

Stakeholder Justification Paper – Innovation 1	
<b>Output/Commitment Title</b>	
Innovate to enable and accelerate our transition to net zero and improve other areas of the business.	
<b>Detail</b>	Speed up investment in crucial evidence gathering to support the net zero transition. Bring together gas, electricity, transport, and heat sector plans to meet the UK's net zero emission targets, exploring new technologies and approaches. Increase investment in initiatives that improve environmental quality, reduce waste, and strengthen the resilience of our network.
<b>Targets (more stretching than GD2?)</b>	<p>Principal relevant target (from WWU sustainability strategy):</p> <ul style="list-style-type: none"> <li>Increase investment in innovation to support early-stage decarbonisation, building on RIIO-GD2 progress.</li> </ul> <p>Supporting targets (subject to availability of funding):</p> <ul style="list-style-type: none"> <li>Making the network hydrogen-ready by 2035 in key areas and fully ready by 2040. Target dates have been changed to reflect Ofgem funding decisions and positions to date.</li> <li>Choose low and ultra-low emission options for our fleet.</li> <li>Reduce operational and supply chain emissions; further detail in Environmental Action Plan.</li> <li>Prepare to receive up to 20% blended hydrogen. Higher ambition. We expect to be able to connect blended hydrogen projects in RIIO-GD3 in addition to increasing connection of biomethane plants to increase green gases on the network.</li> <li>Invest in at least three industrial clusters, including the South Wales Industrial Cluster which is the second highest emitter in the UK.</li> <li>Proactively support local area energy planning and reflect development of National Energy System Operators' Regional Energy System Planning function in addition to Local Area Energy Planning.</li> <li>Support consumers through the transition, particularly those most vulnerable in society.</li> </ul>
<b>Strategy Document/ Business Plan Section</b>	Innovation Strategy – BP chapter: Delivering a sustainable network.
Cost & Bill Impact	
<b>Cost of delivery</b>	<p>£38,400,000</p> <p>This equates to around £3 p.a. on the consumers gas bill during RIIO-GD3 in 23/24 prices.</p>
<b>Proposed Funding</b>	Ofgem SSMD restricts investment in net zero activity in base allowances due to perceived uncertainty. This spending is being proposed for funding through the Network Innovation Allowance (NIA), which allows projects that facilitate the energy system transition and/or support vulnerable consumers. The intended projects to meet our targets, set out above, meet this funding criteria. Ofgem has signalled the NIA will continue subject to justifications from networks on its proposed use. In addition, WWU will look to develop Strategic Innovation Fund projects and alternative funding routes during GD3.
Benefits & risks	
<b>Summary of benefits</b>	<p>Recognising that there are inherent policy and technological uncertainties around the future of the gas network, innovation funding becomes ever more important in RIIO-GD3 to provide optionality, agility and the ability to move at pace to meet net zero targets. Innovation allows us to continuously gain essential learning and evidence to be ready to provide options to policy makers and respond to changes swiftly. It enables us to provide choice and support for consumers, developing options which could deliver a more cost-effective pathway to Net Zero for consumers over the long term; supporting a just transition which considers the needs of vulnerable customers, and enabling the wider societal benefits that can be derived from innovation such as job retention and reduced carbon emissions.</p> <p><b>Direct financial benefits:</b></p> <p>More cost-effective pathway to Net Zero for consumers over the long term.</p> <p><b>Societal benefits:</b></p> <p>Anticipated societal benefits of our innovation plan include retention of industrial and supply chain jobs,</p>

especially in existing industrial areas, development of new decarbonisation opportunities and reduced carbon and other emissions to improve local environments, in addition to supporting vulnerable consumers through a period of immense change.

As detailed above, many of our targets build on progress in GD2 so are inherently more ambitious. Ofgem's position on investment in hydrogen restricts the content of our GD3 plan, especially in relation to major pipeline projects, but they consider innovation an essential part of how they expect energy networks to operate. They expect us to deliver a low-carbon energy system that is reliable, safe and efficient at a pace in line with our net zero targets, so we need to find new ways of developing and operating our networks.

**Summary of risks** It could take longer for the UK to reach net zero targets, and it will also limit the consumer options for use of gas or electricity for heating. So, although there will be no clear decision from government until 2026 at the earliest, innovation allows us to research and develop options in readiness. This approach could save consumers money by making sure that innovation accelerates our progress to net zero but remains steady and does not require a significant increase after RII0-GD3.

**Stakeholder voice - Golden thread**

**Engagement method (what and who)**

**Methods:** Online Stakeholder Workshops, Feedback Panels, Online Voting Platform, Facilitated Group Discussions, Surveys and Recollective Feedback, Research and Consultations.

