



# Western Power Distribution Local Investment Workshops Summary Report September & October 2019



## Recent network constraints

### National Grid - Statements of Works:

- Port Ham

### Reverse Power Flow

- Ludlow
- Chipping Sodbury
- Stourport
- Ryeleford
- Hereford

### Fault Level Limitations

- Feckenham

### Voltage Constraints

- Feckenham
- Hereford
- Bishops Wood

### Thermal Overloads

- Ryeleford
- Feckenham
- Chipping Sodbury
- Lydney
- Hereford

WESTERN POWER  
DISTRIBUTION  
Energy Networks - West Midlands

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## 1 | INTRODUCTION

In September and October 2019, WPD's Distribution Managers hosted 11 stakeholder workshops at depots across the WPD network area: the South West, South Wales, East Midlands and West Midlands. Stakeholders in attendance included councillors, council officers, developers and others involved in the growth agenda. The feedback from all the workshops has been collated and summarised in this report.

Each depot covered a different geographic area within the WPD network, as follows:

<b>South West</b>		
Devon	Barnstable Depot	10 September 2019
Somerset, Mendip & Bristol	Weston Depot	10 September 2019
Cornwall	Bodmin Depot	3 October 2019
<b>West Midlands</b>		
Hereford, Gloucester and Worcester	Gloucester Depot	12 September 2019
Greater Birmingham	Birmingham Depot	19 September 2019
Staffordshire and Shropshire	Stoke-on-Trent Depot	10 October 2019
<b>East Midlands</b>		
Derbyshire & Nottinghamshire	Alfreton Depot	2 October 2019
Northampton, Coventry and Leicester	Hinckley Depot	9 October 2019
Lincolnshire	Grantham Depot	15 October 2019
<b>South Wales</b>		
Swansea & West Wales	Swansea Depot	8 October 2019
Cardiff & East Wales	Cardiff Depot	11 October 2019



These workshops had a number of objectives: to provide local stakeholders with an update on the investment being made in their local network over the next 12 months; to collect feedback on where stakeholders see capacity challenges, particularly as a result of residential and commercial developments; to get feedback on how the local WPD teams can work more effectively with stakeholders; and to strengthen working relationships between the Distribution Managers and local stakeholders.

Whilst the agenda at each workshop was bespoke, the following items were covered at all the sessions:

- Introduction to WPD;
- The role of Ofgem and the RIIO framework;
- The transition to Distribution System Operator;
- Investment on the network;
- Network constraints;
- Working with stakeholders (including the provision of information);
- The electric vehicle (EV) charging network.

The workshops comprised PowerPoint presentations given by the Distribution Manager(s), followed by round-table discussion sessions. These sessions gave stakeholders an opportunity to comment on the following areas: working with WPD and stakeholder priorities for the electricity network; supporting the growth agenda; and the electric vehicle charging network. At the end of the first and third sessions, stakeholders were asked to complete written feedback forms to provide some quantitative feedback.

WPD instructed EQ Communications, a specialist stakeholder engagement consultancy, to independently facilitate the workshops and to take notes of the comments made by stakeholders. Comments have not been attributed to individuals to ensure that all stakeholders were able to speak as candidly as possible.



## 2 | EXECUTIVE SUMMARY

The workshops covered three broad areas: stakeholder priorities; supporting the growth agenda; and the electric vehicle charging network. At each workshop, the relevant Distribution Manager gave a presentation on these topics, which was followed by round-table discussions designed to collect stakeholder feedback. This report contains summaries of the findings from the round-table discussions, as well as verbatim comments and written feedback from stakeholders.

### WORKSHOP ONE: STAKEHOLDER PRIORITIES

- Capacity and sustainability were the two key issues for discussion across all four workshop regions.
- Delegates reported broadly positive experiences of working with WPD. Operator forums and collaboration with local authorities on local development projects highlighted for praise.
- Communications was an area where many felt WPD could improve, with better, clearer information on network capacity, reinforcement works and network upgrades sought.
- 'Network reliability', 'build a smart network' and 'network resilience' emerged as the top three priorities for stakeholders, who ranked their importance as 8.46, 8.27 and 8.15 out of 10 respectively.
- Stakeholders felt that some priorities from the list presented to them were missing. The most common suggestion was addressing the climate emergency, which included lobbying central Government and providing leadership in terms of the electrification of heat and transport. Another common suggestion was the desire to see a priority around strategic forward planning and investment – which included working with councils to understand their infrastructure plans and investment ahead of need to deliver capacity for growth. A range of other priorities was also put forward.

### WORKSHOP TWO: SUPPORTING THE GROWTH AGENDA

- Sustainability was seen as the key focus with regard to local authorities' growth plans, across all four regions.
- Capacity and the ability of the network to cope with the increase in renewables were seen as the greatest threats to the sustainable growth agenda.
- Stakeholders advocated WPD having a greater influence on the planning process, with many feeling this would offer authorities and developers greater confidence and certainty that their growth plans were viable.
- Delegates reported their intentions to implement a number of sustainable technologies and approaches in their new residential and commercial developments, including battery storage, passive houses, PV, EV chargers, heat pumps and community-vehicle infrastructure.
- There was consensus that a meaningful, effective sustainable growth agenda was only possible with support from central government in the form of subsidies, incentives, and legislation.
- A majority of the local authorities across all four workshops had declared climate emergencies, with many citing greater collaboration with WPD and cross-utility partnerships as the key to achieving their net-zero targets.
- Reports on the connections application process were mainly positive, with quick response times, the data portal, and the availability of WPD staff to discuss applications praised.

### WORKSHOP THREE: THE ELECTRIC VEHICLE CHARGING NETWORK

- 58% of delegates were at the early planning stages of rolling out the EV charging network in their regions, and 11% were in the implementation phase.
- Car parks, park-and-ride sites, and car clubs were the preferred locations for installing EV charge points. There was a perceived reluctance to invest in kerb-side chargers, with the majority citing pedestrian safety issues and the potential for disruption in town centres as the key drawbacks.
- Many authorities were also investigating electric buses, refuse vehicles and charging hubs for taxis as ways to provide sustainable transport in their regions.
- Cost was cited as the major challenge faced by local authorities in the roll-out of the EV charging network, as well as identifying suitable locations and the availability of network capacity.
- 38% of stakeholders rated the level of service they had experienced when applying for an EV connection with WPD as 'very good', and 44% said it was 'good'.
- 89% rated the information that WPD has made available on EV charging as 'very good' or 'good'.
- The workshop format was felt to be the most helpful method for enabling delegates to grapple with the EV charging network in greater detail.

