 | 3.0% | 40.3% |
| Hambleton | 91,798 | 4,593 | 5.0% | 59.3% |
| Richmondshire | 51,794 | 1,967 | 3.8% | 56.0% |
| **Tees Patch total** | **823,642** | **28,299** | **3.4%** | **41.2%** |
| Allerdale | 96,919 | 4,305 | 4.4% | 44.1% |
| Barrow-in-Furness | 63,199 | 2,295 | 3.6% | 41.1% |
| Carlisle | 109,596 | 4,340 | 4.0% | 42.2% |
| Eden | 52,622 | 2,886 | 5.5% | 53.3% |
| **Cumbria Patch total** | **322,336** | **13,826** | **4.3%** | **44.8%** |
| **NGN Area total** | **6,899,271** | **222,798** | **3.2%** | **38.4%** |
| National Total | 59,548,763 | 1,930,386 | 3.2% | 42.8% |
| NGN as % of national total | 11.6% | 11.5% | | |

*Data: population data is projected estimates from NOMIS/ONS published in 2018 (data ref 1).*

- The headline is a very sharp rise in the population aged 85+ nationally and across the NGN area, where the numbers in this group are projected to rise by 38% to approx. 223,000 people (from 161,000 in 2017)
- Rises vary considerably by patch and especially by local areas within them. They are lowest in cities such as Bradford, Leeds, Hull and Newcastle, but much higher in rural areas such as Eden (+53%), Hambleton (+59%), Richmondshire (+56%), Northumberland (+52%) and Selby (+61%).

# Section 2: Vulnerability - Rural

### Table 4: Land area, population density and access to services

| Area | Land area (hectares) | Population density (people/ha) | Sparsity rank (of 348) 1=most sparse |
|---|---|---|---|
| Leeds/**Leeds Patch Total** | **55,172** | **14.2** | **230** |
| Bradford | 36,642 | 14.6 | 235 |
| Craven | 117,739 | 0.5 | 9 |
| **Bradford Patch Total** | **154,381** | **3.8** | **n/a** |
| Calderdale | 36,392 | 5.8 | 177 |
| Kirklees | 40,860 | 10.7 | 217 |
| **Pennine Patch total** | **77,252** | **8.4** | n/a |
| Wakefield | 33,861 | 10.1 | 206 |
| Hull | 7,145 | 36.5 | 304 |
| East Riding | 240,768 | 1.4 | 60 |
| Selby | 59,931 | 1.5 | 60 |
| **East Riding Patch total** | **341,705** | **3.0** | n/a |
| York | 27,194 | 7.7 | 189 |
| Scarborough | 81,654 | 1.3 | 52 |
| Harrogate | 130,794 | 1.2 | 47 |
| Ryedale | 150,659 | 0.4 | 3 |
| **North Riding Patch total** | **390,301** | **1.4** | n/a |
| Sunderland | 13,746 | 20.2 | 255 |
| County Durham | 222,606 | 2.4 | 99 |
| Gateshead | 14,235 | 14.2 | 234 |
| South Tyneside | 6,441 | 23.2 | 268 |
| **Wear Patch total** | **257,028** | **4.5** | n/a |
| Newcastle-upon-Tyne | 11,344 | 26.1 | 276 |
| North Tyneside | 8,239 | 24.8 | 274 |
| Northumberland County | 501,302 | 0.6 | 11 |
| **North Tyne Patch total** | **520,885** | **1.6** | n/a |
| Middlesbrough | 5,387 | 26.1 | 281 |
| Darlington | 19,748 | 5.4 | 171 |
| Hartlepool | 9,386 | 9.9 | 210 |
| Redcar and Cleveland | 24,490 | 5.6 | 174 |
| Stockton-on-Tees | 20,393 | 9.6 | 202 |
| Hambleton | 131,117 | 0.7 | 14 |
| Richmondshire | 131,867 | 0.4 | 5 |

| | | | |
|---|---|---|---|
| **Tees Patch total** | **342,388** | **2.4** | n/a |
| Allerdale | 124,158 | 0.8 | 20 |
| Barrow-in-Furness | 7,796 | 8.6 | 199 |
| Carlisle | 103,930 | 1.0 | 35 |
| Eden | 214,236 | 0.2 | 1 |
| **Cumbria Patch total** | **450,120** | **0.7** | n/a |
| **NGN Area total** | **2,589,232** | **2.6** | n/a |
| National Total | 13,027,843 | 4.3 | n/a |
| NGN as % of national total | 19.9% | | |

*Data: land area data and sparsity rank are based on ONS 2011 census quick statistics for England and Wales (data refs 2 and 3). Population density is calculated from that data on land area, and 2017 population estimates (see table 1).*

- Overall, the NGN area is significantly less densely populated than England average – it has 20% of England's land area but only 12% of its population
- There is huge variation between localities, and the area includes densely populated areas (e.g. Hull, Newcastle, Sunderland) as well as some of the most rural, sparsely populated and isolated areas in England – notably in most pf North Yorkshire and Cumbria. Eden is the least densely populated area in England.

**Table 5: Access to services**

| **Area** | **Average journey time to services - walk or public transport (mins)** | **Average journey time to services - car (mins)** |
|---|---|---|
| Leeds/**Leeds Patch Total** | **15.3** | **9.8** |
| Bradford | 15.4 | 9.9 |
| Craven | 26.2 | 12.8 |
| **Bradford Patch Total** | **n/a** | **n/a** |
| Calderdale | 16.1 | 10.3 |
| Kirklees | 16.9 | 11.1 |
| **Pennine Patch total** | **n/a** | **n/a** |
| Wakefield | 16.4 | 10.1 |
| Hull | 15.8 | 10.3 |
| East Riding | 23.9 | 11.9 |
| Selby | 22.0 | 11.8 |
| **East Riding Patch total** | **n/a** | **n/a** |
| York | 16.5 | 10.6 |
| Scarborough | 19.3 | 10.6 |
| Harrogate | 24.3 | 11.5 |
| Ryedale | 40.3 | 15.4 |
| **North Riding Patch total** | **n/a** | **n/a** |
| Sunderland | 15.8 | 10 |
| County Durham | 18.3 | 10.9 |
| Gateshead | 15.6 | 10.1 |
| South Tyneside | 14.3 | 10 |
| **Wear Patch total** | **n/a** | **n/a** |
| Newcastle-upon-Tyne | 13.5 | 9.4 |
| North Tyneside | 14.1 | 9.5 |
| Northumberland County | 24.3 | 12.7 |

| | | |
|---|---|---|
| **North Tyne Patch total** | **n/a** | **n/a** |
| Middlesbrough | 16.8 | 10 |
| Darlington | 16 | 9.8 |
| Hartlepool | 15.9 | 9.5 |
| Redcar and Cleveland | 20 | 11.7 |
| Stockton-on-Tees | 19.8 | 10.7 |
| Hambleton | 30.2 | 12.5 |
| Richmondshire | 29.2 | 15.6 |
| **Tees Patch total** | **n/a** | **n/a** |
| Allerdale | 28.6 | 12.6 |
| Barrow-in-Furness | 15.7 | 9.5 |
| Carlisle | 22.5 | 10.7 |
| Eden | 44.5 | 13.9 |
| **Cumbria Patch total** | **n/a** | **n/a** |
| **NGN Area total** | **n/a** | **n/a** |
| National Total | n/a | n/a |
| NGN as % of national total | | |