**Stakeholders:** Many stakeholders have been engaged on topics related to innovation for the net zero transition, emissions reduction, environmental sustainability, waste reduction and supporting vulnerable consumers; these include Local Authority Representatives, Regulators & Government Bodies, Industry Experts including professionals from various sectors such as energy, technology, and environmental services, Utility Companies, Academic Institutions including researchers and academic experts specializing in energy, sustainability, and innovation, Non-Governmental Organizations (NGOs) including environmental and community-focused organizations providing input on sustainability and social impact, Community Groups, Customers including residential and commercial customers providing feedback on service expectations and financial concerns, Technology Developers including companies and startups involved in developing innovative technologies for energy efficiency and emission reductions, Automotive Companies, Fuel Suppliers, Policy Makers, Sustainability Consultants, and Critical Friends Panel Members.

**Stakeholder Views (what they said, regional differences and how we responded)**

**Opinions, views: Government/ Politicians:** Government officials and politicians broadly support innovation as a key driver of economic growth, sustainability, and public welfare. They advocate for increased funding, regulatory support, and public-private partnerships to foster innovation. Politicians frequently highlight the importance of innovation in achieving environmental sustainability and net zero goals.

**Local Authorities and Environmental Stakeholders:** Both groups support innovation that aligns with sustainability and clean fuel initiatives, especially when considering regional energy plans. They emphasise the importance of collaboration between WWU, local governments, and other utilities.

**Business Representatives and Environmental Stakeholders:** Both groups emphasise the importance of operational efficiency and reducing carbon emissions. They also support sustained and long-term innovation funding to support decarbonisation efforts.

**Vulnerability Groups and Charity Sector:** Both groups are concerned with the impact of innovation on vulnerable customers. They advocate for funding innovation if it does not detrimentally affect customers and support initiatives that address broader issues like energy consumption reduction and financial assistance.

**Youth, Educational Groups and Environmental Stakeholders:** All groups support the idea of promoting awareness about new technologies and cleaner energy sources. They emphasise the importance of diversity and inclusion within WWU's teams and the alignment of innovation with sustainability and net zero goals.

**Research:** Research suggests that enterprise technology operating models can support innovation in several ways. By integrating business, digital and traditional IT capabilities into an adaptive technology operating model a business can foster collaboration and leverage diverse expertise to drive innovation. Business leaders in other industries are now showing greater ownership of digital initiatives which is crucial for driving innovation that aligns to business goals. Centralising resources and talent are crucial for bridging digital talent gaps in business areas, as it ensures the availability of specialised skills and resources to support innovative projects. Effective change management processes are essential for the successful adoption and scaling of innovations, and these processes should be continually improved based on learnings. Additionally, a common framework for measuring the benefits of innovations is important for assessing their impact and making data-driven decisions.

There is broad recognition of the importance of innovation, WWU's role and track record, while recognising that needs to deliver value for money and be balanced with priorities to support vulnerable customers and reduce emissions. Many participants appreciate the commitment to innovation, seeing it as a chance to apply new perspectives and technologies. They praise WWU's accountability and involvement with Ofgem and the wider industry. However, some believe that urgent issues like rising energy costs and gas leakages (shrinkage) should take precedence over innovation, which highlights the need for clearer communication on the benefits of innovation. There is also a split opinion on whether innovation provides good value for money. The current innovation framework is seen as limited, with calls for a faster and more transparent approach. Projects that raise public awareness, engage hard-to-reach groups, and improve safety are valued. The commitment to net zero is seen as important, with strong support for collaborative work on clean fuel vehicles and sustainable energy planning. However, there are concerns about the high costs, the government's Clean Power 2030 commitment and 2035 deadline for net zero – which innovation can help to address. Waste reduction and emission reduction initiatives are supported by all, and business representatives and research institutions praise the creation of a culture of innovation within WWU, noting potential cost reductions for customers. They recommend investing in a culture of experimentation to foster creativity and growth.

**Choice/ Pace:** Some stakeholders call for us to balance our investment in net zero innovations with other practical and immediate solutions, such as addressing rural digital poverty and the rising cost of energy. All stakeholders emphasise the importance of operational efficiency to reduce bills and carbon emissions. The ongoing policy uncertainty is seen as a significant barrier, and local authorities and business representatives urge us to take a leading role in advocating for clear policy directions and to build a compelling investment case for hydrogen and other clean energy solutions to improve the pace of choice for consumers in the future.

**Cost Implications:** Overall, WWU stakeholders strongly advocate for immediate investment in innovation to prevent higher costs and greater challenges in the future. They emphasise the importance of a proactive, forward-thinking approach to ensure financial, environmental, and social sustainability, despite some differences in opinion on where innovation should be focused. However, public awareness of low and no carbon technologies is currently low. To address this issue and prevent resistance to innovative projects, public awareness campaigns are seen as essential for maintaining a positive culture of innovation.

**Associated facts:**

Funding design and remit:

- Ofgem will continue to set each GDNs share of the NIA based on the quality of their BP submissions, or funding based on other objective criteria such as customer base. Meaning, GDNs will not have equal amounts of funding.
- SIF will remain in RIIO-GD3.
- