# ICP and IDNO Engagement Day



Newbury – Thursday 8<sup>th</sup> October 2015



# ICP/IDNO Engagement Day

Welcome Housekeeping Safety

Richard Mailer Commercial Manager

### **ICP/IDNO** Engagement Day – Agenda (morning)

### **Introduction to Scottish and Southern Energy Power Distribution**

9:45 - 10:15	Explanation of who we are, connection engagement looking for your views and ideas and the next steps	Richard Mailer
10:15 – 10:30	The new competition in connections - Code of Practice	Rodger Yuile
10:30 - 10:45	Explaining the new area on the SEPD website	Brian Morrissey
10:45 – 11:00	Questions and on the previous two topics	
11:00 – 11:15	Comfort/tea and coffee break	

### **Overview of SEPD processes**

11:15 – 11:30	Design approval process	Phil McGuiness
11:30 – 11:45	Point of connection – self identification	Rodger Yuile
11:45 – 12:00	Questions and answers on the previous two topics	
12:00 – 12:15	Inspection and monitoring	Ewen Christie
12:15 – 12:30	Accreditation and authorisation	Andy Barker
12:30 – 12:45	Questions and answers on the previous two topics	
40-45 40-00	Markey and Complete and	

12:45 – 13:30 Networking lunch

## ICP/IDNO Engagement Day – Agenda (afternoon)

13:30 – 14:15 Legals and wayleaves (including questions and answers) Raaj Bains

14:15 - 15:15 - Breakout sessions and 'ask the experts' - visit as you wish

Information on our website

- Steve Atkins and Brian Morrissey

Working together – delivery

 Aaron Phillips, Andy Thomas and Ewen Christie

Competition in Connections

- Rodger Yuile and Phil McGuiness

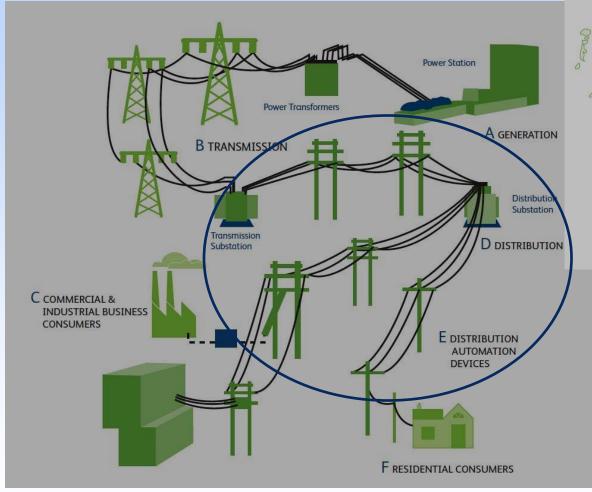
Summary and Close



# Richard Mailer - Commercial Manager (South)

- 1. Our business what we do
- 2. Our priorities for the coming year
- Moving to a regional model
- 4. Our approach to stakeholder engagement

## SSEPD - What we do





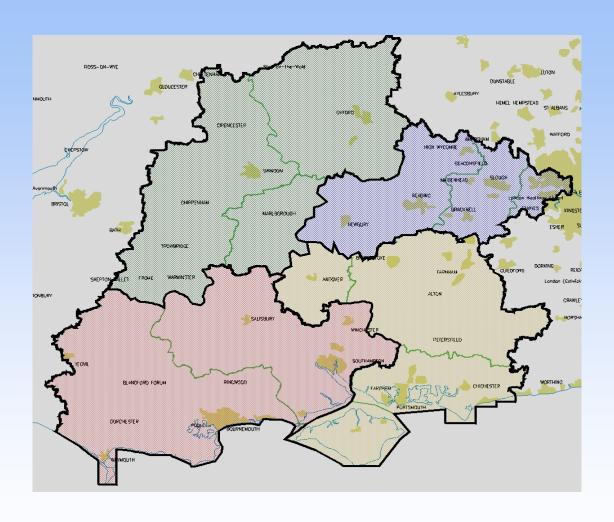
For homes, business, factories and generators in our area we manage the electricity network:

- Providing connections
- Distribute electricity (to and from them, on behalf of energy suppliers)
- Operate and maintain it, including responding to faults..

### **SSEPD Distribution Priorities 2015/16**

- Comply fully with all safety standards and environmental requirements
- Place customer needs at the centre of plans
- Ensure the network is managed as efficiently as possible
- Ensure adequate capacity to meet challenging demand on the electricity system and continue progress on the deployment of new technology

# Redrawing the Map – our network our people





## Our approach to stakeholder engagement

...is all about our customers

## For us it's all about you.



- Listening
- Acting on feedback
- Continuously improving our services
- Proactive approach in assisting community projects



## Our connections strategy, vision and priorities

- Ease of initial contact
- Knowing who is dealing with your request
- Clear and easy to understand processes
- Dedicated Contract Manager for Community Projects
- Increased awareness of choice

In May we published our Looking forward report which sets out our plans and commitments for connection customers for 2015/16.

