



*The Worshipful Company of Farmers*

HEALTH AND WELLBEING FORUM

12<sup>TH</sup> OCTOBER 2022

2PM START

\*

EQUALITY AND DIVERSITY

REACHING & INCLUDING THOSE WHO ARE HARD TO REACH

\*

TACKLING DEPRIVATION & HOUSING

***Inspiring, encouraging and developing excellence in the management and leadership of UK agriculture***

***<https://farmerslivery.org.uk/>***



### Percentage of workers in each ethnic group employed by different sectors

Industry	All	Asian	Indian	Pakistani, Bangladeshi	Other Asian	Black	Mixed	White	White British	White Irish	White Other	Other
	%	%	%	%	%	%	%	%	%	%	%	%
Agriculture, forestry and fishing	0.8	0.1	!	0.2	!	0.1	0	0.9	1.0	1.3	0.5	!
Energy and water	1.8	1.0	0.9	1.0	1.2	1.5	0.8	1.9	1.9	2.2	1.4	0.8
Manufacturing	8.5	6.5	8.3	5.3	4.7	4.9	5.8	8.9	8.8	7.2	10.2	6.4
Construction	6.5	2.7	2.8	3.1	2.1	3.5	5.6	6.9	7.0	6.9	6.4	4.0
Distribution, hotels and restaurants	16.4	18.6	12.6	25.9	20.3	12.3	17.8	16.3	16.3	10.5	17.5	17.7
Transport and communication	9.7	15.3	18.9	14.4	10.2	10.3	9.9	9.1	8.7	11.5	13.8	13.9
Banking and finance	18.3	20.3	21.2	16.3	23.4	16.2	21.6	18.1	17.9	18.4	20.6	18.4
Public admin, education and health	32.2	31.9	32.3	31.3	31.9	47.2	32.8	31.7	32.3	38.2	24.4	32.7
Other services	5.8	3.6	2.9	2.4	6.0	4.0	4.9	6.0	6.1	3.8	5.2	6.1



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# Migrant Workers

## Polish Migrant Workers

Survey by Feniks (117 respondents)

65.9% of Male Polish Migrant Workers stated that they had suicidal thoughts

24.8% had attempted suicide

<https://www.seemescotland.org/media/9868/feniks-polish-men-in-scotland-report-2020.pdf>



The Worshipful Company of Farmers

## LGBT+



62% believe that LGBT people outside of Scotland's big cities face more inequality than those who live within. 25% were unsure and 13% did not believe this.

70% feel that more needs to be done to tackle inequality experienced by LGBT people living outside of Scotland's biggest cities. 23% were unsure and only 7% felt that 'enough' is being done.



51% of LGBT people living in rural areas have personally experienced prejudice or discrimination for being LGBT and 40% have witnessed this.



40% of LGBT people living outside of cities in Scotland feel isolated. 39% have moved from rural places to urban areas.



*The Worshipful Company of Farmers*

## Advantages of diversifying workforce

- Filling skills gaps - fulfilling existing contracts and taking on more work through new skills and talent.
- Knowledge sharing - increasing access to international knowledge and supporting the upskilling of co-workers.
- Expansion into new markets - strengthening contacts in international markets and local networks through new language skills and cultural awareness.
- Enrichment from different cultures - creating a more diverse workforce with varied experience and ways of working.

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# The Farming Community Network

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**Dr Jude McCann**  
**Chief Executive Officer**

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# What is FCN?

The Farming Community Network (FCN) is a voluntary organisation and charity.

Founded in 1995 as the Farm Crisis Network.

We support people in agriculture through difficult times and in preparing for the changes ahead.

FCN has over 400 volunteers located throughout England and Wales.

We operate a confidential helpline (03000 111 999) open 7am-11pm every day of the year and an e-helpline ([help@fcn.org.uk](mailto:help@fcn.org.uk)).

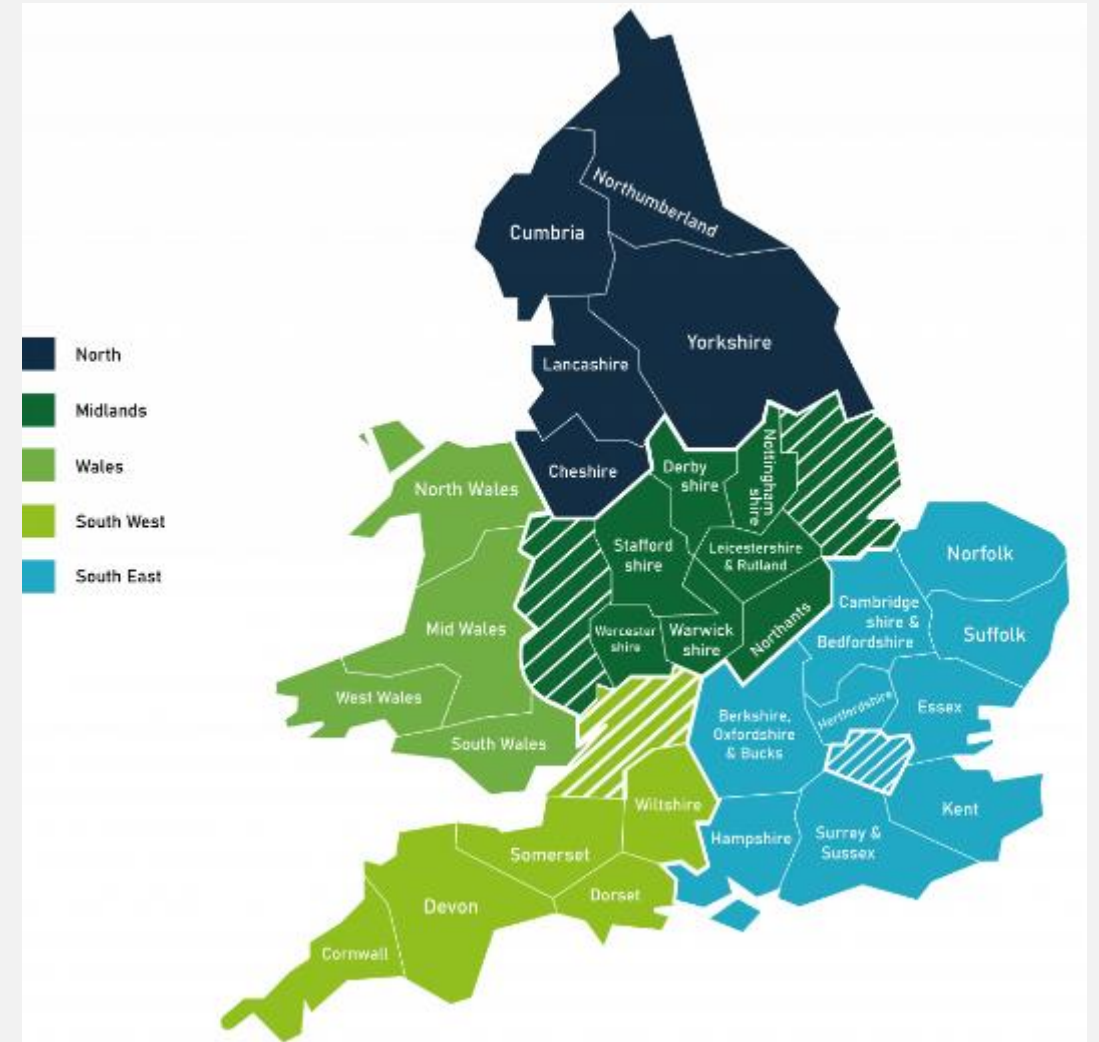


# Where does FCN operate?

We provide local support to people across England and Wales. FCN has:

- 30 volunteer groups
- Covering 35 counties
- 400+ volunteers

We have strong links with other local charities and support groups.