### EVENT FEEDBACK

After the event, stakeholders were asked to complete written feedback forms. The combined feedback across all 11 workshops was as follows:

- The average stakeholder satisfaction score for the workshop was 8.9 out of 10, with 36% of stakeholders giving the highest possible score of 10 out of 10.
- All stakeholders reported that they found the event interesting, with 74% opting for 'very interesting' and 26% for 'interesting'.
- 57% 'strongly agreed' and 42% 'agreed' that they had the opportunity to make their points and ask questions.
- 94% 'strongly agreed' or 'agreed' that WPD covered the right topics on the day, and no stakeholders disagreed with this statement.
- 74% of stakeholders felt the chairing of the workshop by their table facilitator was 'very good', with 24% opting for 'good'.



### 3 | ATTENDEES

229 stakeholders attended across the 11 workshops, representing 132 organisations. The organisations represented were as follows:

- 361 Energy CIC
- Aardvark EM Ltd
- Adams Keyston Hill Ltd
- All Wind UK Ltd
- Ashfield District Council
- Association of Local Councils
- Atlantic Energy
- Bassetlaw District Council
- Bath and North East Somerset Council
- BeGreen Wales
- Bideford Town Council
- Bingham Town Council
- Birmingham Airport
- Blaenau Gwent County Borough Council
- Bolsover District Council
- Boston Borough Council
- BRE National Solar Centre
- Bridgend County Borough Council
- Bright Green Renewables
- British Solar Renewables
- Bromsgrove District Council
- Caerphilly County Borough Council
- Cannock Chase District Council
- Cardiff Council
- Carmarthenshire County Council
- Cenex
- Cenin Renewables Ltd
- Centrica (Cornwall Local Energy Market)
- Ceredigion County Council
- Charnwood Borough Council
- City of Lincoln Council
- CLA
- Community Energy Plus
- Cornwall Business Partnership
- Cornwall Council
- Cornwall Energy Services
- Cotswold District Council
- Coventry City Council
- Daventry District Council
- David Wilson Homes
- Derby City Council
- Devon County Council
- Digital Engineering Ltd
- Dorset Council
- Dudley Council
- East Lindsey District Council
- Engineering Services Consultancy Ltd
- Forest of Dean District Council
- Gloucester City Council
- Gloucestershire County Council
- Green Nation
- Hafod
- Harborough District Council
- Herefordshire Council
- Hoare Lea
- Impetus
- J. Murphy & Sons
- Leicester & Leicestershire Enterprise Partnership
- Lincolnshire County Council
- Malvern Hills District Council
- Mid Devon District Council
- Midlands Energy Hub
- Mountpark
- Mr. Electric
- National Police Estates Group
- Newcastle under Lyme Council
- Newport City Council
- North Devon Coast AONB
- North Devon Council
- North East Derbyshire District Council
- North Kesteven District Council
- North Northamptonshire Joint Planning & Delivery Unit
- North Somerset Council
- Northamptonshire County Council
- Nottingham City Transport Ltd

- Nuneaton & Bedworth Borough Council
- Office of Ellie Chowns MEP
- Okehampton Town Council
- Peak Gen Power Ltd
- Plymouth City Council
- Pobl Group
- Power On Connections
- Rhondda Cynon Taf County Borough Council
- Richborough Estates
- Robert Hitchins Limited
- Rolton Group Ltd
- Rugby Borough Council
- Rushcliffe Borough Council
- Rutland County Council
- SABA Consult Ltd
- Sandwell Metropolitan Borough Council
- Schumacher Institute
- Sedgeberrow Sustainable and Manageable Energy
- Sedgemoor District Council
- SMS Energy Services Ltd
- Solihull Metropolitan Borough Council
- Somerset County Council
- Somerset West and Taunton Council
- South East Wales Energy Agency
- South Gloucestershire Council
- South Holland District Council
- South Kesteven District Council
- South Somerset District Council
- South Wales Trunk Road Agent
- South West Energy Hub
- St Modwen Properties plc
- Stafford Borough Council
- Staffordshire County Council
- Staffordshire Moorlands District Council
- Stoke-on-Trent City Council
- Stratford-on-Avon District Council
- Stroud District Council
- SunGift Solar
- Swansea Council
- Telec Solutions
- Tewkesbury Borough Council
- The Carbon Trust
- The Heat Project
- Torridge District Council
- Vale of Glamorgan Council
- Wadebridge Renewable Energy Network
- Walsall Council
- Warwick District Council
- Warwickshire County Council
- Welsh Government
- Wessex Water
- West Devon Borough Council
- West Somerset And Taunton District Council
- Worcester City Council
- WSE Operational
- Wychavon District Council
- ZLC Energy Ltd



## 4 | WORKSHOP ONE: STAKEHOLDER PRIORITIES

**The first presentation of the day outlined WPD's role as a Distribution Network Operator (DNO) and its approach to working on a regional level. The presenters then explained that WPD is looking to understand its stakeholders' priorities as the company moves towards its next Business Plan (2023 – 2028).**

**During the discussion session, stakeholders were asked what their priorities were for the electricity network from 2023 onwards. They were then given a written feedback form and asked to rank WPD's 14 existing priorities as well as identify any priorities they felt were missing.**

### SUMMARY:

Stakeholders across all the four regions attended the workshops with two key topics at the top of their agendas: sustainability and capacity. Where sustainability was concerned, delegates put particular emphasis on greening the planning process, low-carbon heating, electric vehicles, renewable connections, and the opportunities and drawbacks associated with declaring climate emergencies. On network capacity and constraint, many expressed the perception that expensive reinforcement works and a lack of capacity were hindering development and growth in their regions.

On the whole, reports of working with WPD were positive, with many singling out the connections process, operator forums and consultations on planning works for particular praise. It was stated that WPD were the best DNO to work with, with quick, helpful and intelligent responses, and there was a real sense of optimism around WPD helping communities, councils and local energy groups in the transition to a more sustainable world.

Where there was criticism, it tended to focus on communications. Some delegates wanted to see more accurate information on future network capacities and potential growth sites, and felt that, especially for local authorities, documents needed to be written in plain English rather than in overly technical language. Stakeholders sought more transparency and urgency on network upgrades and reinforcement works to be able to offer developers and planners greater certainty. Where delegates had experienced a slow or confusing response from WPD or a breakdown in communication, most felt that a named point of contact would go a long way towards solving their issue.