## It shows:

- Detailed evidence of how the commitment was identified
- A explanation on how we will deliver each commitment
- Clear measurable key performance indicators
- Completion dates



## Connections **Engagement Days**

As part of our commitment to listen and continually improve the service to our customers we are increasing the opportunities for you to engage with us by running a series of engagement days.

- These sensors will focus on make that
- There will be reportunities followers: and the assertand we will cover a blood perge of setterns including connections.

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#### Community

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Application / Constraint boxes / Denveral probablishes

#### Microgeneration

Newbury Rocecoerse

22" October 2015 9.30em - 3.30pm

Of interest to: Small scale generation developers. Discussion paints: Constrolet leaves / MINN & Metering / Legal and general espetance

#### **Demand Customer** Newbury Exceptions

Ph Dotaber 2015

9.10am - 1.30pm

Of interest to large bousing and business developers

Discussion paints: Plenning & legal / Code of Proctice / Connecting & LTDS

#### Distributed Generation

Newbury Recessories

4th Nevember 2015 9.30em - 3.30pm

Of interest to: Stalkeholders: looking to export supply Discussion paints: Constrolet issues / Flooble connections I **Betalied design and delivery** 

#### ICP Policy

Mewbury Rocecount

6" October 2015 9.30am - 3.30cm

Of interest to: Independent Providers and Consultants

Disoussier pearles Application / Technical F

Pelicy updates

#### Community

Newbury Rocacoustes

13" November 2015 6.30cm - 3.30cm

Serverol ossissioner.

Of interest to: Community **Brenzy Groups, local cathorities** Discussion points: Application / Constraint issues /

#### Our Engagement Days are just one of the various ways in which you can engage with us >

New Connections Customer Steering Panel



Date	Lecetor	
6" September 2015	Wirchester Dulldholl	
18" February 2016	to be confirmed	
18° Juno 2016	to be confirmed	
15° September 2016	to be conferred.	Т

If you're interested in taking part propropriors connectionshedback@excoun-

#### Connections Surperies

We hald regular Connections Burgeton in and meet with us. Whether you've with to discuss on offer you've received, or would like to explore attornedive options for your connection, serie hate to hate.

#### Contact Us

If you wish to extend one of not opcoming : monts or wealthire to find out more storage Visit our website www.compd.co.uk or i writed us of the wood address below

We welcome all feedback. If you have any suggestions or feedback or smot we can do to traprone the service we offer our corrections parsoner please let us know Duriement address is carprections foedback/free com-

Scottish and Southern Energy

Welton Fish, Welton Rd. Coshem FOS YUU 9" September in Fortemouth TT\* November in Portemouth

55 Vottern Road, Receips RG188U 14" October in Rending 9" December in Reading

#### Engage with us online

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in Search SSIPO Connections Engagement

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floorbook.com/southerneloopit

AN OUTSTRANK





This coming year will see us focus on six key areas where customers told us they would like to see continuing improvements.

Community Projects

Customer Service

Information Provision

The Application Process

Getting Connected Choice in Connections

## Acting on feedback: Delivering change

# Improvements made on last year

- Generation availability heat maps
- Online events calendar
- Online applications and project tracking
- Alternative Providers Register

# What we have delivered this year

- Dedicated account manager for communities projects
- Standard design approval letter
- Customer focused acceptance process for interactivity
- Account Managers for demand customers

# A continuous feedback loop



## Our approach to engaging with you

## **High-level objective:**

"..to develop an approach that will ensure that all connection customer groups are proactively engaged to help SSEPD identify specific areas where our service to customers can be improved."

## **Underpinned by SSEPD values:**

Safety, service, efficiency, sustainability, excellence and teamwork



# **Competition in connections**

- The Code of Practice
- Rodger Yuile
- Head of Connections (South)



# You have a choice page on our website



If you need a new connection in an area where we own the electricity network, did you know you have a choice?

Just because we own the network, it doesn't mean you have to accept a quotation from us. There are other companies out there who can carry out many aspects of the work. So you can compare prices and service levels and decide which company is best for you.

Of course we hope you choose Scottish and Southern Energy Power Distribution, but we recognise competition is good for customers. Our prices are regulated so it means we need to make sure the service we deliver is the best it can be.

#### Your choices

Other companies who provide a connections service are known as Independent Connection Providers (ICPs) or Independent Network Operators (IDNOs).

The diagram below shows the competitive elements of new connections work.

New network

An ICP or IDNO can build the new network. It doesn't have to be done by Scottish and Southern Energy Power Distribution

Final connection to our existing network

Some ICPs can carry out this work.

If they are not accredited to do this, we will have to carry out the final sten

Download the New network connections factsheet



#### What is

An ICP electricity . below for alte.

mpany which can build greed standards. Please click griders in our area.

Alternative providers in our area

You can also visit the Lloyds Register website to find a list of accredited companies.

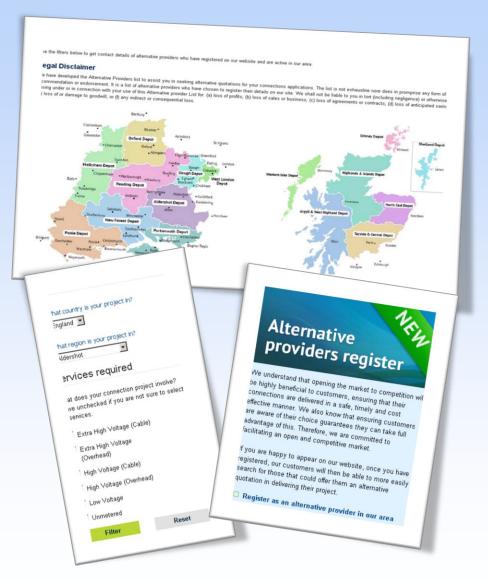
Lloyds register

# **Alternative Provider Register**

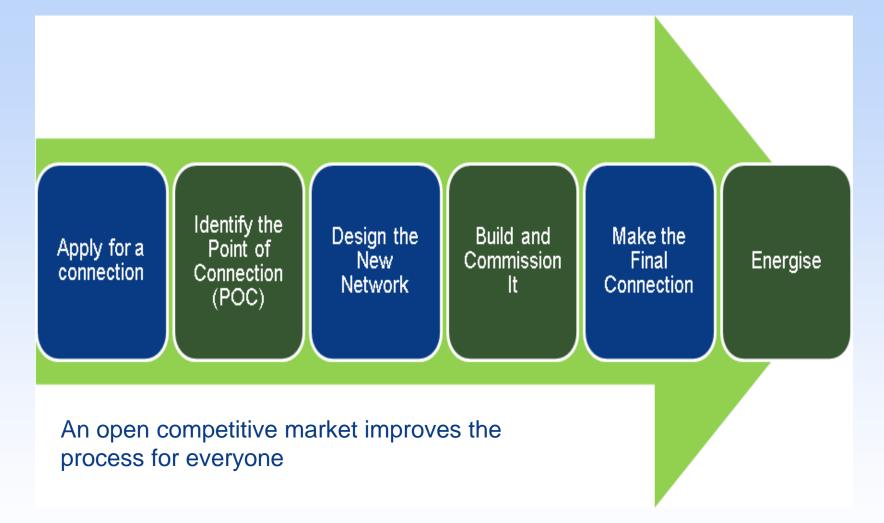
Allows customers to view alternative providers i.e. ICP's, IDNO's & consultants operating in each area

Has the ability to filter into region and services required

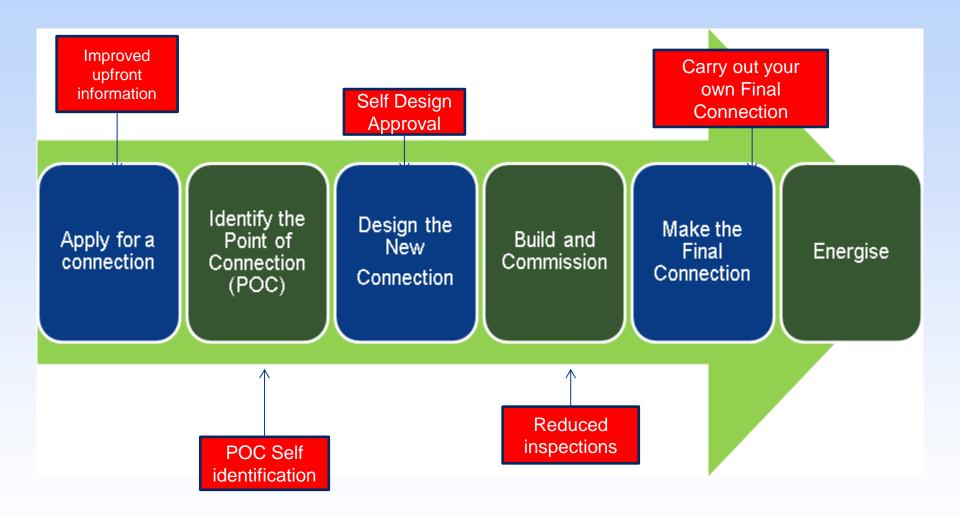
Provides the opportunity to appear on our website



# **Opening up the Connections Market**



# A concrete example of change



# Delivering an open market – the details

### Improved up-front information

- Improved Provider Register
- New GIS, Network and Load Information

#### POC Self Identification

Apply on-line to identify your own POC

### Self Design approval

- Using our improved suite of Specifications
- Starting with all LV and HV Demand connections

### Reduced Inspections

- In line with our own site inspections
- Visible reports, retrospective charges

### Open Legals and Wayleaving Process

### Opening up Final Connections

- Alternative Providers accessing network under their own Safety Rules
- Or Authorised under SSEPDs.

# What happens if things goes wrong?

If capacity or asset issues arise during the construction phase or once the Connection is made, the DNO will be responsible for identifying this.

If the ICP has complied with the DNO's Information, Standards and Requirements the DNO will be responsible for rectifying this at the DNO's cost.

If the ICP has not complied with the DNO's Information, Standards and Requirements the ICP pre-energisation or DNO post-energisation (or ICP by agreement) will be responsible for rectifying this at the ICP's cost (under the Adoption Agreement).