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# What does FCN do?

- FCN is here for everyone in agriculture.
- Helpline volunteers are on hand to listen, support and connect.
- Helpline calls are often referred to a local volunteer.
- Our volunteers will “walk with” those who seek our help and support them.
- We help approx. **6,000 people a year** with a wide range of issues.
- Main issues presenting include **mental health, family relationships** and **financial concerns**.



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# Testimonials

*“After approaching FCN for help volunteers visited the farm. They were so kind, practical and helpful, giving me a clear direction of travel for how I can maintain the farm and prioritise what needs to be done next. I had been going from job to job and crisis to crisis – FCN’s proactive approach has allowed me to get things back on track and move forward in a positive way. I am most grateful.”*

**Jennifer, Farmer, Dorset**

*“Before FCN visited John was showing signs of extreme stress. FCN’s sympathetic and practical attitude was just what he needed and now matters on the farm are much improved. I am most grateful for FCN’s input.”*

**Farm Vet, South Wales**

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# Farming Help

- Farming Help is an alliance between The Farming Community Network, Forage Aid and Addington Fund. These three charities provide unique forms of support:



Helping farmers with disaster relief and affordable rural housing.



Practical and pastoral support for farmers and families within the farming community.



Supports farmers whose livestock has been affected by an extreme weather event by providing forage and/or bedding to those in need.

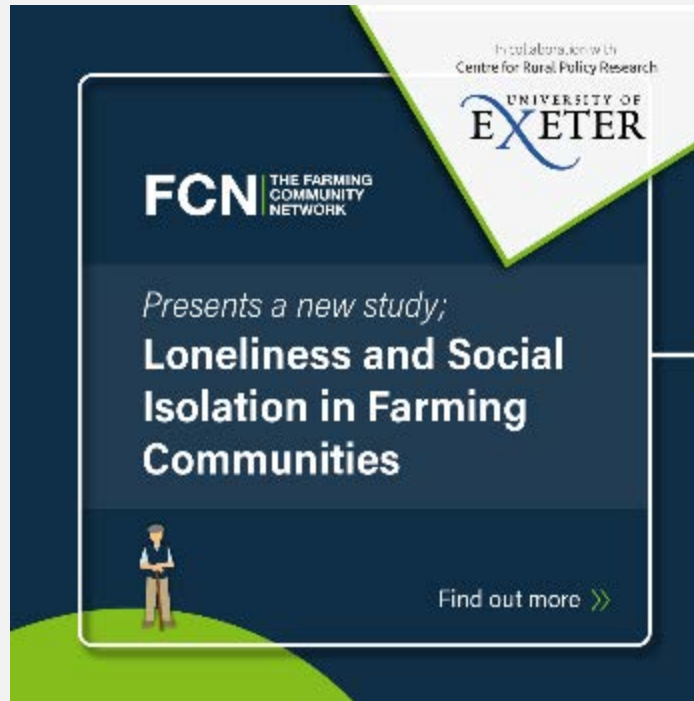
# What is FarmWell?

- **FarmWell** is an initiative by FCN to help farmers look after their personal wellbeing and plan ahead.
- Helps to ensure useful information is all in one place and is written in simple, easy-to-understand language.
- Free to use and comprehensive online resource.
- Proactive rather than reactive.
- Contains bespoke content and also signposts to externally developed content.
- English and Welsh versions available ([www.farmwell.org.uk](http://www.farmwell.org.uk) / [farmwell.wales](http://farmwell.wales) / [farmwell.cymru](http://farmwell.cymru)).



# A proactive approach

- Through **FarmWell**, **publications**, **campaigns** and **research** we support the farming community and encourage self-care and resilience
- Resources available digitally and in print



# Promoting diversity and inclusivity in farming

- Farming is changing. We need to attract new entrants.
- Supported **three interns** from non-farming backgrounds from UK universities.
- Demonstrated support for **Pride** and founded internal **Diversity and Inclusivity Working Group**.
- Took on marketing assistant through **Employ Autism Scheme** to support young neurodivergent people.
- Through **Kickstart Scheme** we took on a member of staff for a year.



UNIVERSITY OF  
LEICESTER

**KICKSTART  
SCHEME**

 Ambitious  
about Autism

**EMPLOY  
AUTISM**

**FCN**

THE FARMING  
COMMUNITY  
NETWORK



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# FCN - Reaching out to support everyone in the farming community

- FCN Trustees
- Encouraging diversity at FCN social events
- Keeping minority and migrant workers issues to the fore
- Consider the agriculture community in its broader form

## What you can do:

- Promote and encourage diversity and inclusion
- Don't – 'not act' because of what others might say
- Strengthen diverse and inclusive farming communities in your area and circles



# Can we help you or someone you know?

If you would like someone to talk to, The Farming Community Network is here for you, no matter what your concern is.