*Data: DfT/Gov.UK journey time statistics, 2016 (data ref 4) – which shows the average of minimum journey times to eight types of services – medium sized centres of employment (500-4999 jobs), primary schools, secondary schools, further education, GPs, hospitals, food stores and town centres.*

- Access to services minimum journey times by car are 9-15 minutes for all local areas, with the longer journey times in more rural and sparsely populated areas such as Richmondshire and Eden.
- Public transport/walk journeys are notably longer and vary more. They are typically around 15 minutes in much of the North East and West Yorkshire, but extend to over 45 minutes in Ryedale and Eden.

## Section 3: Vulnerability – Mental Health

### Table 6: Dementia Prevalence (age 65+) and Adults with Learning Disabilities

| Area | Dementia prevalence 65+ | | Learning disability - adults gaining support | |
|---|---|---|---|---|
| | Number | % | Number | % |
| Leeds/**Leeds Patch Total** | **6,125** | **4.8%** | **2,120** | **0.35%** |
| Bradford | 4,263 | 5.2% | 1,670 | 0.43% |
| Craven | 544 | 4.2% | 158 | 0.35% |
| **Bradford Patch Total** | **4,807** | **5.1%** | **1,828** | **0.42%** |
| Calderdale | 1,553 | 4.1% | 670 | 0.41% |
| Kirklees | 3,122 | 4.3% | 1,305 | 0.39% |
| **Pennine Patch total** | **4,675** | **4.2%** | **1,975** | **0.40%** |
| Wakefield | 2,609 | 3.9% | 1,035 | 0.39% |
| Hull | 1,969 | 4.6% | 735 | 0.36% |
| East Riding | 3,120 | 3.9% | 975 | 0.36% |
| Selby | 845 | 4.2% | 245 | 0.35% |
| **East Riding Patch total** | **8,543** | **4.1%** | **2,990** | **0.37%** |
| York | 1,618 | 4.0% | 440 | 0.26% |
| Scarborough | 1,042 | 4.2% | 302 | 0.35% |

| | | | | |
|---|---|---|---|---|
| Harrogate | 1,539 | 4.2% | 446 | 0.35% |
| Ryedale | 522 | 4.2% | 151 | 0.35% |
| **North Riding Patch total** | **4,721** | **4.1%** | **1,340** | **0.31%** |
| Sunderland | 2,243 | 4.3% | 820 | 0.37% |
| County Durham | 4,951 | 4.6% | 1,845 | 0.44% |
| Gateshead | 1,925 | 4.8% | 550 | 0.34% |
| South Tyneside | 1,432 | 4.8% | 740 | 0.62% |
| **Wear Patch total** | **10,551** | **4.6%** | **3,955** | **0.43%** |
| Newcastle-upon-Tyne | 2,055 | 5.0% | 965 | 0.41% |
| North Tyneside | 1,910 | 4.6% | 690 | 0.43% |
| Northumberland County | 3,104 | 4.1% | 1,085 | 0.42% |
| **North Tyne Patch total** | **7,069** | **4.5%** | **2,740** | **0.42%** |
| Middlesbrough | 1,023 | 5.0% | 575 | 0.54% |
| Darlington | 1,067 | 5.1% | 360 | 0.44% |
| Hartlepool | 865 | 4.9% | 385 | 0.53% |
| Redcar and Cleveland | 1,225 | 4.5% | 510 | 0.47% |
| Stockton-on-Tees | 1,644 | 5.4% | 540 | 0.36% |
| Hambleton | 872 | 4.2% | 253 | 0.35% |
| Richmondshire | 516 | 4.2% | 150 | 0.35% |
| **Tees Patch total** | **7,212** | **4.9%** | **2,773** | **0.44%** |
| Allerdale | 944 | 4.1% | 258 | 0.33% |
| Barrow-in-Furness | 652 | 4.1% | 178 | 0.33% |
| Carlisle | 1,052 | 4.1% | 288 | 0.33% |
| Eden | 513 | 4.1% | 140 | 0.33% |
| **Cumbria Patch total** | **3,160** | **4.1%** | **865** | **0.33%** |
| **NGN Area total** | **56,863** | **4.5%** | **20,585** | **0.39%** |
| National Total | 436,777 | 4.3% | 143,710 | 0.33% |
| NGN as % of national total | 13.0% | | 14.3% | |

*Data: Public Health England profiles showing prevalence of dementia at age 65+ based on GP practice records (data ref 5) and adults and children with learning difficulties getting long term local authority support (data ref 6)*

- There are approximately 57,000 people aged 65+ recorded as suffering with dementia across the NGN area, just over 4% of that age group. That proportion is fairly consistent between local areas.
- There are approximately 20,500 adults and children with learning disabilities in the NGN area, 0.4% of the total population. That proportion rises to 0.5% in Hartlepool and 0.6% in South Tyneside.

**Table 7: Hypertension, Depression and Autism**

| Area | Hypertension prevalence all ages | | Depression prevalence 18+ | | Children with autism known to schools | |
|---|---|---|---|---|---|---|
| | Number | % | Number | % | Number | % |
| Leeds/**Leeds Patch Total** | **110,077** | **12.4%** | **66,528** | **9.3%** | **901** | **0.71%** |
| Bradford | 77497 | 13.3% | 45,728 | 10.5% | 1,128 | 1.09% |
| Craven | 8,920 | 16.2% | 4,402 | 9.8% | 101 | 1.22% |
| **Bradford Patch Total** | **86,417** | **13.6%** | **50,130** | **10.4%** | **1,229** | **1.10%** |
| Calderdale | 30,367 | 13.8% | 22,207 | 12.8% | 350 | 0.93% |
| Kirklees | 60,830 | 13.8% | 37,714 | 11.0% | 380 | 0.55% |