# Explaining the new area on the SEPD website

- Brian Morrissey Control Engineer
- https://www.ssepd.co.uk/Connections/

## Access to New Area on the Web Site

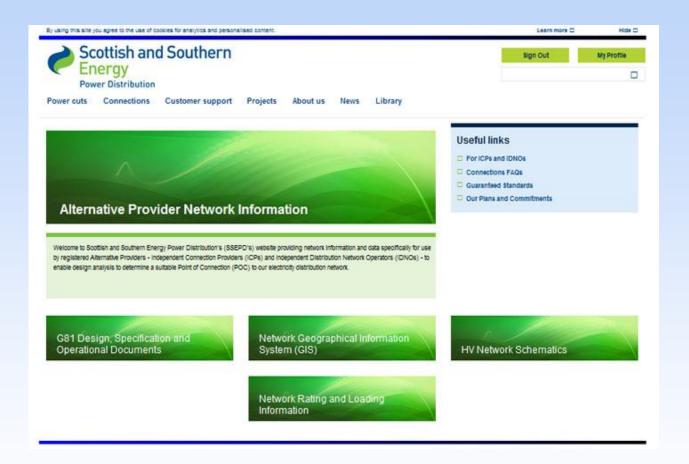
Once logged into the SSEPD website



Then accept the Terms and Conditions



## Access to New Area on the Web Site



# G81 Design, Specifications and Operational Documents

SSEPD have prepared a number of detailed design, technical specification and operational documents for the planning and design of connections to the network.

There are a number of categories which contain associated documents and these are in turn filterable to allow ease of use.



# Network Geographical Information System (GIS)

SSEPD maintain a Network Geographical Information System (GIS) which represents the assets on the network in a geographical form.

The GIS tools will allow the identification of POCs to be identified using the network information.

Both Network regions are available using the buttons below for Alternative Providers and a GIS user guide is provided below:

Southern Electric Power Distribution Network GIS

Scottish Hydro Electric Power Distribution Network GIS

## **HV Network Schematics**

The two links below allow access to the HV Network Schematics for the SEPD and SHEPD regions.

These documents when used with the Network Rating and Loading Data sheets will allow the assessment of POCs.

Southern Electric Power Distribution Network Schematics Scottish Hydro Electric Power Distribution Network Schematics

## **Network Rating and Loading Information**

SSEPD have compiled current loading and maximum demand data for individual feeders and substations.

This data has been prepared for both of SSEPD's network regions and will give you information about the loading condition of the local network.

We have also provided this information to you, to allow the analysis required to ensure a safe and secure supply when self identifying POCs.

This data and the user guidance for each of our network regions is accessed using the appropriate link below:

Southern Electric Power Distribution network

Scottish Hydro Electric Power Distribution network Thank you

Any questions on the previous 2 topics?



Comfort/tea and coffee break

# Overview of the SEPD processes

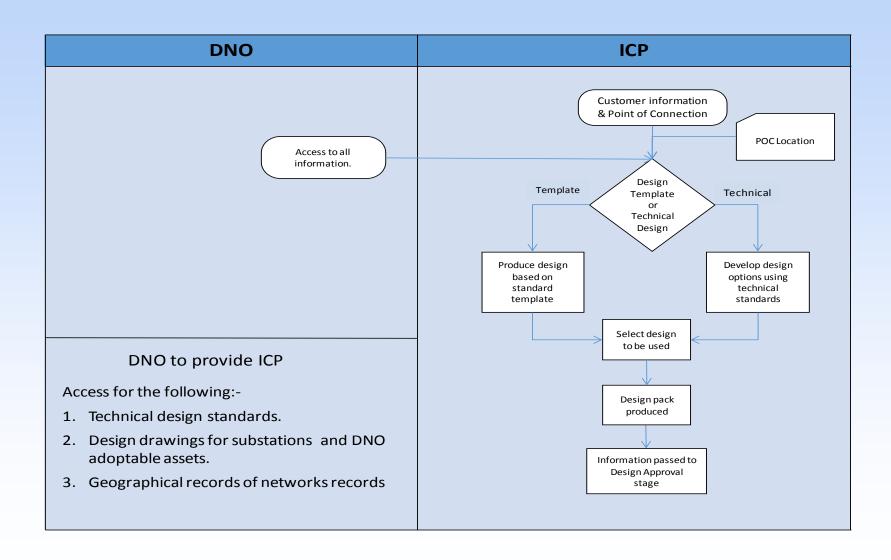


# **Design approval process**

Phil McGuiness – Non-Contestable Connections
 Team



# **Self Design Approval**



# On Site Design Approval

- ICPs must be accredited under NERS
- Accredited ICPs do not need their designs approved by us if they are segmented LV or HV, as long as they do not include DG.
- The ICP must as a minimum send their self-approved design for our information
- We need to be aware:
  - Is the ICP requesting we 'Approve' their design, we will charge for this but the approval will be on the basis that they are accredited, or
  - Is the design for information only, in which case we will still need to check the design but it will not be chargeable nor covered by Guaranteed Standards