**Helpline: 03000 111 999**  
**e-Helpline: [help@fcn.org.uk](mailto:help@fcn.org.uk)**

Helpline is open 7am-11pm every day of the year

**FCN** | THE FARMING  
COMMUNITY  
NETWORK

Here for *you*

Follow us on social media:

Twitter: @FCNcharity

Facebook: @TheFarmingCommunityNetwork

Instagram: @fcncharity

Linkedin: The Farming Community Network

Manor Farm  
West Haddon  
Northamptonshire  
NN6 7AQ

Tel:  
**01788 510866**  
Email:  
**[help@fcn.org.uk](mailto:help@fcn.org.uk)**

Website:  
**[fcn.org.uk](http://fcn.org.uk)**



A company limited by guarantee No. 4429778.  
Registered Charity No. 1095919



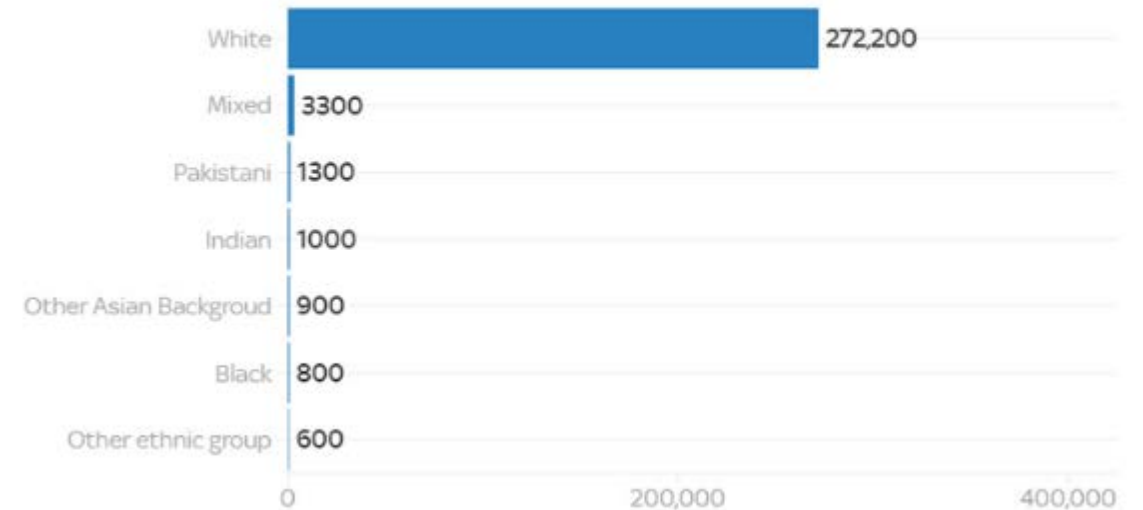
Registered with  
**FUNDRAISING  
REGULATOR**

# The lay of the land

- 97.2% of workers in agricultural, forestry and fishing are white, excluding seasonal workers (Sky News, May 2022)
- It is the least diverse job sector in the country and isn't reflective of the UK's diverse population
- Farming can seem inaccessible for people from non-farming backgrounds
- We risk missing out on new talent and innovation

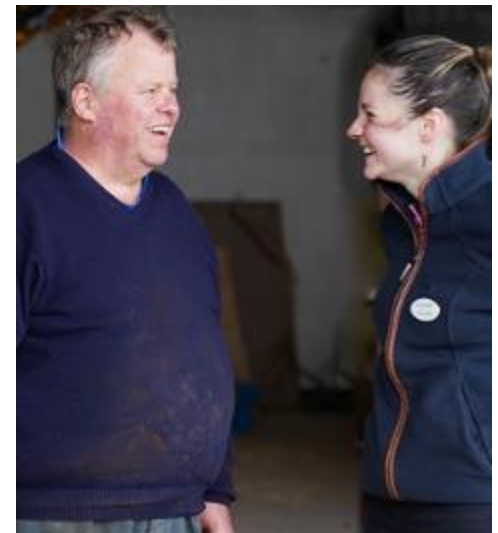
## More than 97% of farmers in the UK are White

People employed in agriculture, forestry and fishing in 2021 by ethnicity



# Our approach

- Keen to celebrate the vital role of farming – **we all rely on farmers 3 times a day**
- Our imagery and marketing reflects the diverse population of the UK
- We work with colleges, universities and YFCs to support new ag professionals
- Internal training on diversity, equality and equity delivered to FCN staff and volunteers



# Active Allyship: From Theory to Practice

Navaratnam Partheeban



The Worshipful  
Company of Farmers



BRITISH VETERINARY  
ETHNICITY AND  
DIVERSITY SOCIETY

# The Day Job



# Other Commitments





## NUFFIELD Farming Scholarships

ENCOURAGING AND SUPPORTING AN  
ETHNICALLY DIVERSE WORKFORCE IN  
THE AGRICULTURAL, FARMING AND  
VETERINARY SECTOR

MCDONALD'S UK & IRELAND



OXFORD  
BROOKES  
UNIVERSITY

LSBU

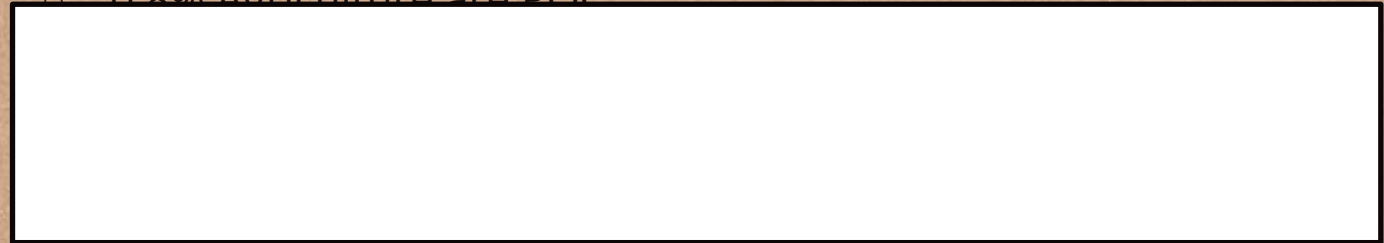


**RACE  
TOGETHER  
VETERINARY  
SURVEY  
UK 2021**

# Who is here?



- Who is at the table?
  - 0.8% Agriculture are POC



- 
- 
- 

- Does it reflect society?
  - What % of people in the UK are POC?
    - 14%
  - What % of children in UK are POC?



**Awareness of a**



# What do you know?



- Background
  - [Redacted]
  - Other cultures and religions
- Language
  - [Redacted]
- Barriers
  - £ role models opportunity
- Steps
  - Equality Act 2010

[Redacted]

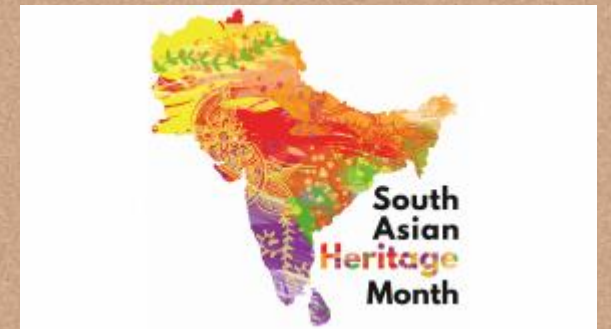
## Education

[Redacted]

# Change the script



- Who do you talk to?
- What do you read?
- Where do you go?