When stakeholders were asked to rank WPD's existing priorities, 'network reliability' scored the highest across the four regions, with 8.46 out of a possible 10. The focus on reliability stemmed from real concern over increased demand and generation, and the capability of the network to sustain the increased load, particularly as the move towards carbon zero heralded a greater reliance on electricity. Delegates understood a reliable supply as the guarantee that people were able to use electricity as and when they need it, with many of the view that, if implemented properly, connecting more renewables could lead to a more reliable network. Increasing capacity, especially on rural networks, and ensuring network visibility were seen as an essential part of delivering a reliable network, especially for businesses. This was also the top priority for local authorities, both officers and elected representatives.

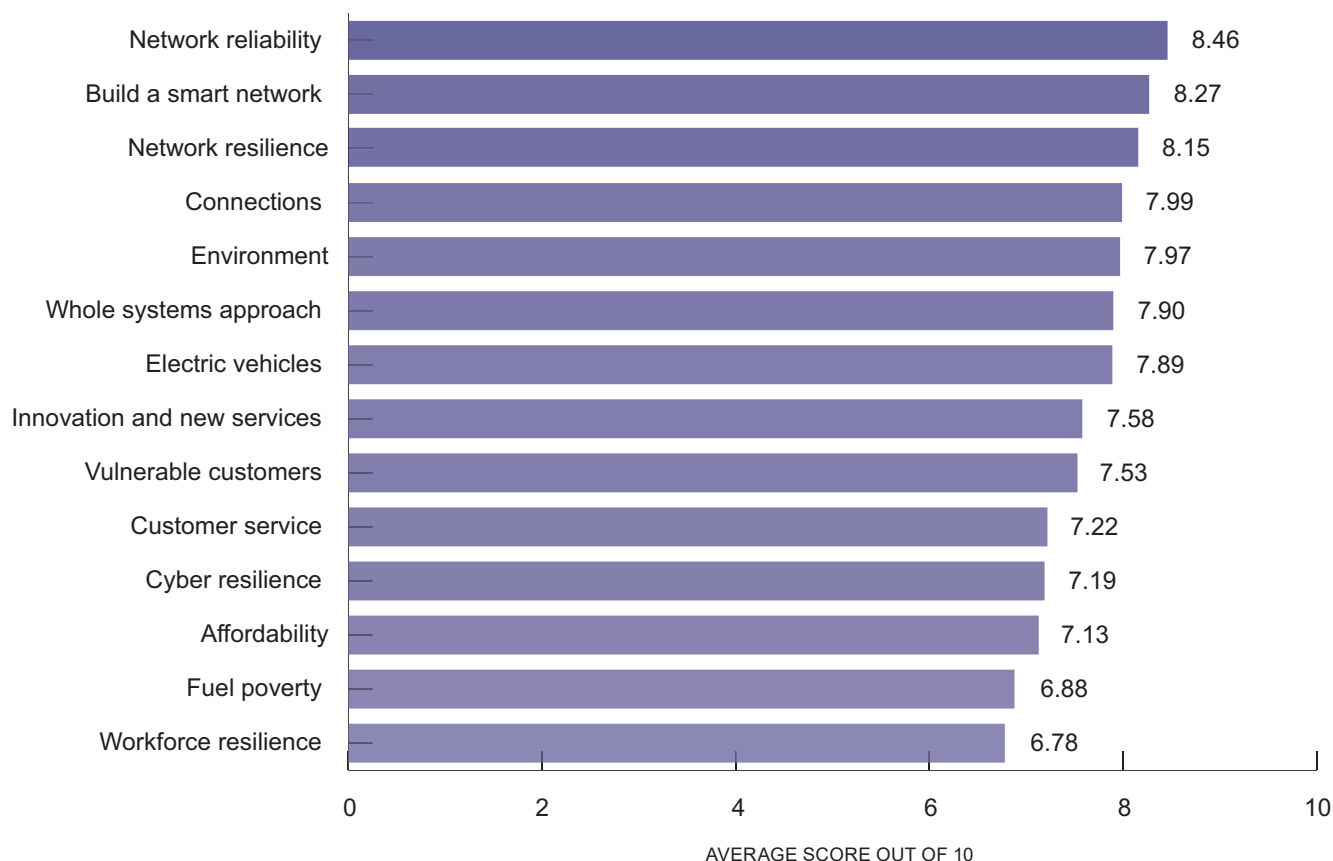
The second most popular priority was 'build a smart network' with 8.27 out of 10, followed by 'network resilience' with 8.15 out of 10. Smart networks were seen as key to building a low-carbon economy, although many felt that more education and clearer information were needed on what a smart network would look like, and how it would function in reality.

Stakeholders, particularly those in the South West and South Wales, were keen to emphasise that any new system must not sacrifice the ability of everyone to participate, particularly those in vulnerable circumstances and in fuel poverty. It was commented that affordability needed to be factored into the transition to DSO, and that WPD needed to consider not only developers' willingness to pay but those paying as customers into the new energy system, as building sustainable housing and infrastructure becomes more and more of a priority. Many stakeholders wanted to see WPD being able to invest in the network ahead of need, seen as crucial in addressing smart networks, resilience and overall affordability. Delegates urged WPD to take a proactive approach to network resilience, particularly in light of the recent power cut across the UK.