#### On Site Design Approval cont'd

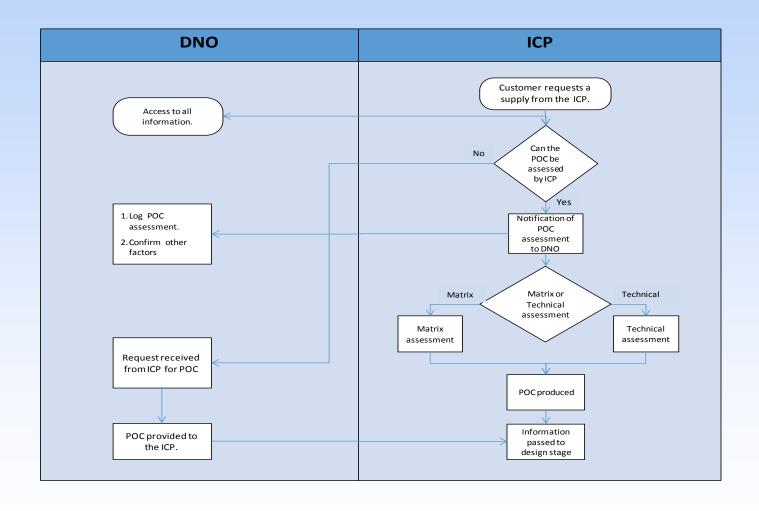
- The ICP should not start on-site works until they have provided us with their Design.
- The ICP can begin construction of their Design at their own risk pending our Approval.
- The design review will not exceed the level we employ for our works
- We can ask for more supporting information
- Where we identify issues we shall notify the ICP who will correct those issues and pass back to us for a further review
- If we believe there is a competency issue with the ICP we can refer this to the NERS service provider

#### Point of connection – self identification

Rodger Yuile – Head of Connections (South)



#### **POC Self Determination**



## Apply On-Line www.ssepd.co.uk/connections

Power cuts Connections Customer support Projects About us News Library

#### Competition in connections - for ICPs and IDNOs

When customers have a choice, competing providers are naturally driven to deliver a better service. We continue to work with Ofgem and ICPs to identify and implement further scope of works that can be opened up to competition.

If you have the appropriate NERS accreditation and have been engaged by a client to deliver their new connections, we can provide you with the necessary non-contestable services.

If you would like to find out more about gaining the necessary accreditation to compete for new connections work, please visit the Lloyds Register website. Our simple flow chart illustrates the high level process for completing independently provided connections.

Visit the Lloyds Register website

#### Entering the market

> Find out more

#### Final joints onto our network

We have recently extended the scope of contestable works to include jointing onto our existing LV and HV mains cables. Whilst these works are now open to competition, experience of delivering final connections in this way is limited at present.

You can apply for online access to our documentation to enable you to specify your own point of connection.

> Application Details for Online Access

#### Online documentation Area

Online documentation Area

Online Documentation

## Alternative providers register

We understand that opening the market to competition will be highly beneficial to customers, ensuring that their connections are delivered in a safe, timely and cost effective manner. We also know that ensuring customers are aware of their choice guarantees they can take full advantage of this. Therefore, we are committed to facilitating an open and competitive market.

If you are happy to appear on our website, once you have registered, our customers will then be able to more easily search for those that could offer them an alternative quotation in delivering their project.

Register as an alternative provider in our area

#### Non contestable application (Specified Point of Connection)

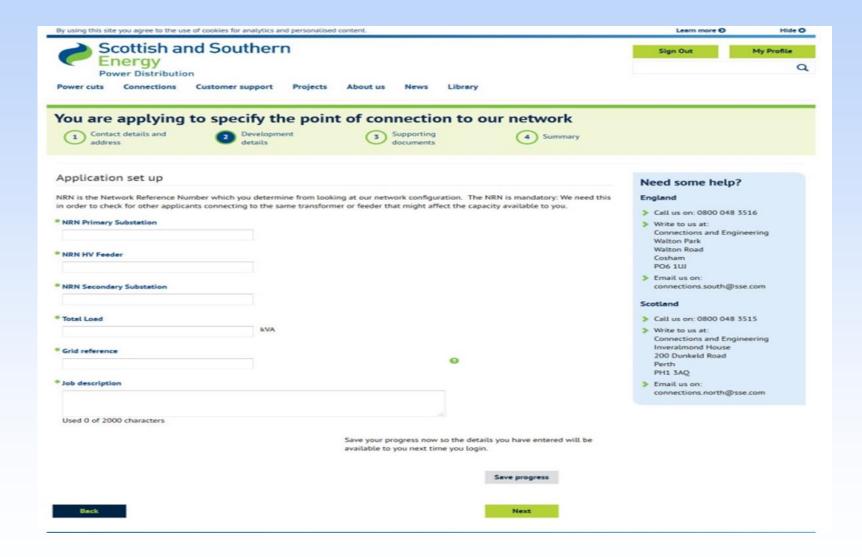
If you are an ICP, IDNO or DNO you can now make an application for to connect your electricity network to our network specifying your own point of connection.