Diversify the cuisine

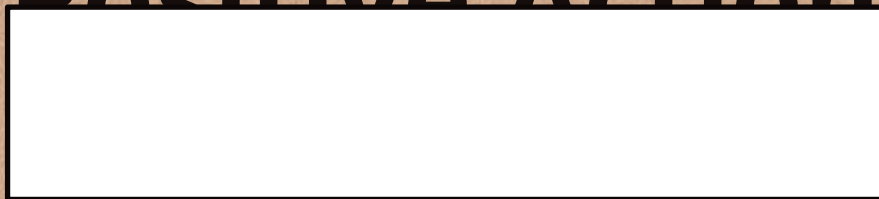
# Make the change



- Individual



**POSITIVE ACTION**



# Pro active/ Affirmative action



kindly sponsored by



## Overview

As part of our commitment to encouraging and supporting diversity OFC's Breaking Barrier scholarship will increase from 2 to 5 scholarships this year. This unique opportunity looks to support a group that is currently under-represented in the industry.

The fully-funded scholarship includes the complete OFC 2023 Scholars programme, with a ticket to OFC 2023, plus pre-conference events, mentoring and materials.

## Criteria

- Under 30 years of age
- Identify as Black or Person of Colour (BPOC)
- Interest in the food, farming, and agricultural sector
- Don't have to be working or studying in the sector currently
- Not attended the Oxford Farming Conference before
- Able to attend the full 2-day Conference in Oxford, and Scholar Pre-event programme
- Resident in the UK

Visit [www.ofc.org.uk](http://www.ofc.org.uk) to find out more & apply

**IVC EVIDENSIA** About us ▾ Careers ▾ Equine ▾ Farm ▾ Referrals Sell your practice ▾

## IVC Evidensia Ethnic Diversity Scholarship Scheme

A new scholarship scheme aimed at improving diversity within the veterinary industry

Apply now

A photograph of two veterinarians in a clinical setting, wearing green scrubs and surgical masks, looking at a patient.

Royal Agricultural University Study ▾ Student life ▾ Research ▾ Knowledge exchange ▾ About us ▾ Information for ▾

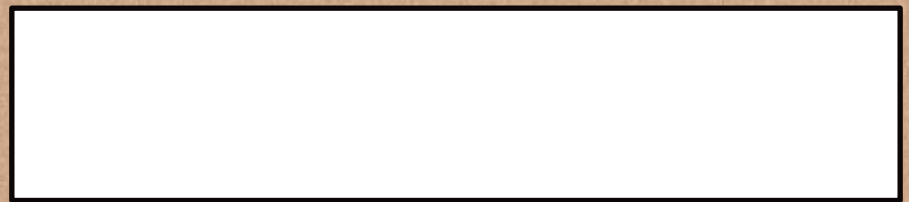
## RAU Ethnic Minority Excellence Scholarship

Have a question?

A photograph of two people walking in a field, one wearing a patterned jacket and the other in a dark jacket.

# Start the Journey

- Silence/lack of action is being complicit
- It takes time
- It is uncomfortable
- It is important
- It takes all of us





BRITISH VETERINARY  
ETHNICITY AND  
DIVERSITY SOCIETY

# Thankyou



**@navaratnampart1**

**@bveds2016**

[www.bveds.com](http://www.bveds.com)

[Bveds2016@gmail.com](mailto:Bveds2016@gmail.com)

# Tacking Rural Deprivation and Housing





# What is Deprivation in the Rural Context



# Definition of Deprivation

The Index of Multiple Deprivation<sup>1</sup> is compiled by the Ministry of Housing, Communities and Local Government (MHCLG).

It is an overall measure of deprivation that is based on seven domains of deprivation:

- o Income deprivation (including income deprivation affecting children and older people)
- o Employment deprivation
- o Education, skills and training deprivation
- o Health deprivation and disability
- o Crime
- o Barriers to housing and services
- o Living environment deprivation

**MHCLG state that “It is important to note that these statistics are a measure of relative deprivation, not affluence, and to recognise that not every person in a highly deprived area will themselves be deprived. Likewise, there will be some deprived people living in the least deprived areas”**



# Rural deprivation: reflecting reality

Jane C Farmer, A Gordon Baird and Lisa Iversen British Journal of General Practice 2021



**Income:** Low pay High living costs Low expectations Low benefit take-up

**Employment** Long hours Seasonal work Poor childcare provision Limited choice Vulnerable industries Limited transport

**Housing** Poor quality In need of repair Insecure tenure Lack of social housing Inflated prices in some areas Limited choice

**Lack of access to:** Public transport Health services Leisure and cultural facilities Shopping Sociocultural issues

**Lack of confidence** In/out migration Tensions between locals and incomers

# RURAL COST OF LIVING

RURAL SERVICES  
NETWORK JULY 2022

- **Council Tax:** in 2022/23, rural residents will pay, on average, £104 more per head in Council Tax than their urban counterparts.
- **House prices,** which are on average 39% higher than in urban areas (exc. London). The rural premium is even more significant in rural villages and hamlets where the average house sale price was £416,200 in Q1 2020, which is 55% higher than in urban areas excluding London. This results in young people and those on lower income being priced out of rural areas. Transport: rural households spend on average £113.90 per week on transport compared to £76.20 for urban households. For rural households, transport costs represent a higher proportion of their disposable income (12.3% vs. 9.9%).
- **Rent:** increased demand from renters to live further away from cities since Covid has led to asking rents in suburban and rural areas jumping by 11%. This is particularly affecting rural households on low income who now spend 47% of their earnings on rent compared to 43% for low-income households in urban areas. The 61% drop in the availability of rural locations since the pandemic is a clear indication that the rural housing supply is disappearing.



- **Heating:** rural households have a much larger fuel poverty gap than their urban counterpart. In rural areas, the reduction in fuel bills needed to take a household out of full poverty would be £501, compared to £223 in urban areas. This is because rural properties tend to be less energy efficient and have a higher incidence of being off the gas grid. This results in the average estimated energy cost of dwellings in predominantly rural areas being 10% higher than in predominantly urban areas, at £808 per year (before the 2022 price increases).
- **Food Prices:** rural households spent £65.60 a week on food and non-alcoholic beverages, which is 2% more than urban areas. These differences are also likely to be higher for rural households where physical access to food shops or digital access to online shopping is an issue.
- **Domestic energy poverty and transport energy poverty** overlap geographically. This double energy vulnerability tends to concentrate in isolated, rural areas and increase the likelihood of negative impacts upon well-being, highlighting the need to overcome policy silos and calling for an integrated approach recognizing the geographical accumulation of multiple forms of disadvantage.

Our research has found that rural residents working in rural economies earn much less than their urban counterparts and face significantly higher costs in respects studied: Kovia Consulting | Rural Cost of Living | July 2022 [10] T



# Housing in Rural Areas

## **SCOTLAND:**

From 1 April 2022, a private rented property have required an EPC of at least band D when a new tenancy starts, and by a backstop date of 31 March 2025, all private rented properties with an EPC will need to meet a C rating standard.