| | | | | | | |
|---|---|---|---|---|---|---|
| **Pennine Patch total** | **91,197** | **13.8%** | **59,921** | **11.6%** | **730** | **0.67%** |
| Wakefield | 55,154 | 15.2% | 31,222 | 10.8% | 848 | 1.50% |
| Hull | 43,006 | 14.4% | 22,153 | 9.4% | 574 | 1.37% |
| East Riding | 56,358 | 17.6% | 22,269 | 8.5% | 350 | 0.74% |
| Selby | 8,245 | 16.2% | 6,835 | 9.8% | 157 | 1.22% |
| **East Riding Patch total** | **162,763** | **15.9%** | **82,479** | **9.6%** | **1,929** | **1.19%** |
| York | 27840 | 12.2% | 17,855 | 9.4% | 314 | 1.13% |
| Scarborough | 17,078 | 16.2% | 8,428 | 9.8% | 194 | 1.22% |
| Harrogate | 25,221 | 16.2% | 12,446 | 9.8% | 286 | 1.22% |
| Ryedale | 8,559 | 16.2% | 4,224 | 9.8% | 97 | 1.22% |
| **North Riding Patch total** | **78,697** | **14.6%** | **42,952** | **9.6%** | **891** | **1.18%** |
| Sunderland | 47,699 | 16.8% | 25,142 | 10.9% | 1,048 | 2.52% |
| County Durham | 91,292 | 16.6% | 51,245 | 11.4% | 1,051 | 1.41% |
| Gateshead | 33,825 | 16.2% | 19,333 | 11.4% | 417 | 1.39% |
| South Tyneside | 24,934 | 15.9% | 15,065 | 11.8% | 369 | 1.67% |
| **Wear Patch total** | **197,750** | **16.5%** | **110,785** | **11.3%** | **2,885** | **1.71%** |
| Newcastle-upon-Tyne | 38,304 | 11.9% | 22,275 | 8.4% | 599 | 1.35% |
| North Tyneside | 33,032 | 15.5% | 17,869 | 10.4% | 350 | 1.14% |
| Northumberland County | 57,057 | 17.5% | 29,890 | 11.2% | 630 | 1.38% |
| **North Tyne Patch total** | **128,393** | **15.0%** | **70,034** | **10.0%** | **1,579** | **1.31%** |
| Middlesbrough | 21,295 | 13.3% | 11,017 | 8.9% | 326 | 1.34% |
| Darlington | 17,132 | 15.8% | 10,130 | 11.8% | 244 | 1.48% |
| Hartlepool | 16,343 | 17.0% | 7,366 | 9.7% | 193 | 1.27% |
| Redcar and Cleveland | 23,050 | 16.9% | 13,493 | 12.3% | 281 | 1.28% |
| Stockton-on-Tees | 29,891 | 14.9% | 21,541 | 13.6% | 387 | 1.16% |
| Hambleton | 14,296 | 16.2% | 7,055 | 9.8% | 162 | 1.22% |
| Richmondshire | 8,462 | 16.2% | 4,176 | 9.8% | 96 | 1.22% |
| **Tees Patch total** | **130,469** | **15.5%** | **74,778** | **11.2%** | **1,689** | **1.28%** |
| Allerdale | 16,442 | 16.3% | 9,846 | 11.9% | 175 | 1.25% |
| Barrow-in-Furness | 11,349 | 16.3% | 6,796 | 11.9% | 121 | 1.25% |
| Carlisle | 18,313 | 16.3% | 10,966 | 11.9% | 195 | 1.25% |
| Eden | 8,927 | 16.3% | 5,346 | 11.9% | 95 | 1.25% |
| **Cumbria Patch total** | **55,031** | **16.3%** | **32,953** | **11.9%** | **585** | **1.25%** |
| **NGN Area total** | **1,040,794** | **14.9%** | **590,560** | **10.5%** | **12,419** | **1.19%** |
| National Total | 8,141,488 | 13.9% | 4,589,213 | 9.9% | 119,909 | 1.37% |
| NGN as % of national total | 12.8% | | 12.9% | | 10.4% | |

*Data: Public Health England profiles showing county and upper tier council area data for prevalence of hypertension (all ages); depression (18+) and children with autism (data refs 7, 8 and 9 respectively)*

- There are approx. 1.04 million people in the NGN area with hypertension, approx. 590,000 aged 18+ who suffer from depression, and approx. 12,400 children with autism known to schools.

# Section 4: Vulnerability – Physical Health

## Table 8: Impairments to Vision and Hearing

| Area | Registered blind or partially sighted | | People with hearing Loss | |
|---|---|---|---|---|
| | Number | % | Number | % |
| Leeds/**Leeds Patch Total** | **4,540** | **0.58%** | **116,500** | **15.2%** |
| Bradford | 3,070 | 0.57% | 77,000 | 14.6% |
| Craven | 310 | 0.55% | 12,500 | 22.4% |
| **Bradford Patch Total** | **3,380** | **0.57%** | **89,500** | **15.3%** |
| Calderdale | 950 | 0.45% | 35,500 | 17.1% |
| Kirklees | 1,895 | 0.43% | 70,000 | 16.2% |
| **Pennine Patch total** | **2,845** | **0.44%** | **105,500** | **16.5%** |
| Wakefield | 2,650 | 0.78% | 58,500 | 17.7% |
| Hull | 1,700 | 0.65% | 38,500 | 14.9% |
| East Riding | 2,115 | 0.63% | 72,500 | 21.5% |
| Selby | 481 | 0.55% | 15,500 | 18.2% |
| **East Riding Patch total** | **6,946** | **0.68%** | **185,000** | **18.3%** |
| York | 1,075 | 0.52% | 35,000 | 17.1% |
| Scarborough | 594 | 0.55% | 24,500 | 22.7% |
| Harrogate | 877 | 0.55% | 32,000 | 20.3% |
| Ryedale | 297 | 0.55% | 12,000 | 22.8% |
| **North Riding Patch total** | **2,843** | **0.54%** | **103,500** | **19.8%** |
| Sunderland | 1,830 | 0.66% | 49,500 | 17.9% |
| County Durham | 3,530 | 0.67% | 96,000 | 18.5% |
| Gateshead | 1,170 | 0.58% | 36,000 | 18.0% |
| South Tyneside | 815 | 0.54% | 28,000 | 18.8% |
| **Wear Patch total** | **7,345** | **0.64%** | **209,500** | **18.3%** |
| Newcastle-upon-Tyne | 1,445 | 0.49% | 42,000 | 14.5% |
| North Tyneside | 1,500 | 0.73% | 37,500 | 18.5% |
| Northumberland County | 1,440 | 0.45% | 65,500 | 20.7% |
| **North Tyne Patch total** | **4,385** | **0.54%** | **145,000** | **17.9%** |
| Middlesbrough | 630 | 0.45% | 22,000 | 15.8% |
| Darlington | 670 | 0.63% | 19,000 | 18.0% |
| Hartlepool | 455 | 0.49% | 16,500 | 17.8% |
| Redcar and Cleveland | 720 | 0.53% | 26,500 | 19.6% |
| Stockton-on-Tees | 690 | 0.35% | 33,000 | 17.0% |
| Hambleton | 497 | 0.55% | 19,500 | 21.7% |
| Richmondshire | 294 | 0.55% | 9,500 | 18.0% |
| **Tees Patch total** | **3,956** | **0.48%** | **146,000** | **18.1%** |
| Allerdale | 602 | 0.62% | 20,000 | 20.7% |
| Barrow-in-Furness | 415 | 0.62% | 13,000 | 19.2% |
| Carlisle | 670 | 0.62% | 20,500 | 19.0% |
| Eden | 327 | 0.62% | 11,500 | 21.9% |
| **Cumbria Patch total** | **2,014** | **0.62%** | **65,000** | **20.0%** |
| **NGN Area total** | **38,254** | **0.57%** | **1,165,500** | **17.6%** |
| National Total | 286,770 | 0.52% | 9,235,000 | 17.0% |
| NGN as % of national total | 13.3% | | 12.6% | |