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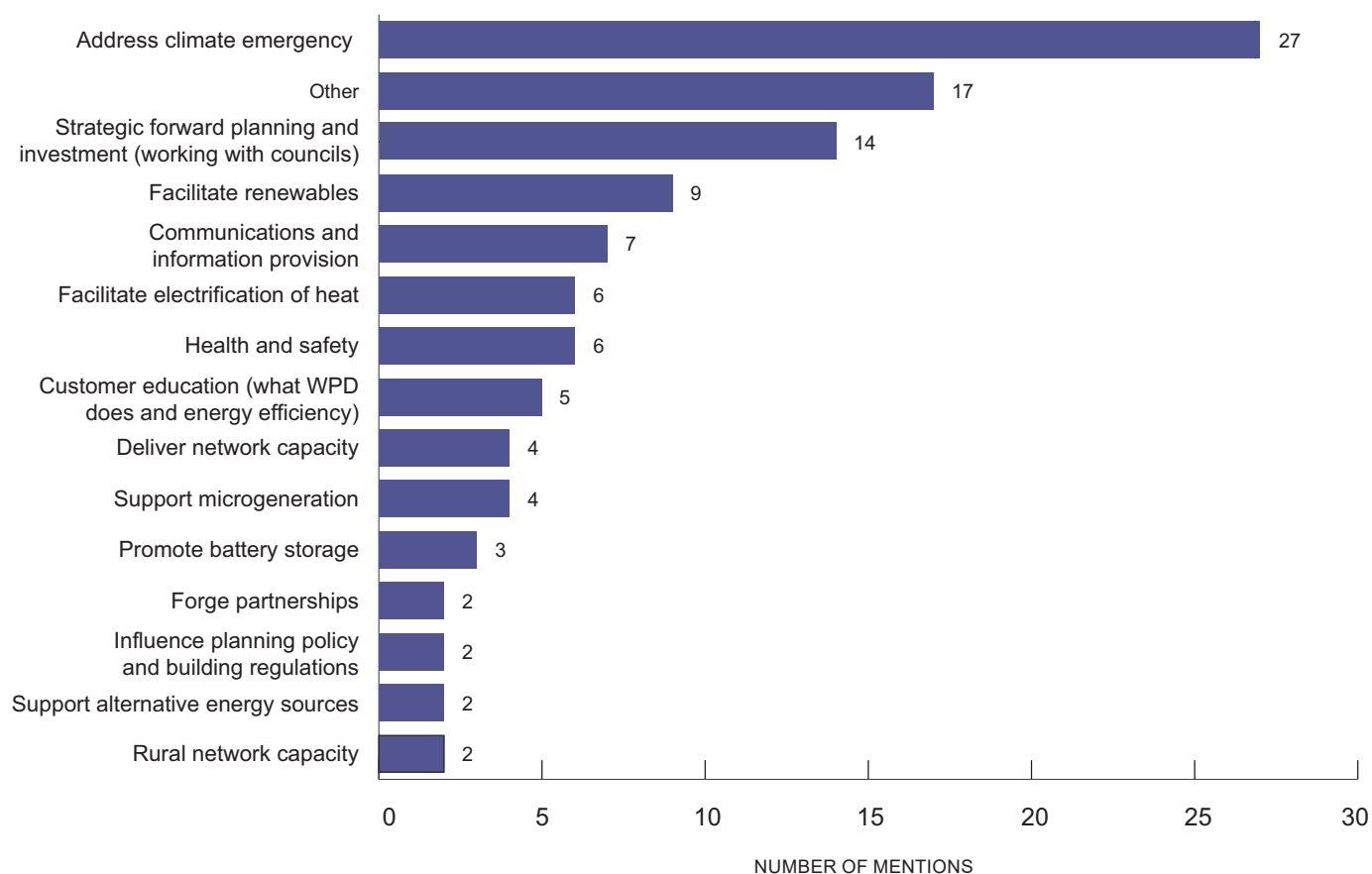
Discussing missing priorities, a majority of delegates across the four regions felt that a 'carbon zero' or 'climate emergency' priority needed to be added, perhaps in place of, or in addition to, the existing environment priority, which many felt was too broad. This new priority often included the need for WPD to take a leadership role when it came to lobbying the Government and supporting stakeholders to electrify heat and transport. Another common suggestion was the need for a priority around strategic forward planning and investment. This included closer working with local councils to ensure that they provide the capacity required to support the delivery of Local Plans and transport infrastructure – with support for proactive investment to ensure the capacity is available when it is needed. Other popular suggestions included facilitating renewables, facilitating the electrification of heat and customer education on energy efficiency. A range of other new priorities was also put forward by stakeholders.

## WHAT ARE THE KEY PRIORITIES FOR YOU WHEN IT COMES TO YOUR ELECTRICITY NETWORK?



	Community energy group	Developer / connections customer	Local authority elected member	Local authority officer	Local enterprise partnership / business group
<b>1st Priority</b>	Electric Vehicles	Connections	Network reliability	Network reliability	Innovation and new services and build a smart network [Joint first priority]
<b>2nd Priority</b>	Environment	Network reliability	Environment	Network resilience	
<b>3rd Priority</b>	Build a smart network	Build a smart network	Build a smart network	Electric vehicles	Connections, whole systems approach and network reliability [Joint second priority]

## ARE THERE ANY PRIORITIES MISSING FROM THE LIST ABOVE?



NB. This graph has been produced based on the written answers to an open question in the feedback form. Where possible, the written responses have been analysed and grouped into themes. To do so, some assumptions have been made. This graph should therefore be treated as purely indicative of people's views.

Where new priorities were only mentioned once across the workshops they have been included as 'other'. Some of the 'other' suggestions are included in the list below. Some of the 'other' suggestions were unclear.

- SF6;
- Third party investment in to increase capacity and resilience of network;
- Real time visibility of network capacity;
- Working with broadband providers to coordinate broadband and electricity infrastructure;
- Undergrounding;
- Ensuring the affordability of network developments;
- Power quality (surges, spikes and dips);
- Managing end users' expectations;
- Residential connections and reinforcements;
- Using the smart network to deliver other benefits including reducing fuel poverty and enabling low carbon technologies;
- Flexibility; and
- Wayleaves.

## 5 | WORKSHOP TWO: SUPPORTING THE GROWTH AGENDA

The presenters gave examples of WPD's investment programme, which included activities such as asset replacement, undergrounding and network reinforcement. The company's approach to capacity allocation was also explained. Stakeholders were then asked to give details of their own local growth plans, the technologies they were planning to include and how WPD should take these into consideration when investing in the network.

### SUMMARY:

Stakeholders discussed their growth plans, and it was clear that in all four regions, planned development was to be ambitious both in terms of scale and sustainability. Unsurprisingly, given the variations in environment and population between the four licence areas, the details of the growth plans differed. In South Wales and the South West, wind, solar and tidal projects as well as housing were discussed, whereas the focus in the East and West Midlands was on housing growth and commercial and infrastructure development, including technology parks, expanded transport links, and HS2.

In all cases, delegates were concerned about capacity, reinforcement works, and the ability of the network to cope with renewable sources of energy. Furthermore, stakeholders saw limited network capacity and a lack of investment in the network as barriers to growth, with many citing the current regulatory structure as unfit for purpose.

Growth plans around all the four regions were at different stages of implementation. Some had adopted Local Plans whereas others were still in the very much in the planning phases. A number of delegates were working on the basis of long-term plans, although many were keen to stress the unpredictable nature of planning and development, particularly in light of the drive towards sustainability, which required greater innovation and network capacity.

Delegates emphasised that Local Plans should be taken into consideration by WPD when planning network reinforcement, and queried why WPD's Business Plan and scheduled investment could not work alongside Local Plans more cohesively. To this end, it was seen as vital that WPD have an influence on the planning process, as this would offer local authorities and developers greater certainty that their plans were viable and achievable.

Across all four regions, delegates confirmed that they intended to implement a range of ambitious initiatives and technologies. These included all-electric systems, battery storage, passive houses, PV, EV chargers, generating 10% of energy from renewables, heat pumps and community-vehicle infrastructure.