**ENGLAND:** Private rated properties must be a D rating currently for new tenancies and again by 2025 new tenancies must meet a C rating as standard.

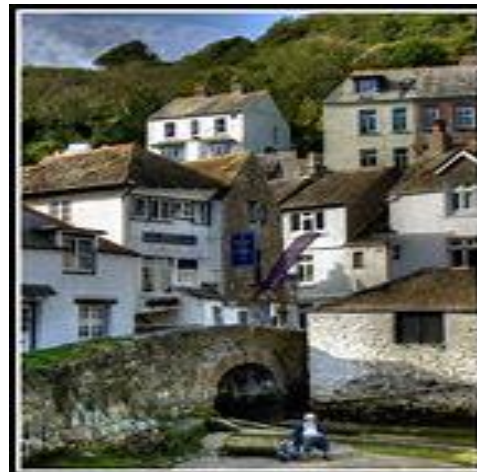
Many properties in rural areas are not on gas mains and sometimes not even on the electric grid. In emergencies as during Storm Arwen electric was off for several days and this can be regular in remote areas due to snow and power lines down. Having oil boilers or log fires are the only option and are being phased out. This can be expensive too to move to air or ground source heating or wind power for example.



# Housing in Rural Areas



**It is incredibly difficult to source reasonably affordable housing in rural areas particularly in scenic areas i.e. Cornwall and the Yorkshire Dales for example. Local people have become priced out of their own locality often due to second home owners, rising rentals because of holiday lets and lower wages. Since Covid 19, this has been exacerbated with from 20% -40% rises in house prices and rentals.**



# Housing for Working Gamekeepers



Housing for employed gamekeepers is usually a service occupation under license which means that they are required to live in situ to enable them to carry out their duties effectively.

**Service occupations are tied to their jobs in the sense that – if someone retires, is made redundant, is too ill to carry on their work, or is dismissed they usually are required to move out of the property.**

- Usual tenancy rights are not in place in law though is considered good practice: i.e. repairs and usual requirements i.e. heating, electricity and other safety measures. Environmental health can be called in but is rare due to the fear of losing their job.
- Employment law requires notice periods of one week per year (unless otherwise stated in contracts) but this is not in place until two years of employment has been completed. So a family could lose their home at a week's notice or less if they are summarily dismissed.
- It is in the interests of an employer to keep their house in good repair, but some estates are struggling to manage their budgets and finances, and some are let through other measures i.e. leased shoots and syndicate shoots.

# Housing for Working Gamekeepers



Keepers Cottages can seem to be in an idyllic and picturesque location but the reality may be very different

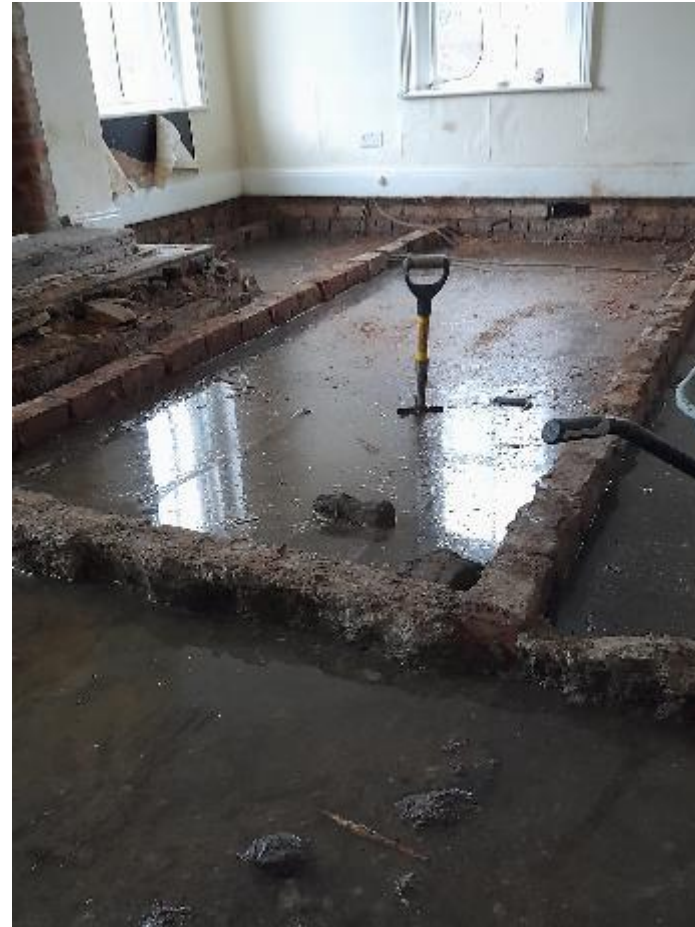
- Sometimes very remote with limited access to services, transport, schools and basic needs
  - Cars often need to be four wheel drive to manage long tracks
- Partners often find work difficult to be economical and practical in these situations
  - Limited energy sources - i.e. oil or open fires only
    - Sometimes no electric
- Very often no broadband or phone signals requiring expensive satellite options

# Housing for Working Gamekeepers



Living with this can be depressing but also sometimes dangerous

# Housing for Working Gamekeepers - examples



“I think we have found the damp problem after being told there was no issue!”

# Housing for Working Gamekeepers



These are examples where there are small children in the household

# Housing in Rural Areas

## Solutions?

RURAL SERVICES NETWORK: According to Lord Best, *“in the post-coronavirus era, it looks as if the tried and tested solutions for meeting housing need remain paramount. More homes for social renting in small developments that target local people, and a few purpose-built bungalows for older people to free up family homes, can make a huge difference for the village”*.

- Planning is being relaxed in brown zones and in some areas “in fill” for example where at least three properties exist. There are various schemes to house local people at affordable cost.
- Some local authorities and charitable organisations have a remit to repair dilapidated homes, or give preferences for self build plots.
- Updating rental properties to provide warm and safe homes



# Housing in Rural Areas

## Examples of successful solutions

- Addington - housing rural people at affordable rents
- **Agricultural tied properties rentals/purchases**



# Tackling Deprivation

## A CONNECTED SCOTLAND

Tackling social isolation and loneliness and building stronger social connection



Building cohesive communities. We know that building cohesive, resilient and supportive communities requires strong social networks. Communities, and the people within them, need to be protected and feel safe; they need to have strong networks; there must be good access to appropriate community facilities and places to meet; towns and high streets act as a focal point for social and economic interactions, and communities need to be fair and inclusive, where everyone has a voice and can participate.