*Data: NHS Digital/ Health and Social Care Information Centre - Registered Blind and Partially Sighted People 2013/14 (ref 10) and NHS England/ONS - Estimated Hearing Loss, 2014 (ref 11)*

- There are approx. 38,000 people in the NGN area who are registered as blind or visually impaired, with the largest numbers in Leeds, Bradford, Wakefield and County Durham
- An estimated 1.165 million people have hearing loss (of at least 25 dBHL) – 17.6% overall. The proportion rises to over 20% in the Cumbria patch and to local areas within North Yorkshire and East Riding

**Table 9: Long-term health problem or disability and self-reported very bad health**

| Area | Long-term health problem or disability | | People describing themselves as having very bad health | |
|---|---|---|---|---|
| | Number | % | Number | % |
| Leeds/**Leeds Patch Total** | **59,155** | **7.9%** | **9,148** | **1.2%** |
| Bradford | 43,975 | 8.4% | 6,940 | 1.3% |
| Craven | 4,348 | 7.8% | 514 | 0.9% |
| **Bradford Patch Total** | **48,323** | **8.4%** | **4,348** | **1.3%** |
| Calderdale | 16,730 | 8.2% | 2,350 | 1.2% |
| Kirklees | 35,694 | 8.4% | 5,289 | 1.3% |
| **Pennine Patch total** | **52,424** | **8.4%** | **7,639** | **1.3%** |
| Wakefield | 36,939 | 11.3% | 5,527 | 1.7% |
| Hull | 25,672 | 10.0% | 4,430 | 1.6% |
| East Riding | 29,029 | 8.7% | 4,133 | 1.2% |
| Selby | 6,020 | 7.2% | 812 | 1.0% |
| **East Riding Patch total** | **97,660** | **9.8%** | **14,902** | **1.5%** |
| York | 13,018 | 6.6% | 1,819 | 0.9% |
| Scarborough | 11,369 | 10.5% | 1,531 | 1.4% |
| Harrogate | 10,490 | 6.6% | 1,291 | 0.8% |
| Ryedale | 3,881 | 7.5% | 545 | 1.1% |
| **North Riding Patch total** | **38,758** | **7.5%** | **5,186** | **1.0%** |
| Sunderland | 34,206 | 12.4% | 5,478 | 2.0% |
| County Durham | 62,875 | 12.3% | 9,333 | 1.8% |
| Gateshead | 22,917 | 11.4% | 3,777 | 1.9% |
| South Tyneside | 18,166 | 12.3% | 2,827 | 1.9% |
| **Wear Patch total** | **138,164** | **12.2%** | **21,415** | **1.9%** |
| Newcastle-upon-Tyne | 26,661 | 9.5% | 4,337 | 1.5% |
| North Tyneside | 20,246 | 10.1% | 3,021 | 1.5% |
| Northumberland County | 30,940 | 9.8% | 4,359 | 1.4% |
| **North Tyne Patch total** | **77,847** | **9.8%** | **11,717** | **1.5%** |
| Middlesbrough | 14,959 | 10.8% | 2,542 | 1.8% |
| Darlington | 9,821 | 9.3% | 1,440 | 1.4% |
| Hartlepool | 11,137 | 12.1% | 1,699 | 1.8% |
| Redcar and Cleveland | 15,482 | 11.5% | 2,415 | 1.8% |
| Stockton-on-Tees | 17,677 | 9.2% | 2,836 | 1.5% |
| Hambleton | 6,330 | 7.1% | 867 | 1.0% |
| Richmondshire | 3,261 | 6.3% | 393 | 0.8% |

| | | | | |
|---|---|---|---|---|
| **Tees Patch total** | **78,667** | **9.8%** | **12,192** | **1.5%** |
| Allerdale | 9,718 | 10.1% | 1,266 | 1.3% |
| Barrow-in-Furness | 8,961 | 13.0% | 1,244 | 1.8% |
| Carlisle | 9,919 | 9.2% | 1,443 | 1.3% |
| Eden | 4,098 | 7.8% | 474 | 0.9% |
| **Cumbria Patch total** | **32,696** | **10.0%** | **4,427** | **1.3%** |
| **NGN Area total** | **623,694** | **9.5%** | **90,974** | **1.4%** |
| National Total | 4,405,394 | 8.3% | 660,749 | 1.2% |
| NGN as % of national total | 14.2% | | 13.8% | |

*Data: is based on ONS Census 2011 results for both indicators and available through NOMIS census results for 'Day-to-day activities limited a lot' data (ref 12) and in NOMIS Local Area Reports for 'very bad health' results (ref 13).*

- Nearly 625,000 people in the NGN area have health which restricts their day to day activities 'a lot'. The proportion is higher than nationally and particularly marked in areas such as Barrow-in-Furness.
- 1.4% of people in the NGN area the describe their health as 'very bad', with the proportion and numbers notably high across the Wear patch (1.9% overall).