Alongside the scale of these ambitions, however, stakeholders raised a number of concerns that had arisen as a result of the turn towards sustainable growth. Some local authorities felt that encouraging these alternative power sources was beyond their remit, while others worried about the cost and viability of battery storage and of retrofitting older homes with renewable technologies. In this respect, anxiety over affordability arose, with delegates seeing newer technologies as a way to price out their constituents from an already-inflated housing market.

Others criticised housing developers for not taking the lead with implementing sustainable solutions, prioritising profit over any long-term environmental benefits. In order to mitigate all of these difficulties, delegates again advocated lobbying government for changes to building regulations and for DNOs to become a statutory consultee in planning matters. There was overwhelming consensus that all concrete actions to ensure sustainable growth needed to be supported by central government.

Many of the authorities present had declared climate emergencies, with different net-zero targets in place. The majority were in line with the government's 2050 pledge, although some were aiming for 2040, and even 2030 in some cases.

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Stakeholders described the plans they had in place to reach zero carbon, such as major community consultations on climate change strategy across relevant partners, policy-making that enables sustainable development, and offsetting strategies. Some delegates were concerned that overly ambitious carbon-zero targets could not possibly succeed, and that a more detailed, long-term approach was needed if there was to be a genuinely effective response to the declaration of a climate emergency.

Across all four regions, it was widely felt that collaboration and alignment between different tiers of government could make action on the climate more effective and that WPD could assist in demonstrating greater leadership by declaring its own climate emergency, and by participating in a combined authority approach that fully integrates climate-emergency initiatives across districts and industries.

Delegates who had applied for new connections discussed the process, with the majority feeling it was expensive but workable. Quick turnaround of quotes, the data portal, and the availability of WPD staff to discuss the application were praised, but others wanted more transparency about the costs and pay outs for lost capacity, and felt the milestones lacked clarity. In order to support the sustainability agenda in a more meaningful way, delegates wanted WPD to be able to prioritise connections for lower-carbon projects, with suggestions to lobby Ofgem to achieve this.



## 6 | WORKSHOP THREE: THE ELECTRIC VEHICLE CHARGING NETWORK

**The third presentation addressed the complex and wide-ranging issue of EV charging, touching upon capacity, connection cost and time, and the application process.**

**During the discussions, stakeholders were asked about their plans for the roll out of the EV charging network and how WPD can support these plans. At the end, stakeholders were given a written feedback form to complete to give WPD a better understanding of the status of the rollout of EV charging at local councils across their network.**

### **SUMMARY:**

Over half of the delegates across the four regions (58%) were at the early planning stages of rolling out the EV charging network in their regions. 16% had not really started, 14% were at a progressed planning stage, and just 11% were in the implementation phase.

The majority of councils were focusing on car parks and park-and-ride sites as locations to install EV chargers. No concrete plans were in place to install kerb-side chargers, with many citing health and safety and access as reasons for their reluctance. Many local authorities had plans for electric buses and refuse vehicles, charging hubs for taxis, and dedicated parking and charging spaces for EV car club schemes.

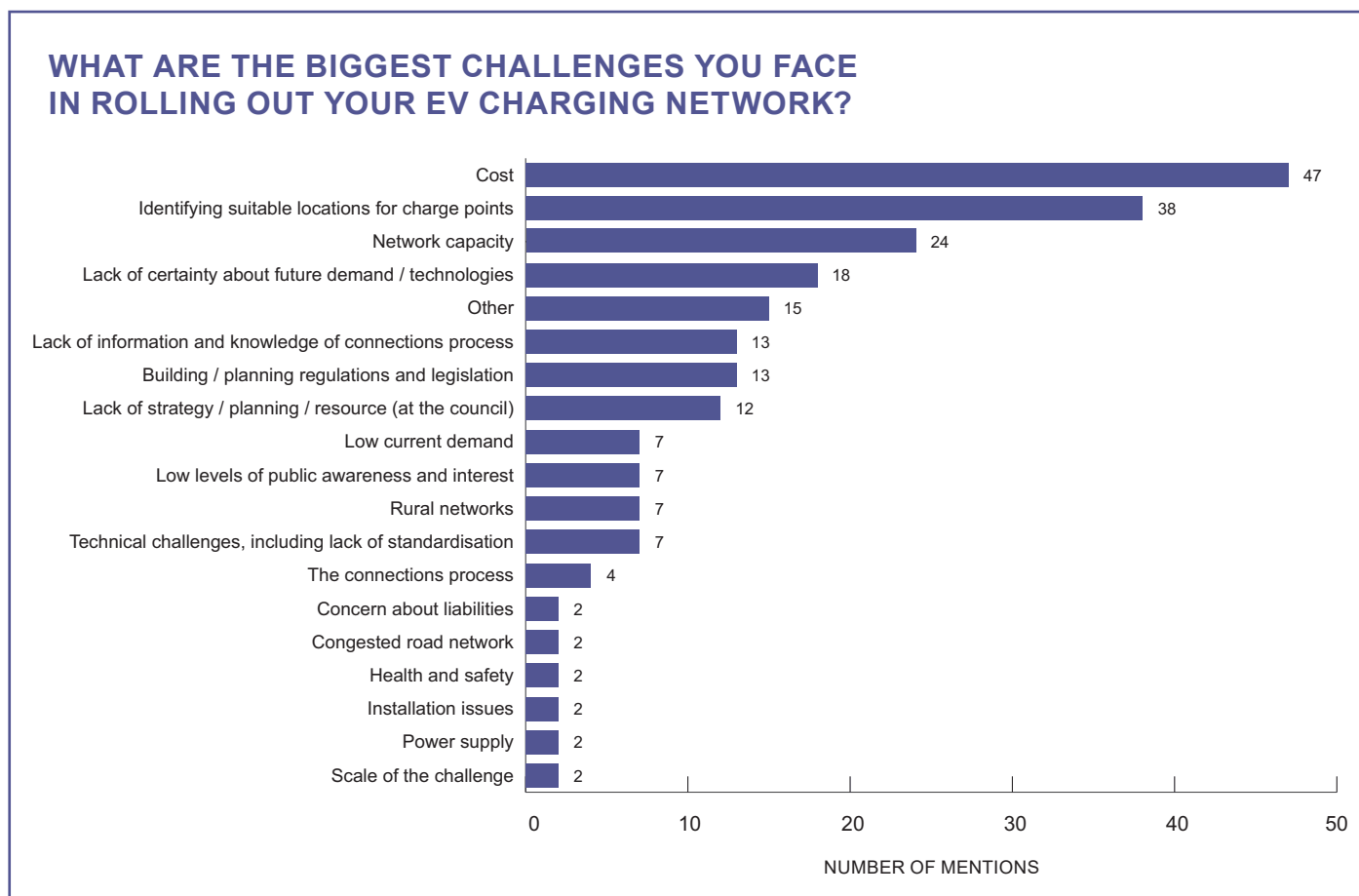
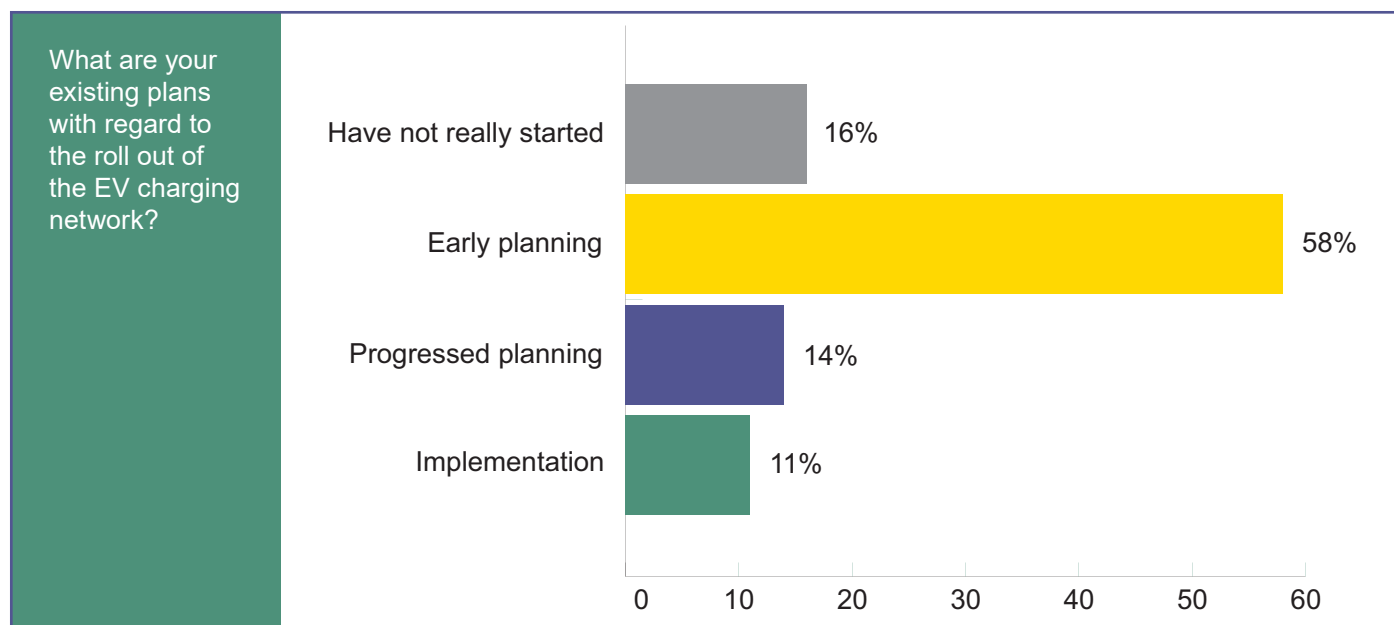
Delegates discussed how WPD could support their plans for the EV charging network. Aids such as plainly written guidance documents, better forecasting, heat maps, technical information and guidance for where there was capacity constraint were all seen as key. Others wanted better communication with WPD, with a dedicated point of contact and more engagement and workshops on capacity and connections issues.