> Online application

#### Non contestable application (adopted network)

Make an application for a connection for an electricity network you wish us to adopt. Please ensure you download the application before continuing with your

#### On Line POC Application Form....



#### **Information Required**

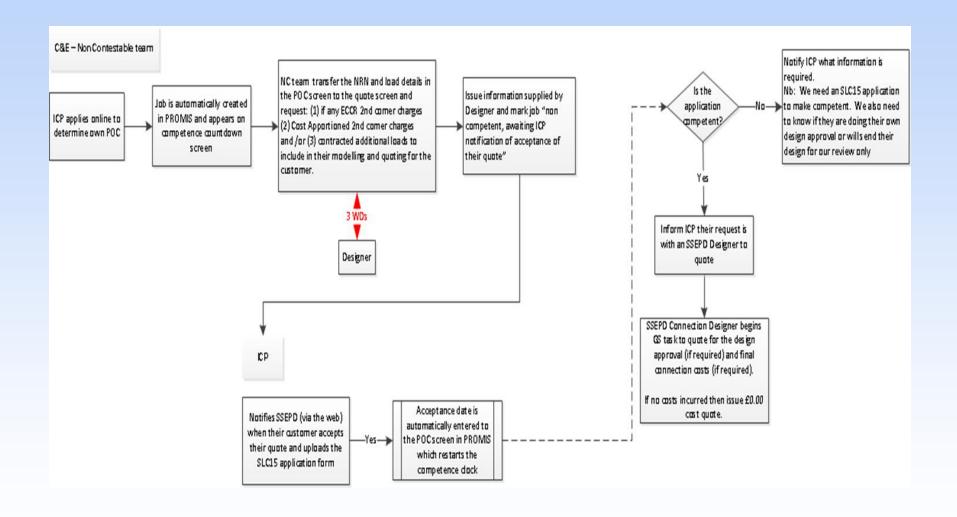
- POC Self Determination
- Completed On Line Form
- Grid Reference Number
- Network Reference Number
- Total Load
- Matrix or Technical Design
- Any other useful information and documents eg location plan

#### What we will come back with...

In addition to the other network data we provide to you we will advise of:

- EHV reinforcement required in which case it will not be suitable for POC Self Identification
- ECCR Rebates
- 2<sup>nd</sup> Comer Reinforcement charges
- Any contracted but not connected load that will require to be included in your design
- Network constraints that may impinge on the Connection
- Timescales for any upstream reinforcement that is planned but not available on-line
- Any inter-activity as it occurs

#### **Process flow chart**



#### **Standard Design Matrix - PROVISIONAL**

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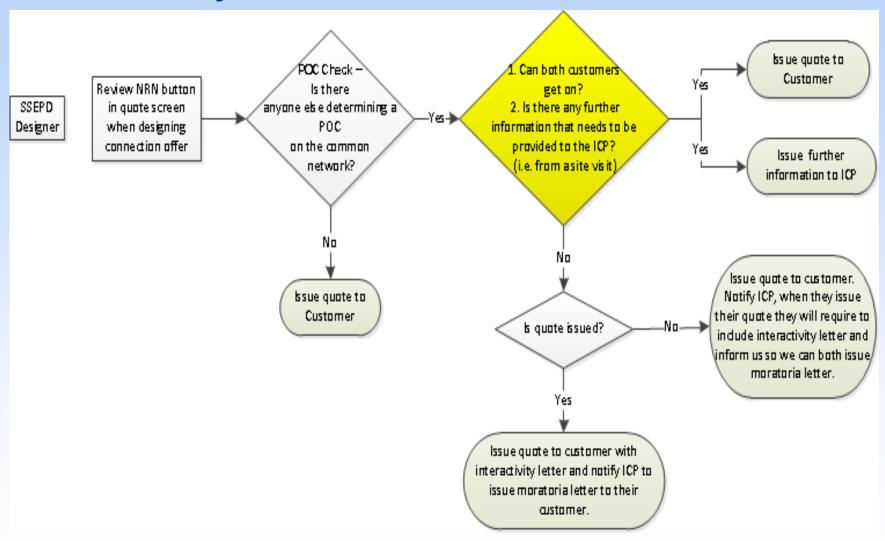
In addition we need to provide capacity and GIS data as discussed previously

#### Keeping us informed of progress

 Screen shot of where this goes in

- You will tell us when you
  - Quote your customer
  - Have an acceptance from your customer
- We will manage the interactive queue on these dates
- Quotation must be within 65WDs
- All validity periods will be 3 months

#### **Interactivity Process**



#### Once your quote has been accepted....

- You will notify us via the Web of the acceptance and send in your SLC15 Application and proposed POC(to be a competent acceptance).
- We will start the SLC15 GS Quote clock and pass to our Designer
- Our designer will
  - confirm that the proposed POC is suitable and
  - issues an SLC15 quotation with no POC identification fee.
- From this point the application will be treated as a normal SLC15 project

#### Thank you -

Any questions on the previous two topics?