### Table 10: Excess Winter Deaths and Fuel Poverty

| Area | Excess Winter Deaths | | Fuel Poverty | |
|---|---|---|---|---|
| | Number | Index - % above expected | Number | % |
| Leeds/**Leeds Patch Total** | **1,227** | **19.8** | **42,929** | **13.1%** |
| Bradford | 757 | 17.7 | 29,095 | 14.3% |
| Craven | 121 | 19.7 | 2,611 | 10.4% |
| **Bradford Patch Total** | **878** | **17.9** | **31,706** | **13.9%** |
| Calderdale | 263 | 14.0 | 11,092 | 12.2% |
| Kirklees | 742 | 20.8 | 23,211 | 13.1% |
| **Pennine Patch total** | **1,005** | **18.6** | **34,303** | **12.8%** |
| Wakefield | 737 | 23.9 | 16,061 | 11.2% |
| Hull | 577 | 24.3 | 15,877 | 13.8% |
| East Riding | 872 | 24.1 | 14,238 | 9.7% |
| Selby | 158 | 21.6 | 3,109 | 8.8% |
| **East Riding Patch total** | **2,344** | **23.9** | **49,285** | **11.2%** |
| York | 408 | 24.1 | 9,005 | 10.5% |
| Scarborough | 198 | 15.1 | 6,143 | 12.1% |
| Harrogate | 266 | 17.0 | 6,489 | 9.5% |
| Ryedale | 156 | 28.8 | 2,582 | 11.2% |
| **North Riding Patch total** | **1,028** | **20.6** | **24,219** | **10.6%** |
| Sunderland | 639 | 22.9 | 18,670 | 15.3% |
| County Durham | 1,198 | 23.1 | 31,906 | 14.0% |
| Gateshead | 301 | 14 | 11,663 | 12.8% |
| South Tyneside | 314 | 19.7 | 9,050 | 13.2% |
| **Wear Patch total** | **2,452** | **21.1** | **71,289** | **14.0%** |
| Newcastle-upon-Tyne | 423 | 17.6 | 17,268 | 14.4% |
| North Tyneside | 232 | 10.8 | 10,469 | 11.2% |
| Northumberland County | 813 | 24.4 | 18,162 | 12.8% |
| **North Tyne Patch total** | **1,468** | **18.6** | **45,899** | **13.0%** |
| Middlesbrough | 236 | 17.0 | 9,962 | 17.0% |
| Darlington | 210 | 19.9 | 6,551 | 13.7% |
| Hartlepool | 276 | 29.4 | 6,066 | 14.7% |
| Redcar and Cleveland | 271 | 18.5 | 8,688 | 14.3% |
| Stockton-on-Tees | 430 | 24.8 | 10,856 | 13.4% |
| Hambleton | 208 | 24.5 | 3,677 | 9.4% |
| Richmondshire | 100 | 22.9 | 1,965 | 9.5% |
| **Tees Patch total** | **1,731** | **22.1** | **47,765** | **13.7%** |
| Allerdale | 266 | 25.5 | 5,411 | 12.3% |
| Barrow-in-Furness | 77 | 10.3 | 4,959 | 15.3% |
| Carlisle | 246 | 22.7 | 6,144 | 12.3% |
| Eden | 113 | 22.3 | 2,669 | 11.2% |
| **Cumbria Patch total** | **702** | **20.9** | **19,183** | **12.7%** |
| **NGN Area total** | **12,835** | **20.6** | **366,578** | **12.8%** |
| National Total | 97,016 | 21.1 | 2,551,000 | 11.1% |
| NGN as % of national total | 13.2% | | 14.4% | |

*Data: Winter* deaths *statistics are based on 2014-2017 ONS/Public Health England data for the* ratio of extra deaths from all *causes that occur in the winter months compared with the expected number of deaths (ref 14). Fuel Poverty data is for 2016 and is based on a household's fuel costs being high in relation to income (ref 15).*

- There are 12,835 excess winter deaths in the NGN area, with the proportion above expected highest in Hartlepool and across the East Riding patch.
- Over 365,000 (12.8%) people experience fuel poverty in the NGN area. The proportion rises to around 14% in the Tees and Wear patches and is highest in Middlesbrough (17%).

# Section 4: Vulnerability – Financial

### Table 11: Unemployment and benefits claimants

| Area | Unemployed | | Benefits Claimant Count | |
|---|---|---|---|---|
| | Number | % | Number | % |
| Leeds/**Leeds Patch Total** | **15,600** | **3.8%** | **13,340** | **2.6%** |
| Bradford | 9,100 | 4.1% | 12,990 | 3.9% |
| Craven | 546 | 3.1% | 465 | 1.4% |
| **Bradford Patch Total** | **9,646** | **4.0%** | **13,455** | **3.7%** |
| Calderdale | 3,900 | 3.7% | 4,660 | 3.6% |
| Kirklees | 10,200 | 4.9% | 9,275 | 3.4% |
| **Pennine Patch total** | **14,100** | **4.5%** | **13,935** | **3.5%** |
| Wakefield | 10,500 | 6.6% | 4,665 | 2.2% |
| Hull | 9,000 | 7.0% | 7,045 | 4.1% |
| East Riding | 5,600 | 3.6% | 3,980 | 2.0% |
| Selby | 1,236 | 3.1% | 820 | 1.5% |
| **East Riding Patch total** | **26,336** | **5.4%** | **16,510** | **2.6%** |
| York | 2,600 | 2.3% | 1,835 | 1.3% |
| Scarborough | 1,900 | 3.7% | 1,745 | 2.8% |
| Harrogate | 2,700 | 3.4% | 1,525 | 1.6% |
| Ryedale | 1,500 | 6.1% | 520 | 1.7% |
| **North Riding Patch total** | **8,700** | **3.3%** | **5,625** | **1.7%** |
| Sunderland | 8,600 | 6.5% | 7,875 | 4.5% |
| County Durham | 9,500 | 3.8% | 12,790 | 3.9% |
| Gateshead | 4,500 | 4.6% | 5,600 | 4.4% |
| South Tyneside | 5,100 | 7.4% | 5,540 | 5.9% |
| **Wear Patch total** | **27,700** | **5.1%** | **31,805** | **4.4%** |
| Newcastle-upon-Tyne | 9,400 | 6.6% | 9,165 | 4.5% |
| North Tyneside | 5,100 | 5.1% | 4,585 | 3.6% |
| Northumberland County | 4,600 | 3.3% | 5,450 | 2.9% |
| **North Tyne Patch total** | **19,100** | **4.9%** | **19,200** | **3.7%** |
| Middlesbrough | 5,300 | 8.6% | 4,570 | 5.1% |
| Darlington | 2,300 | 4.6% | 2,745 | 4.2% |

| | | | | |
|---|---|---|---|---|
| Hartlepool | 3,800 | 9.5% | 4,000 | 6.9% |
| Redcar and Cleveland | 2,800 | 4.8% | 3,020 | 3.7% |
| Stockton-on-Tees | 4,700 | 5.1% | 4,805 | 3.9% |
| Hambleton | 1,276 | 3.1% | 765 | 1.4% |
| Richmondshire | 755 | 3.1% | 510 | 1.5% |
| **Tees Patch total** | **20,931** | **5.7%** | **20,415** | **4.0%** |
| Allerdale | 1,300 | 2.8% | 1,710 | 3.0% |
| Barrow-in-Furness | 794 | 2.5% | 1,035 | 2.5% |
| Carlisle | 1,400 | 2.6% | 1,360 | 2.1% |
| Eden | 625 | 2.5% | 375 | 1.2% |
| **Cumbria Patch total** | **4,119** | **2.6%** | **4,480** | **2.3%** |
| **NGN Area total** | **146,232** | **4.6%** | **138,765** | **3.3%** |
| National Total (GB/England) | 1,366,000 | 4.1% | 881,050 | 2.5% |
| NGN as % of national total | 10.7% | | 15.7% | |

*Data: Unemployment rate data is for GB and is from the ONS Labour Market Survey for the period to Sept 2018 for ages 1664 (ref 16); Claimant Count data is ONS data for England for Feb 2019 for those claiming benefits age 16-64 (ref 17).*

- Unemployment and claimant count are related measures and the NGN area has a higher proportion of both than nationally - approx. 146,000 are unemployed and 139,000 are on claimant count benefits.
- Places with pronounced concentrations on both measures include Bradford, Hull and urban areas in the North East such as Hartlepool, South Tyne, Middlesbrough and Sunderland.