Published by The Scottish Government 2018

# Tackling Deprivation

## Egans Wheel

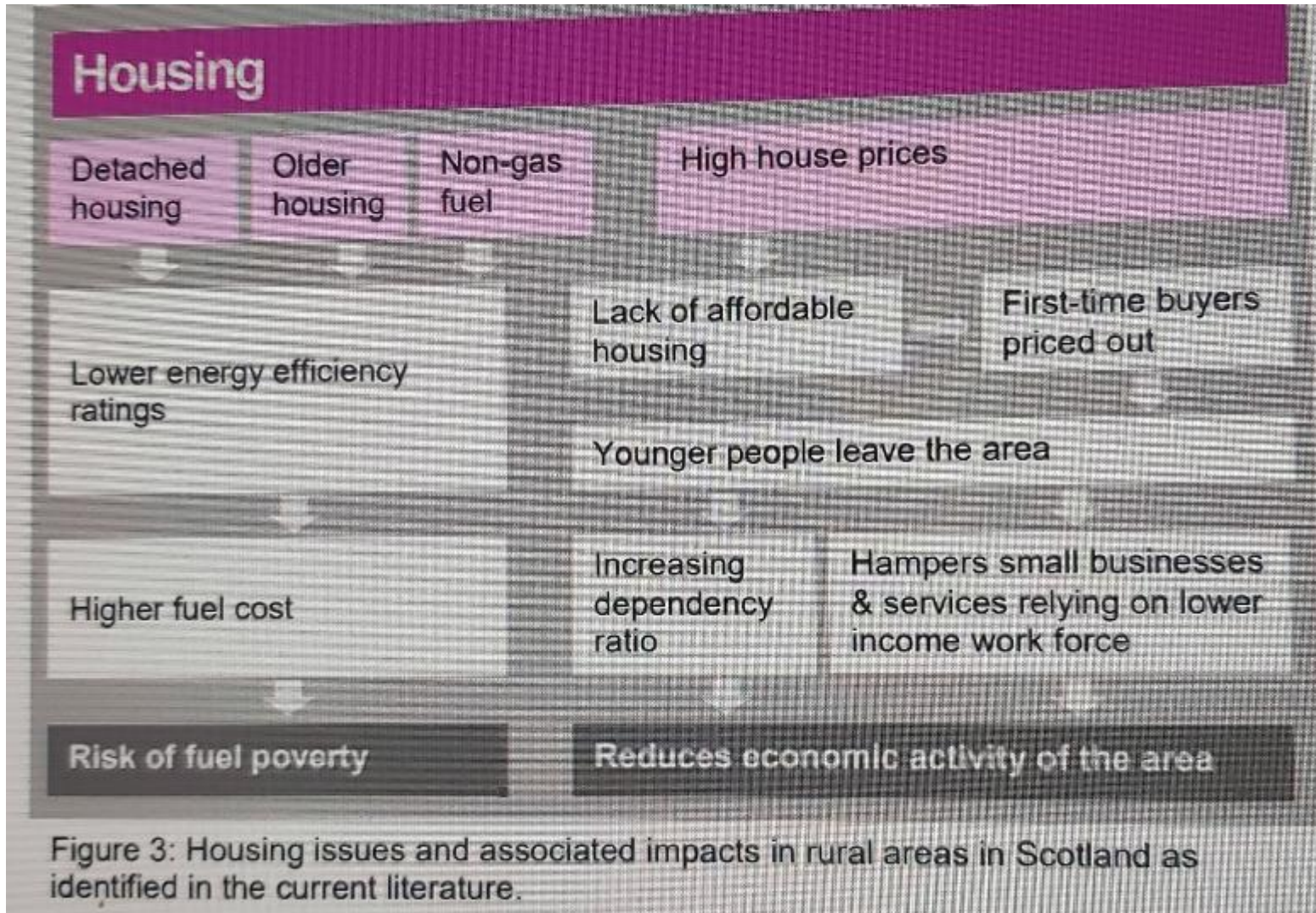
Sustainable communities - all the sectors should be in place for a fully sustainable community



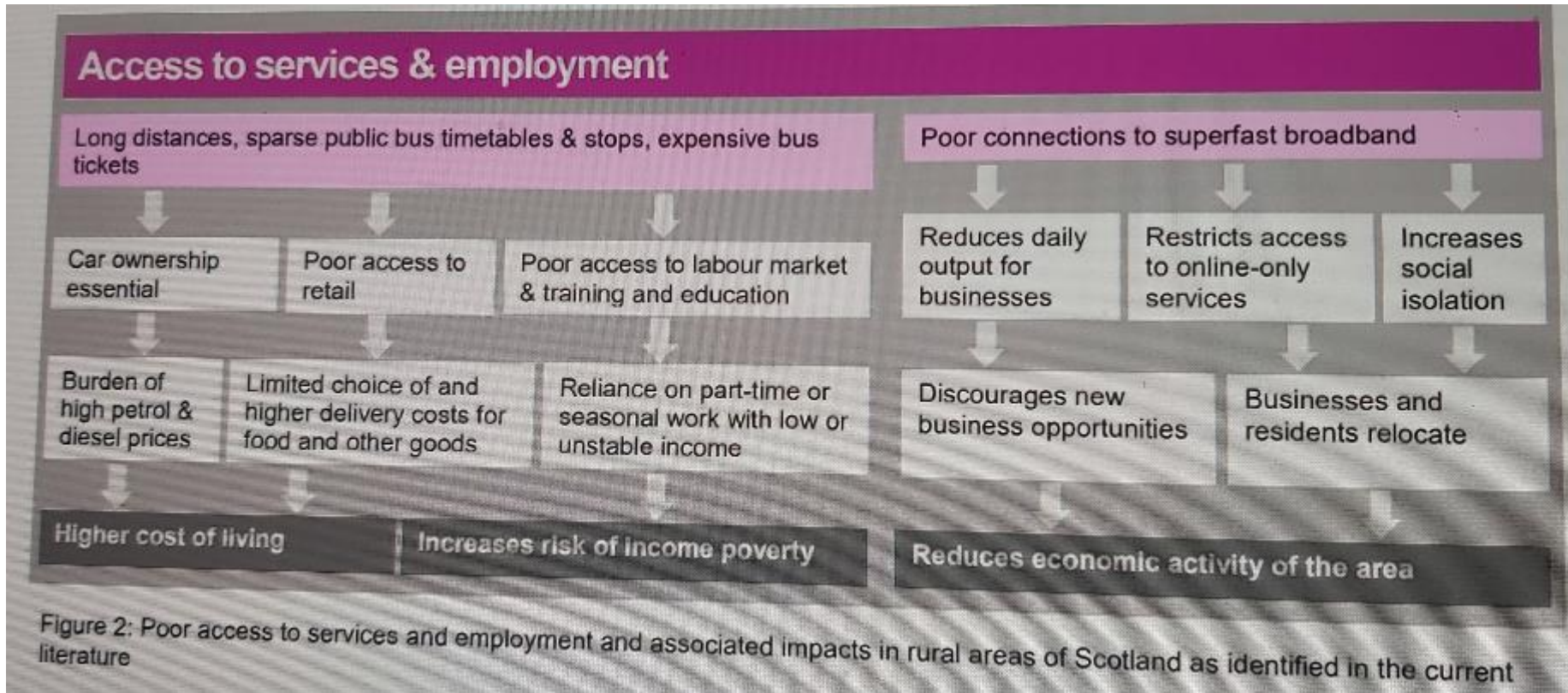
(From Rural Change in Wales)