When stakeholders were asked which challenges they were facing in rolling out the EV charging network, the most common answer was cost. Other major challenges included the availability of appropriate charge point locations (with issues including terraced housing, retrofitting street furniture and tower blocks) as well as the availability of enough network capacity. A range of other challenges were also put forward.

Most stakeholders felt that charging hubs in car parks, reserved parking spaces for EVs and charging hubs for apartment blocks were the most realistic way forward to assist EV customers without access to a driveway. It was clear this was a more pressing issue for those authorities in built-up areas with a good deal of terraced housing and old housing stock, although those representing constituents in rural areas cited concerns over the relative scarcity of charging points. In all cases, delegates urged WPD to work closely with the highways authorities and urban planners to make sure that charging infrastructure plans were tightly coordinated and working towards the same ends. No councils wanted to see their constituents either priced out or left behind in the move towards electric transport.

When stakeholders were asked to rate the level of service they had experienced when applying for an EV connection with WPD, 38% described it as 'very good', and 44% said it was 'good'. 89% also rated the information that WPD has made available on EV charging as 'very good' or 'good'.

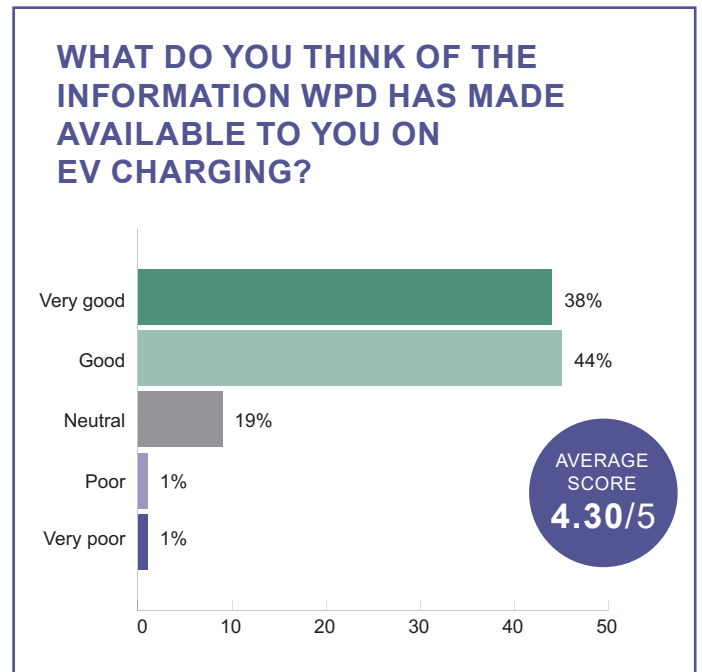
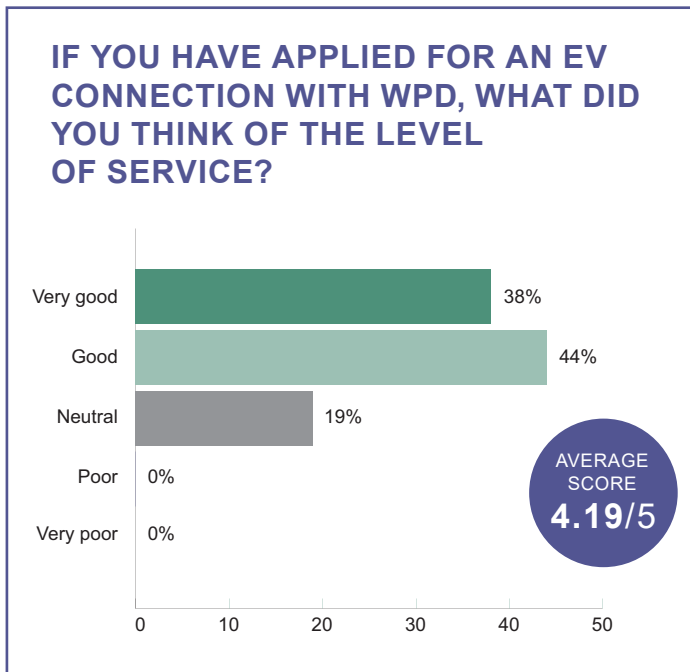
In general, delegates felt that the workshop format was the most helpful method in helping them to understand the EV charging network in greater detail, with time for discussion and questions, networking, and on-hand expertise seen as crucial to enabling them to roll out a secure, effective and fair EV charging network. Suggestions for future workshops involved participation from other actors in the sector, such as the motor industry and innovators, to gain a clearer overall picture of how EV charging will develop. Moving forwards, delegates suggested better information provision and an easier-to-follow process at the early planning stages as ways to improve the process, and there was praise for WPD's strategy document and the research done to investigate the behaviour of EV users as part of the Electric Nation project.