### Table 12: Average Wages and Workless Households

| Area | Wages (workplace based) | | Workless Households | |
|---|---|---|---|---|
| | Median annual wage (£) | 20th percentile wage (£) | Number | % |
| Leeds/**Leeds Patch Total** | **£24,332** | **£14,102** | **33,200** | **12.6%** |
| Bradford | £20,793 | £11,247 | 26,700 | 16.8% |
| Craven | no data | no data | 2,110 | 11.8% |
| **Bradford Patch Total** | **n/a** | **n/a** | **28,810** | **16.3%** |
| Calderdale | £21,456 | £12,029 | 9,500 | 13.9% |
| Kirklees | £18,908 | £8,971 | 23,200 | 16.6% |
| **Pennine Patch total** | **n/a** | **n/a** | **32,700** | **15.7%** |
| Wakefield | £21,557 | £13,135 | 15,000 | 13.6% |
| Hull | £20,139 | £10,566 | 15,900 | 18.6% |
| East Riding | £20,211 | £10,605 | 14,600 | 14.4% |
| Selby | £21,836 | £11,094 | 3,276 | 11.8% |
| **East Riding Patch total** | **n/a** | **n/a** | **48,776** | **15.0%** |
| York | £21,396 | £12,094 | 9,600 | 13.9% |
| Scarborough | £19,350 | £9,777 | 4,040 | 11.8% |
| Harrogate | £21,040 | £10,884 | 5,966 | 11.8% |
| Ryedale | £20,806 | £11,309 | 2,025 | 11.8% |
| **North Riding Patch total** | **n/a** | **n/a** | **21,630** | **12.6%** |
| Sunderland | £22,496 | £12,521 | 18,700 | 20.1% |

| | | | | |
|---|---|---|---|---|
| County Durham | £21,902 | £12,406 | 34,900 | 20.4% |
| Gateshead | £20,348 | £10,672 | 11,500 | 17.7% |
| South Tyneside | £19,471 | £9,988 | 11,300 | 23.0% |
| **Wear Patch total** | **n/a** | **n/a** | **76,400** | **20.2%** |
| Newcastle-upon-Tyne | £24,083 | £13,678 | 19,000 | 19.9% |
| North Tyneside | £22,428 | £11,964 | 9,900 | 15.1% |
| Northumberland County | £19,494 | £9,090 | 15,500 | 15.9% |
| **North Tyne Patch total** | **n/a** | **n/a** | **44,400** | **17.1%** |
| Middlesbrough | £20,276 | £10,427 | 11,900 | 26.1% |
| Darlington | £22,521 | no data | 5,000 | 15.1% |
| Hartlepool | £21,261 | no data | 8,900 | 29.2% |
| Redcar and Cleveland | £20,258 | £11,803 | 9,300 | 23.3% |
| Stockton-on-Tees | £21,947 | £11,820 | 12,100 | 19.8% |
| Hambleton | £19,366 | £10,044 | 3,382 | 11.8% |
| Richmondshire | £20,457 | no data | 2,002 | 11.8% |
| **Tees Patch total** | **n/a** | **n/a** | **52,583** | **20.5%** |
| Allerdale | £19,505 | £8,094 | 4,955 | 15.3% |
| Barrow-in-Furness | no data | no data | 3,420 | 15.3% |
| Carlisle | £19,919 | £10,248 | 5,518 | 15.3% |
| Eden | £18,705 | £10,088 | 2,690 | 15.3% |
| **Cumbria Patch total** | **n/a** | **n/a** | **16,582** | **15.3%** |
| **NGN Area total** | **n/a** | **n/a** | **355,082** | **16.6%** |
| National Total (England/GB) | £23,744 | £12,170 | 2,943,800 | 14.5% |
| NGN as % of national total | | | 12.1% | |

*Data: Wages data is ONS/NOMIS for 2017 based on 'ASHE' survey data for local authority areas. Median data is the wage of the middle person in an area; the 20th percentile is that of the person at the top of the bottom fifth of the population (ref 18). 'Workless households' is GB data from NOMIS and only includes households with at least one person aged 16 to 64 (ref 19).*

- Data gaps prevent calculation of patch totals and NGN area average wages. However, in only one area where data is available – Leeds – does median pay exceed national average. In at least five areas more than a fifth of workers earn below £10,000 (including in Kirklees, Scarborough and Northumberland).
- Approximately 12% of NGN area households do not have anybody in work (although that is not always due to unemployment). That proportion rises to 20% in both the Tees and Wear patches.

# Section 5: Vulnerability – other

### Table 13: Statutory Homelessness and Unpaid Caring Responsibilities

| Area | Statutory Homelessness | | Unpaid Carers (50+ hours/week) | |
|---|---|---|---|---|
| | Number | Per 1,000 | Number | % |
| Leeds/**Leeds Patch Total** | **1,202** | **3.6** | **16,441** | **2.2%** |
| Bradford | 93 | 0.4 | 12,305 | 2.4% |
| Craven | 12 | 0.5 | 1,178 | 2.1% |
| **Bradford Patch Total** | **105** | **0.4** | **13,483** | **2.4%** |
| Calderdale | 7 | 0.1 | 4,509 | 2.2% |

| | | | | |
|---|---|---|---|---|
| Kirklees | 19 | 0.1 | 9,621 | 2.3% |
| **Pennine Patch total** | **26** | **0.1** | **14,130** | **2.3%** |
| Wakefield | 62 | 0.4 | 9,940 | 3.1% |
| Hull | 153 | 1.3 | 8,106 | 2.9% |
| East Riding | 44 | 0.3 | 8,595 | 2.6% |
| Selby | 10 | 0.3 | 1,727 | 2.1% |
| **East Riding Patch total** | **269** | **0.6** | **28,368** | **2.8%** |
| York | 14 | 0.2 | 3,589 | 1.8% |
| Scarborough | 13 | 0.3 | 3,177 | 2.9% |
| Harrogate | 17 | 0.2 | 2,824 | 1.8% |
| Ryedale | no data | no data | 1,141 | 2.2% |
| **North Riding Patch total** | **n/a** | **n/a** | **10,731** | **2.1%** |
| Sunderland | 20 | 0.2 | 9,621 | 3.5% |
| County Durham | 51 | 0.2 | 16,893 | 3.3% |
| Gateshead | 88 | 0.1 | 6,251 | 3.1% |
| South Tyneside | no data | no data | 4,793 | 3.2% |
| **Wear Patch total** | **n/a** | **n/a** | **37,558** | **3.3%** |
| Newcastle-upon-Tyne | 289 | 2.3 | 6,836 | 2.4% |
| North Tyneside | 84 | 0.9 | 5,478 | 2.7% |
| Northumberland County | 34 | 0.2 | 8,840 | 2.8% |
| **North Tyne Patch total** | **407** | **1.1** | **21,154** | **2.6%** |
| Middlesbrough | 6 | 0.1 | 4,343 | 3.1% |
| Darlington | no data | no data | 2,758 | 2.6% |
| Hartlepool | 78 | 1.9 | 3,044 | 3.3% |
| Redcar and Cleveland | no data | no data | 4,580 | 3.4% |
| Stockton-on-Tees | no data | no data | 5,308 | 2.8% |
| Hambleton | no data | no data | 1,872 | 2.1% |
| Richmondshire | no data | no data | 917 | 1.8% |
| **Tees Patch total** | **n/a** | **n/a** | **22,822** | **2.8%** |
| Allerdale | 29 | 1.1 | 2,706 | 2.8% |
| Barrow-in-Furness | no data | no data | 2,364 | 3.4% |
| Carlisle | 21 | 0.4 | 2,654 | 2.5% |
| Eden | no data | no data | 1,134 | 2.2% |
| **Cumbria Patch total** | **n/a** | **n/a** | **8,858** | **2.7%** |
| **NGN Area total** | | **n/a** | **173,545** | **2.6%** |
| National Total | | 0.8 | 1,256,237 | 2.4% |
| NGN as % of national total | n/a | n/a | 13.8% | |