# Tackling Deprivation



# Tackling Deprivation



# Tackling Deprivation

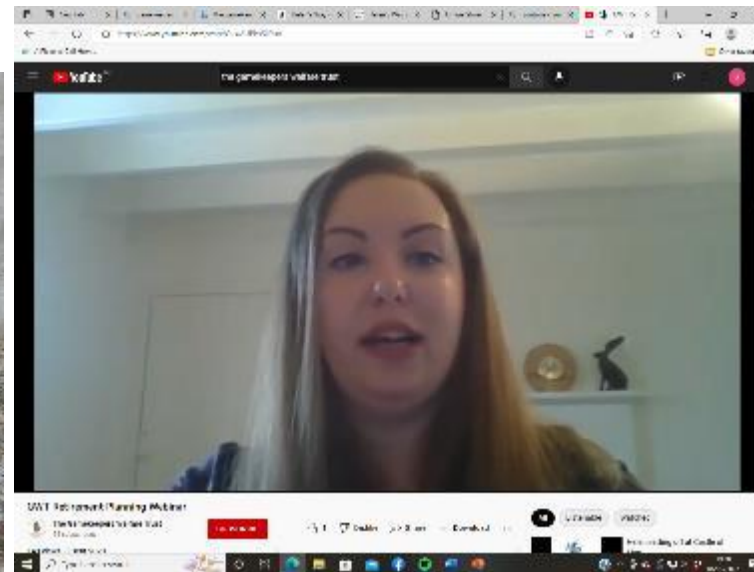
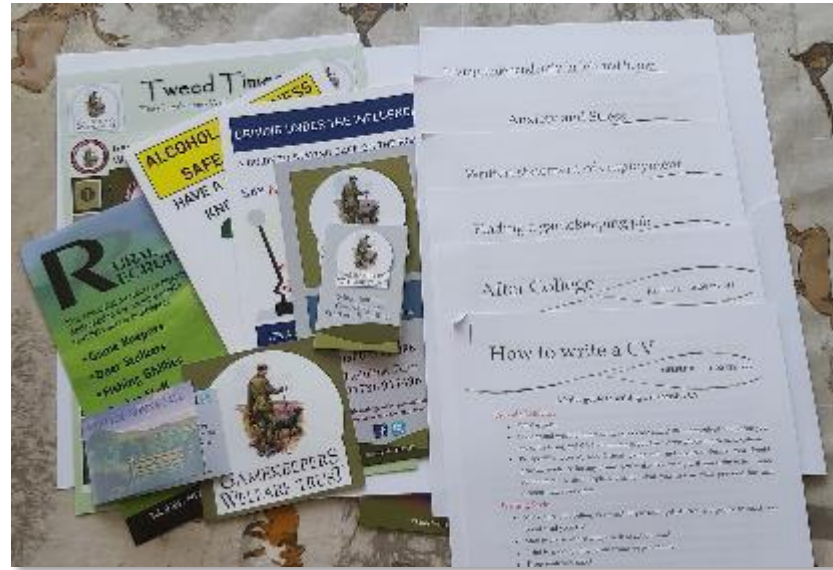
## What GWT has been doing:

- Connecting with other agencies
- Connecting with communities
- Connecting with the gamekeeping community
- Providing relevant information on energy, financial planning, debt
- Provision of information and tools for individual resilience
- Keeping in touch



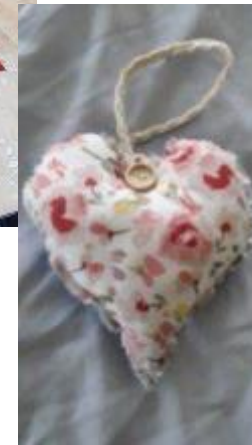
# Tackling Deprivation

INFORMATION and  
BUILDING RESILIENCE



# Tackling Deprivation

KEEPING IN TOUCH - we don't overlook loneliness



I don't think you realise the impact these 'small' gestures mean to the families that you support.

# Tackling Deprivation



## How to tackle Deprivation through our own organisations:

- **LEARN** from each other – what we do, innovation, review
  
- **INFORMATION:-**
  - Inwards and Outwards
  - Where to go and what to do in particular situations, to help individuals and our own communities
  - For the individual and their communities i.e. farmers, gamekeepers, gardeners etc.
  
- **KEEPING IN TOUCH -**
  - With each other
  - In our own organisations
  - With those we support
  
- **BUILDING RESILIENCE: -**
  - In rural Communities with enabling tools
  - In our own organisations
  - For the individual and their communities i.e. farmers, gamekeepers, gardeners etc.

# Tackling Deprivation

## Discussion



- o Income deprivation (including income deprivation affecting children and older people)
  - o Employment deprivation
  - o Education, skills and training deprivation
- o Health deprivation and disability
  - o Crime
- o Barriers to housing and services
- o Living environment deprivation



**SSEN – PRIORITY SERVICE  
REGISTER**

Bryan Puszkar – Regional Customer Relationship Manager  
bryan.puszkar@sse.com 07876 837359



Scottish & Southern  
Electricity Networks



## WHAT IS THE PRIORITY SERVICES REGISTER

The Priority Services Register (PSR) is a free service which provides extra help and support to customers who may be vulnerable in the event of a power cut.

This service is offered by all Distribution Network Operators (DNO) and information can be shared to the customers energy supplier if they consent, similarly the customers energy supplier can share with the DNO.





# WHO ARE SSEN?

- We are the Distribution Network Operator (DNO) responsible for the distribution of electricity to 3.8m customers in the north of Scotland and central southern England.
- We are responsible for maintaining and upgrading the distribution network which takes power from the transmission system to customer homes.
- As a regulated business, our investments and income are governed through a regulatory price control process.
- We are part of the broad-based energy company, SSE, who sold its energy supply business to OVO in 2019.



Underground cables

**51,798km**



Overhead lines

**26,905km**



Customers

**3,127,424**



PSR Customers

**607,671**





# WHO IS ELIGIBLE TO JOIN THE PRIORITY SERVICES REGISTER

We understand that customers may need extra support for a number of different reasons:

- Over the age of 60
- Are deaf or hard of hearing
- Have a chronic illness
- Use medical equipment / aid reliant on electricity
- Live with children under five
- Have mental health difficulties
- Are blind or partially sighted

We also recognise that customers may only need support for a temporary period of time because of life changing events such as bereavement or hospital recovery.