#### Inspection and monitoring

Ewen Christie – National Networks Group Manager



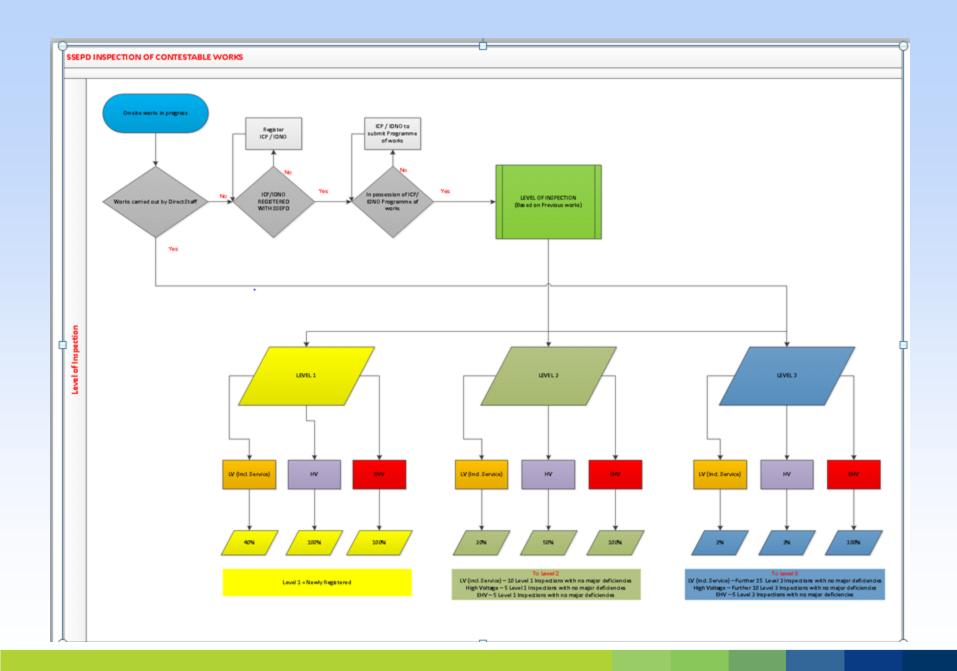
#### Inspection

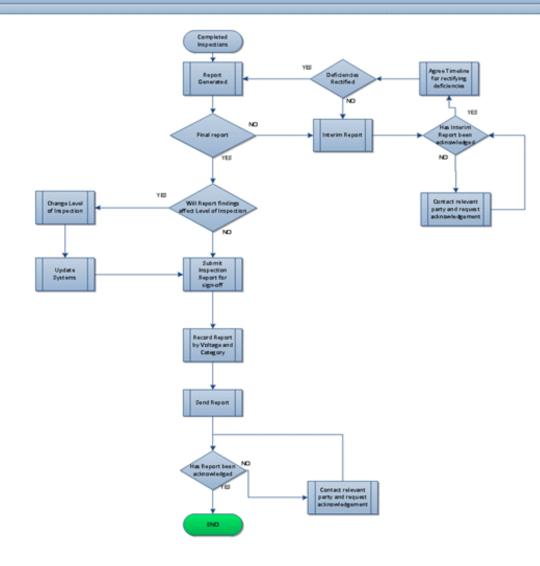
"Our inspection and monitoring procedures will be in accordance with the following Code of Practice guidelines..."

□ 6.2.1. DNOs shall be entitled to inspect ICP works. However, DNOs should be mindful of their obligations in respect of competition in Connections, and should therefore consider appointing independent inspectors to undertake this activity. In any case, such inspection should not unduly restrict or delay the Accredited ICP from undertaking work and must be no more onerous than the quality assurance regime used for the DNO's own Connections' activities.

#### Inspection

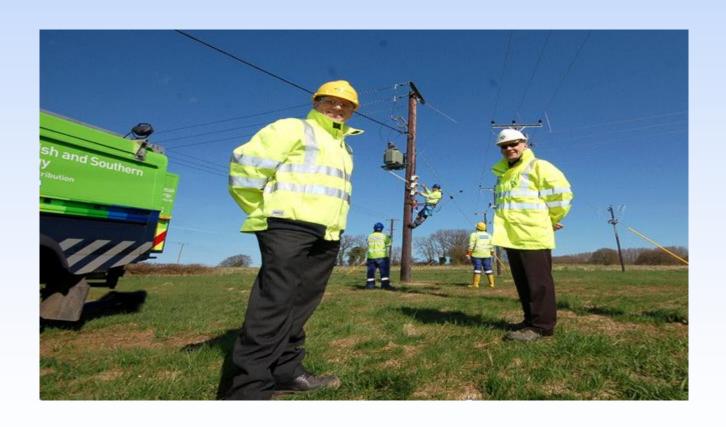
- □ 6.2.2. To facilitate inspection, ICPs shall provide DNOs with whereabouts sheets advising the DNO of when and where the ICP is undertaking work. The DNO will be entitled to visit the site identified in the whereabouts sheet to inspect the works.
- 6.2.3. If the DNO identifies a non-conformance, the DNO shall specify what the non-conformance is and set out the corrective actions that need to be undertaken. On completion of the corrective actions, the ICP shall advise the DNO and the DNO shall be entitled to revisit the site and carry out a further inspection.
- □ 6.2.4. Charges for inspection are out of scope of this code of practice and are detailed in the DNO's Connection Charging Methodology and Statement.





#### **Accreditation and authorisation**

Andy Barker – Training Co-Ordinator



#### **Requirements for Accreditation**

- Refers to such work as approved jointing practices.
- Accreditation awarded under National Electricity Registration Scheme (NERS)
- ICP with NERS accreditation for specific activities shall be deemed competent.