*Data: Statutory homelessness data is for all ages and from the MHCLG (ref 20). Unpaid care data is from NOMIS Local Area Reports using 2011 Census data and based on 50+ hours of unpaid care per week (ref 21)*

- The largest number and proportion of homelessness by far is in Leeds, where there are over 1,200 people who are statutory homeless. The next highest figures are in Newcastle (289) and Hull (153).
- 173,000 people in the NGN area provide 50+ hours of unpaid care per week. That is a slightly higher proportion (2.6%) than nationally and rises to over 3% for the Wear patch and part of the Tees patch.

**Table 14: Language, Literacy and Population from an Ethnic Minority**

| Area | % from an ethnic minority group | Households with no one who speaks English as main language | | Literacy at Entry Level 1 or below | |
|---|---|---|---|---|---|
| | | Number | % | Number | % |
| Leeds/**Leeds Patch Total** | **12.7%** | **14,468** | **4.5%** | **26,566** | **5.0%** |
| Bradford | 25.4% | 14,111 | 7.1% | 16,386 | 5.2% |
| Craven | 3.2% | 195 | 0.8% | 1,380 | 4.2% |
| **Bradford Patch Total** | **23.3%** | **14,306** | **6.5%** | **17,766** | **5.1%** |
| Calderdale | 8.6% | 2,125 | 2.4% | 6,195 | 4.8% |
| Kirklees | 13.6% | 7,051 | 4.1% | 12,843 | 5.0% |
| **Pennine Patch total** | **12.0%** | **2,973** | **2.1%** | **19,038** | **4.9%** |
| Wakefield | 4.1% | 2,973 | 2.1% | 12,971 | 6.3% |
| Hull | 5.4% | 5,164 | 4.1% | 11,832 | 6.8% |
| East Riding | 2.1% | 1,340 | 0.9% | 9,336 | 5.4% |
| Selby | 1.7% | 436 | 1.3% | 2,341 | 4.4% |
| **East Riding Patch total** | **3.6%** | **9,913** | **2.1%** | **36,480** | **6.0%** |
| York | 2.1% | 2,135 | 2.6% | 5,483 | 4.3% |
| Scarborough | 2.2% | 706 | 1.4% | 3,447 | 5.3% |
| Harrogate | 2.1% | 1,139 | 1.7% | 3,757 | 3.9% |
| Ryedale | 2.4% | 166 | 0.7% | 1,537 | 4.8% |
| **North Riding Patch total** | **2.2%** | **4,146** | **1.9%** | **14,224** | **4.4%** |
| Sunderland | 4.2% | 1,874 | 1.6% | 12,520 | 6.9% |
| County Durham | 1.5% | 1,721 | 0.8% | 19,755 | 6.2% |
| Gateshead | 0 | 1,774 | 2.0% | 8,177 | 6.8% |
| South Tyneside | 4.5% | 657 | 1.0% | 6,883 | 7.1% |
| **Wear Patch total** | **3.0%** | **6,026** | **1.2%** | **47,335** | **6.6%** |
| Newcastle-upon-Tyne | 12.6% | 6,927 | 5.9% | 11,717 | 6.1% |
| North Tyneside | 2.8% | 980 | 1.1% | 7,155 | 5.7% |
| Northumberland County | 1.3% | 651 | 0.5% | 10,758 | 5.6% |
| **North Tyne Patch total** | **5.8%** | **8,558** | **2.6%** | **29,630** | **5.8%** |
| Middlesbrough | 9.2% | 1,787 | 3.1% | 6,008 | 6.7% |
| Darlington | 3.5% | 720 | 1.5% | 3,244 | 5.2% |
| Hartlepool | 1.2% | 300 | 0.7% | 3,819 | 6.7% |
| Redcar and Cleveland | 1.1% | 201 | 0.3% | 5,353 | 6.3% |
| Stockton-on-Tees | 5.2% | 818 | 1.0% | 6,784 | 5.5% |
| Hambleton | 1.9% | 256 | 0.7% | 2,343 | 4.4% |
| Richmondshire | 1.7% | 348 | 1.7% | 1,350 | 4.8% |
| **Tees Patch total** | **3.9%** | **4,430** | **1.3%** | **28,902** | **5.8%** |
| Allerdale | 1.1% | 219 | 0.5% | 3,288 | 5.7% |
| Barrow-in-Furness | 1.7% | 227 | 0.7% | 2,624 | 5.9% |
| Carlisle | 1.1% | 850 | 1.8% | 3,442 | 5.2% |
| Eden | 1.1% | 198 | 0.9% | 1,460 | 4.6% |
| **Cumbria Patch total** | **1.2%** | **1,494** | **1.0%** | **10,815** | **5.4%** |
| **NGN Area total** | **7.2%** | **66,314** | **2.5%** | **230,756** | **5.6%** |
| National Total | 13.6% | 980,303 | 4.4% | 980,303 | 3.0% |

| | | | | | |
|---|---|---|---|---|---|
| NGN as % of national total | | 6.8% | | 23.5% | |

*Data: Ethnicity statistics use ONS data from Local Authority Health Profiles (ref 22); statistics on households without English language are from 2011 Census Local Area Reports (ref 23); literacy data is from the 2009 Skills for Life Survey (ref 24)*

- The proportion of customers in the NGN area from an ethnic minority varies massively by locality – ranging from 25% in Bradford to around 1-2% in large parts of Cumbria, North Yorkshire and the North East.
- As of 2011, 2.5% of households in the NGN area did not have anybody who spoke English as their main language – approx. 66,000 households in total. This proportion rises to 6% in Newcastle and 7% in Bradford.
- 5.6% in the NGN area have literacy skills at Entry Level 1 or below – nearly double the national average.