**GET FREE EXTRA SUPPORT DURING POWER CUTS**  
Register for Priority Services

**PRIORITY SERVICES REGISTRATION FORM**

Medical equipment/aids that relies on electricity

Reason for registering (tick all boxes that apply)

<input type="checkbox"/> Chronic illness	<input type="checkbox"/> Blind	<input type="checkbox"/> Partially sighted	<input type="checkbox"/> Over 60
<input type="checkbox"/> Speech impairment	<input type="checkbox"/> Development condition	<input type="checkbox"/> Dementia (w/ cognitive impairment)	<input type="checkbox"/> Physical impairment
<input type="checkbox"/> Mental health	<input type="checkbox"/> Hearing impairment (inc deaf)	<input type="checkbox"/> Restricted hand movement	<input type="checkbox"/> Living with children under 5
<input type="checkbox"/> Poor sense of smell/taste	<input type="checkbox"/> Unable to answer door	<input type="checkbox"/> Additional presence preferred	<input type="checkbox"/> Water dependent

Temporary:  Life changes  Post hospital recovery  Young adult householders <18

Other reasons you may need extra support (Please give more details if necessary)

If English is not your first language, please tell us what is?

How did you hear about us?

**What signing this form means to you**  
By signing this form you are confirming that you understand we may need to pass your details to third parties during an emergency so we can provide you with Priority Services; this may include the British Red Cross, local authorities or emergency services. If you have a nominated contact you are giving your explicit consent for us to talk to your nominated contact on your behalf when providing Priority Services. This may mean we will share information about you and your property with them.  
With your consent, we can pass your details onto your energy supplier and gas transporter who may also offer Priority Services that you can benefit from.

I consent to sharing my details.

**Sharing your details**  
With your consent we will pass your contact details only to Home Energy Scotland or Yes Energy Solutions (if you are in England) so that they may contact you and provide free of charge advice to help keep you warmer in your home and save you money.

I consent to sharing with Home Energy Scotland (for Scotland) or YES Energy Solutions (for England).

Signature of person who is registering for extra support or has legal authority to act for them:

Date  Sign

If you are signing on behalf of the person registering, please also include a copy of your legal authority to do so.

**Please send to:**  
Priority Services, Scottish and Southern Electricity Networks, FREEPOST, RTGH-TXXT-ZAEG, Inveralmond House, 200 Dunkeld Road, Perth, PH4 3AQ



# WHAT ARE THE BENEFITS OF JOINING THE PRIORITY SERVICES REGISTER

Benefits of joining the Priority Service Register are:

- Dedicated 24 hour telephone number
- Security password
- Nominate an alternative contact
- Information provided in alternative formats where requested eg Braille, Audio CD, alternative language
- Power cut alerts when we are aware of a power cut in a customers area
- Priority updates during a power cut
- Prewarn texts / calls when aware of a major weather event.
- Energy Efficiency referrals can be made to HES / YES
- Extra support in the event of a prolonged power cut eg food, charging points etc



Call us  
0800 294 3259



BSL InterpreterNow  
BSL InterpreterNow



Textphone  
0800 316 5457



# STORM EUNICE



Scottish & Southern  
Electricity Networks

## THE STATS BEHIND THE STORM



### EXTREME WEATHER

Ten hours of over 70mph winds in our operating region and seven hours of hurricane force winds.



### NETWORK DAMAGE

Over 1,000 points of damage - the equivalent of six months of overhead line faults on our network.



### SHARING INFORMATION

A record 1.1 million hits for our Power Track app.

371 SSEN appearances on live and pre-recorded news bulletins.



### CUSTOMER SUPPORT

SSEN provided over 9,200 free hot food and drinks and over 120,000 calls were received during and after the storm.



Over 1,000 engineers and operational staff working on restoring our customers' supplies and repairing the damage.



A gust of 122mph was recorded at Needles Old Battery, Isle of Wight, setting a new gust speed record for England.



Over 350,000 texts to PSR customers, and more than 7,000 calls made to our most vulnerable customers.



Storm Eunice was the first time the Met Office had issued a Red Warning for wind in southern England.



EMERGENCY?

**CALL 105**



OUR WEBSITE

**[ssen.co.uk/powercuts](https://www.ssen.co.uk/powercuts)**



SOCIAL MEDIA

**[ssencommunity](https://www.facebook.com/ssencommunity)**



# WELFARE RESPONSE

## Early deployment of welfare support

- Targeted support for customers in vulnerable situations, inc. referrals from LRFs/MPs/Cllrs.
- Generators delivered to PSR customers, care homes and rest centres.
- SSEN welfare vans put into early operation, serving approximately 9,200 hot meals

## Early offer additional assistance with food/accommodation expenses

- Offer to reimburse food costs to all customers of up to £15 proactively communicated on channels and via media.
- Offer to reimburse 'all reasonable accommodation and food costs' offer from 20th to PSR customers.

## Volunteers across SSE involved in community response

- Volunteers from ServeOn and RE:ACT door knocking and providing support.



"Going to those locations where SSEN have told us there are potentially vulnerable people without any power. We're not there to fix the power but what we're there to do is check on the welfare of those people"



**Nigel Denham**  
RE: ACT Volunteer Responder

"As we responded to Storm Eunice, we worked closely with our established network of Local Resilience Forums to support customers and communities impacted by the storm. These partnerships are vital as we co-ordinate with local authorities, emergency services and the volunteering sector before, during and after the storm."

Emma Merritt  
SEPD Lead Customer Relationship Manager





**WITH YOUR HELP WE CAN NOW  
HELP FAR MORE PEOPLE**



**HES and YES give customers FREE advice on:**

- Saving energy
- Grants and loans available for insulation and heating systems
- Money they could be claiming such as the Warm Home Discount
- Heating hot water and thermostat advice
- Smart meters and how to use them effectively
- Income maximisation



## RESILIENT COMMUNITIES FUND

- Our annual **Resilient Communities Fund** was open between March – June 2022
- Aim is to improve the resilience of local communities to extreme events such as extended power loss, aiding self sufficiency.
- **£1m available** was made available to community groups and charities in the south central England; grants of up to **£20,000** for individual projects and **£50,000** for projects with wider benefits.
- Core focus of fund is **physical resilience** but projects that will improve the **financial resilience** of vulnerable community members will be considered.
- In the most recent round 365k of grants were awarded and we are exploring the structure of further funding rounds.



More information can be found on our website [SSEN.CO.UK](https://www.ssen.co.uk)



# ANY QUESTIONS





*The Worshipful Company of Farmers*

HEALTH AND WELLBEING FORUM

THANK YOU

*Inspiring, encouraging and developing excellence in the management and leadership of UK agriculture*

<https://farmerslivery.org.uk/>