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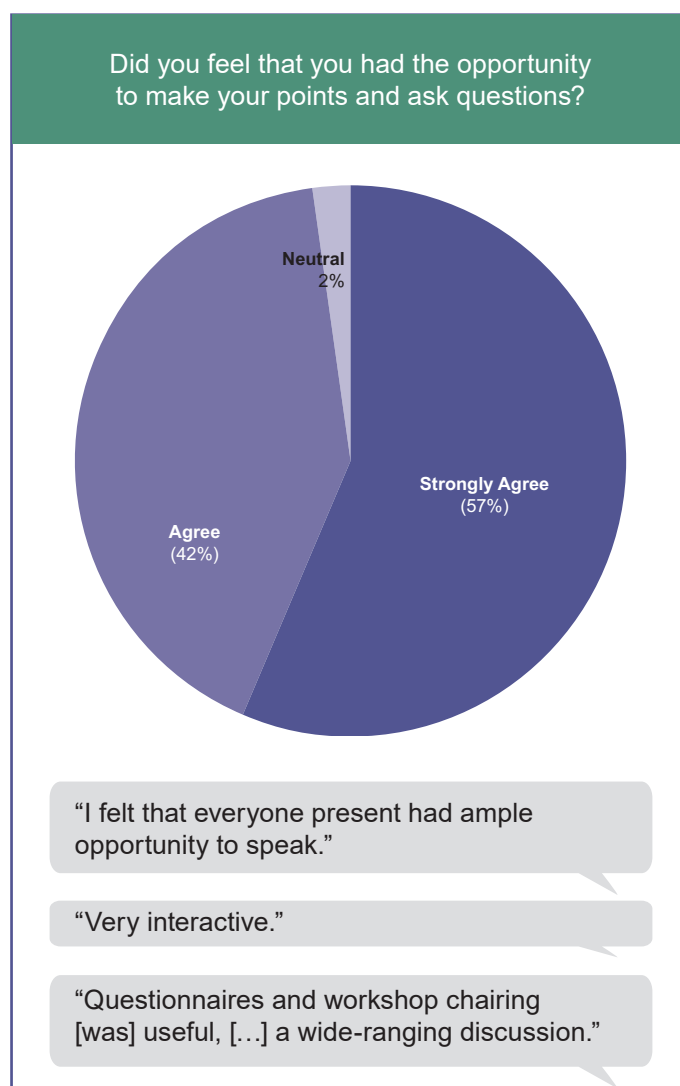
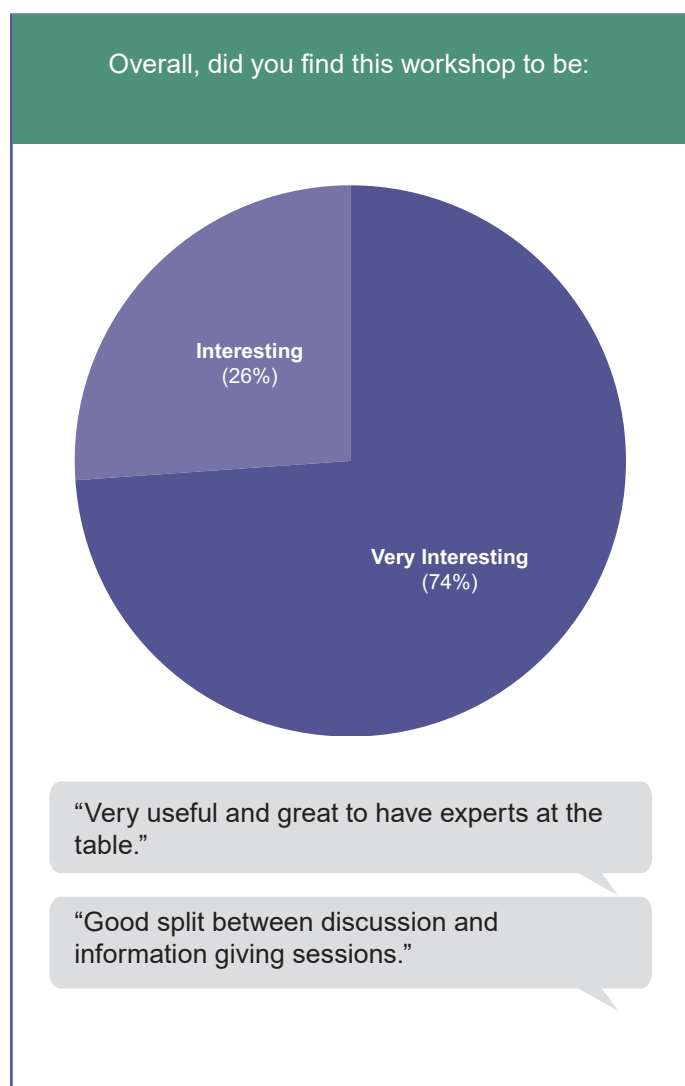
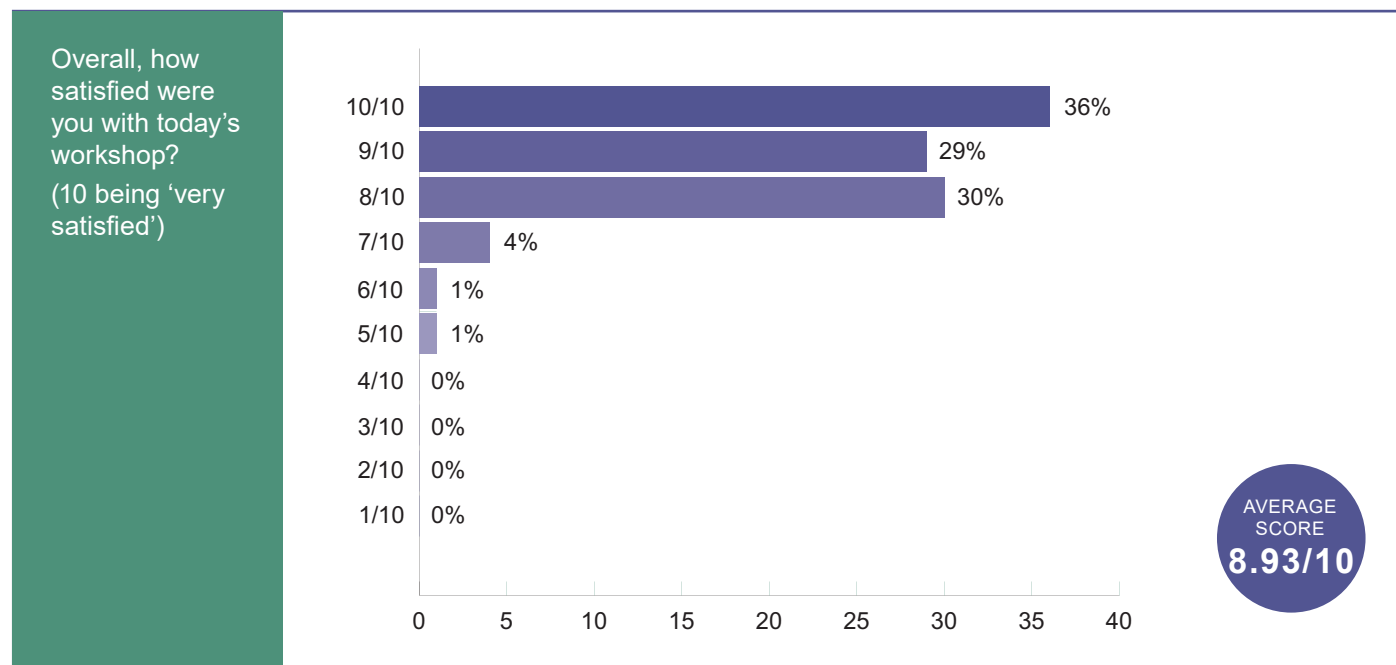
Where a certain challenge was only mentioned once across the workshops it has been included as 'other'. Some of the 'other' suggestions are included in the list below. Some of the 'other' suggestions were unclear or not entirely relevant to the question.