# Annex 1: Data References and details

| Ref | Source | What is shows | Web link | Data date | Published | Update |
|---|---|---|---|---|---|---|
| 1 | NOMIS/ONS | 2017 mid-year population estimates | https://www.nomisweb.co.uk/query/select/getdatasetbytheme.asp?theme=32 | 2017 | 2018 | Annual |
| 2 | ONS 2011 Census Quick Statistics for England and Wales | Land area (hectares) | https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/datasets/2011censuskeystatisticsandquickstatisticsforlocalauthoritiesintheunitedkingdompart1 | 2011 | 2013 | Not stated |
| 3 | ONS, 2011 Census: Quick Statistics for local authorities in England and Wales | Population sparsity rank, 1-348, based on district and unitary councils in England and Wales | https://www.google.com/search?q=population+density+by+local+authority&oq=population+density+by+local+authority&aqs=chrome..69i57j0l3.11086j0j8&sourceid=chrome&ie=UTF-8 | 2011 | 2013 | Not stated |
| 4 | DfT/Gov.UK journey time statistics | The average of minimum journey times to centres of employment (500-4999 jobs), primary schools, secondary schools, further education, GPs, hospitals, food stores and town centres. | https://www.gov.uk/government/statistical-data-sets/journey-timestatistics-data-tables-jts | 2016 | 2018 | Annual |
| 5 | Public Health England Dementia profile | Dementia age 65+ based on GP practice records | https://fingertips.phe.org.uk/profile-group/mental-health/profile/dementia/data#page/0/gid/1938133052/pat/6/par/E12000003/ati/102/are/E08000016 | 2017 | 2018 | Not stated |
| 6 | Public Health England profile | Adults and children with learning difficulties getting long term (local authority) support | https://fingertips.phe.org.uk/profile/learning-disabilities/data#page/0/gid/1938132702/pat/6/par/E12000001/ati/102/are/E06000047 | 2015/16 | 2018 | Not stated |
| 7 | 7 - Public Health England local profile | Hypertension based on recorded prevalence age 18+ | https://fingertips.phe.org.uk/search/hypertension#page/0/gid/1/pat/6/par/E12000001/ati/102/are/E06000047 | 2017/18 | 2019 | Not stated |
| 8 | Public Health England Local profile | Depression recorded prevalence age 18+ | https://fingertips.phe.org.uk/search/loneliness#page/3/gid/1/pat/6/par/E12000003/ati/102/are/E08000016/iid/848/age/168/sex/4 | 2017/18 | 2018 | Not stated |

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|---|---|---|---|---|---|---|
| 9 | Public Health England - learning disability profiles | Children with Autism known to schools - percentage of pupils | https://fingertips.phe.org.uk/profile/learning-disabilities/data#page/3/gid/1938132702/pat/6/par/E12000001/ati/102/are/E06000047/iid/92133/age/217/sex/4 | 2018 | 2018 | Not stated |
| 10 | NHS Digital/ Health and Social Care Information Centre - Registered Blind and Partially Sighted People | People with a Certificate of Vision Impairment who register with local authority | https://digital.nhs.uk/data-andinformation/publications/statistical/registered-blind-and-partiallysighted-people/registered-blind-and-partially-sighted-people-yearending-31-march-2014-england | 2013/14 | 2014 | Not stated |
| 11 | NHS England/ONS 'P20 - estimated hearing loss' | 2014 ONS estimates, no. of people with hearing loss of at least 25 dBHL | https://www.england.nhs.uk/publication/prevalence-of-hearing-loss-bylocal-authority-area-2014-ons-estimates/ | 2014 | 2017 | Not stated |
| 12 | NOMIS using Census 2011 data | A state of health described as meaning that 'Day-to-day activities are limited a lot' | https://www.nomisweb.co.uk/census/2011/QS303EW | 2011 | Not stated | Not stated |
| 13 | ONS 2011 Census data in NOMIS Local Area Reports | Residents who say they have 'very bad health' | https://www.nomisweb.co.uk/reports/localarea | 2011 | Not stated | Not stated |
| 14 | ONS/Public Health England | Excess winter deaths measured as the ratio of extra deaths from all causes that occur in the winter months compared with the expected number of deaths, based on the average number of nonwinter deaths | https://fingertips.phe.org.uk/profile/health-profiles/data#page/6/gid/1938133216/pat/6/par/E12000001/ati/101/are/E06000047/iid/92314/age/-1/sex/4 | 2014-17 | 2018 | Annual |
| 15 | BEIS Official Statistics | Sub-regional Fuel Poverty measured using the Low Income High Costs (LIHC) indicator | https://www.gov.uk/government/statistics/sub-regional-fuel-povertydata-2018 | 2016 | 2018 | Uncertain |
| 16 | ONS Labour Market Survey | Unemployment rate to Sept 2018, aged 16-64 | https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/bulletins/uklabourmarket/previousReleases | To Sept 2018 | 2019 | Multiple per year |

| | | | | | | |
|---|---|---|---|---|---|---|
| 17 | ONS Claimant Count data | CC01 - Local Claimant Count age 16-64 (experimental statistics). Claimant Count is a measure of the number of people claiming benefits, principally for the reason of being unemployed. | https://www.ons.gov.uk/employmentandlabourmarket/peoplenotinwork/unemployment/datasets/claimantcountbyunitaryandlocalauthorityexperimental | Feb 2019 | 2019 | Multiple per year |
| 18 | ONS/NOMIS Earnings and hours worked by local authority: (ASHE Table 7) | Median annual wage and 20th percentile wage (gross by workplace for local authority areas) | https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/datalist?filter=datasets | 2017 | Not stated | Annual |
| 19 | NOMIS Local authority profiles | Workless Households - only includes households that have at least one person aged 16 to 64 | https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/bulletins/workingandworklesshouseholds/octobertodecember2018 | 2017 | Not stated | Not stated |
| 20 | Statutory Homelessness | Eligible homeless people who are assessed by their local authority but deemed to be not in priority need, all ages | https://fingertips.phe.org.uk/profile/health-profiles/data#page/0/gid/3007000/pat/6/par/E12000003/ati/101/are/E08000016 | 2017/18 | 2018 | Annual |
| 21 | ONS 2011 Census - NOMIS Local Area Reports | Residents who provide 50 or more hours of unpaid care per week | https://www.nomisweb.co.uk/reports/localarea | 2011 | Not stated | 2021 census |
| 22 | ONS data used in PHE Local Authority Health Profiles | % from an ethnic minority group (total for all ethnic minority groups) | https://fingertips.phe.org.uk/profile/health-profiles | 2015/16 | 2018 | Not stated |
| 23 | ONS 2011 Census - NOMIS Local Area Reports | English Language – no people in the household have English as their main language | https://www.nomisweb.co.uk/reports/localarea | 2011 | Not stated | 2021 census |
| 24 | Skills for Life Survey (2009) | Literacy - skills at Entry level 1 or below | https://www.gov.uk/government/statistical-data-sets/2011-skills-forlife-survey-small-area-estimation-data | 2009 | 2012 | Not stated |