#### **Requirements for Authorisation**

- Authorisation means:
- Approval of individual ICP employees or their contractors, and recognition of the competence of such persons, to carry out specified contestable activities on a DNO's existing Distribution System.
- It shall include those authorisations detailed in the SSE Operational Safety Rules and will be issued specifically for the activities to be undertaken at any given voltage level.

#### **NERS Accredited Organisations**

- Authorisations issued by any NERs accredited organisation are deemed to be acceptable to SSE.
- SSE will not carry out further generic training or evaluation before granting approval.

#### **Contractor Working Processes**

Contractors may choose to work under 2 different processes

ICP authorisation of ICP Employees and Contractors

ICPs shall operate under their own Safety
 Management System (Safety Rules), which shall be
 of an equivalent relevant standard to SSE OSRs.

•

 ICPs are responsible for determining the relevant competence requirements for the work to be undertaken and for the issue of an appropriate authorisation to their employees or contractors.

- SSE will ask to see Competency and ICP
   Authorisation Certificates before granting approval to work on SSE Networks.
- ICPs shall provide, if requested, details of their Safety Management System to SSE before first accessing our network.

 ICPs shall thereafter provide, when required, reasonable information regarding their ongoing Safety Management System to SSE.

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   Authorisation Certificates before granting approval to work on SSE Networks.
- ICPs shall provide, if requested, details of their Safety Management System to SSE before first accessing our network.

 ICPs shall thereafter provide, when required, reasonable information regarding their ongoing Safety Management System to SSE.

 SSE will be entitled to carry out reasonable checks on the application of the relevant SMS

- Either party shall make available to the other relevant policies, operational processes, local information and procedures as required to facilitate safe working on SSE's network
- Information exchanged shall be recorded and such records must be held for future reference by each party.

**DNO** authorisation of ICP Employees

- ICPs shall operate under SSE's version of the Model Distribution Safety Rules.
- SSE will determine the relevant competence requirements and issue authorisations to the ICP's employees or contractors.
- SSE will be entitled to undertake appropriate checks to demonstrate, so far as is reasonably practicable, that the ICP's employee or contractor has an appreciation of network hazards and local procedures.

- SSE will require evidence of competence and training before accepting ICP staff to work under our Operational Safety Rules certification.
- SSE will carry out knowledge and practical assessments for all levels of authorisation required.
- Copies of the relevant SSE procedures which must be adhered to will be provided prior to assessment.
- The charges to get authorised must be cost-reflective and opportunities to be authorised must be available on a sufficiently frequent basis

#### **Summary**

- ICP that have relevant NERS accreditation may carry out work on the SSE network.
- Authorisations issued by NERS accredited organisations will be accepted by SSE.
- NERS Accredited organisations may work under their own or SSE Operational Safety Rules.

# Thanks, any questions?



### Legals and Wayleaves

## Raaj Bains - Senior Property Solicitor



## **Land Rights**



#### **Summary**

- SEPD/SHEPD will publish the criteria for its minimum requirements for land rights for new connections on its website.
- The criteria document sets out the minimum land rights required in different scenarios for different types of new connections.
- The website also includes template documents, transfers, leases, easements (servitudes for SHEPD) and wayleaves.
- Any derogations/title irregularities must be approved by SEPD/SHEPD prior to completion.
- The relevant documents must be approved, signed and delivered prior to energisation.

#### **Substations**

- For substations, we will accept Leases and not insist upon Freeholds.
  - The lease term should be generally be 99 years wherever possible.
  - The lease term may be shorter where the remaining term of the head lease necessitates a shorter lease term to SEPD/SHEPD.
  - For substations connecting generation assets, the lease term may reflect the anticipated generating life of an asset.
  - SEPD/SHEPD will consider whether or not it is reasonably anticipated that other connections will be required to the substation.

#### **Underground and overhead Lines**

- For underground and overhead lines, we will accept a Wayleave as a minimum and not insist upon easements/deed of servitude.
  - For example, an underground cable in third party land would need to be secured on our standard form of Wayleave. We would not insist on ICP's / IDNO's procuring permanent Easements/Deeds of Servitude.

#### Miscellaneous points to note

#### Other points to note:

- Necessary Wayleave / Compulsory Purchase?
- Land Registry SEPD/SHEPD will need a release from all notices, restrictions and charges in order to register the document at HMLR/Registers of Scotland.
- Adopted Highway SEPD/SHEPD will not require land rights to be secured where, and to the extent, there is a S.38 Agreement in place/evidence of adoption under Roads (Scotland) Act in Scotland
- If Grantor is a non UK registered company SEPD may/SHEPD will require Letters of Opinion

#### **Summary**

#### Other points to note:

- Bespoke templates may be agreed for use with individual land owners, eg, Network Rail, Ministry of Defence, Schools.
- Reminder any derogations from the templates will need to be approved by SEPD/SHEPD.
- Early engagement with SEPD/SHEPD legal team with titles for review can help to head off issues which may arise during the process – certainly encouraged in Scotland with, IDNO, 2 step approach.

# Thanks, any questions?