- Engagement with WPD;
- Behavioural habits;
- Enforcement of parking rules;
- Insufficient remit at the council;
- Difficulty obtaining permissions;
- Communication;
- Timeframes to achieve grants;
- Maintenance; and
- Having no control over public transport.

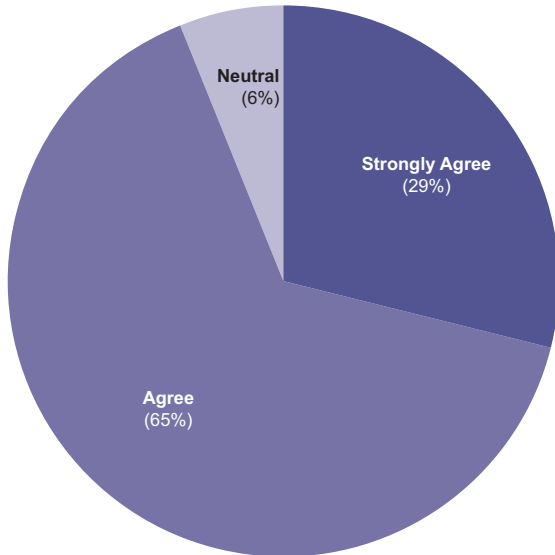


## 7 | APPENDIX: WORKSHOP FEEDBACK

At the end of the workshop, stakeholders were asked to complete a written feedback form to provide WPD with feedback on the event itself. The results are summarised below.



### Did we cover the right topics on the day?



"Yes [...] would be best to hold more specialised workshops on certain areas (e.g. smart networks) for more niche discussions."

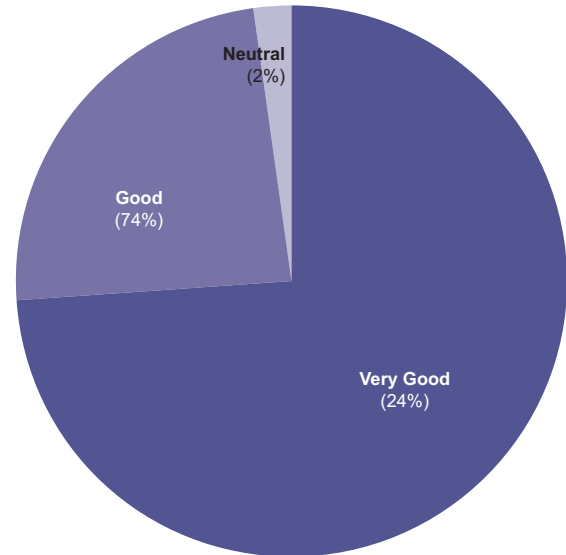
"It was educational as well as offering the opportunity to register issues."

"A good amount of discussion time and very comfortable conversation approach."

"Good balance between presentations and discussions allowing an opportunity for targeted discussion on a specific topic."

"Table discussions very useful, especially with WPD staff on each table to input."

### What did you think about the way that the workshop was chaired by your table facilitator?



"Extracted optimum information in a constrained time environment."

"Kept things moving while allowing everyone chance to have their say."

"All had opportunities to discuss... good to listen to others."

"[The facilitator] handled matters in an informal and efficient manner."

"Asked interesting questions and addressed all groups [...] for opinions if they had a different background."

### ANY OTHER COMMENTS?

"Was a very informative and interactive session. Well done, very useful to have contact details."

"Good to hear from WPD in the presentations / good to share experience in the round-table discussions."

"Very useful event with knowledgeable WPD representatives in attendance."

"[It was] good to be on a table with councillors from other authorities, [as there's] more to learn this way and is good for developing networks."

"Extremely worthwhile. Good to meet WPD as well as other delegates."

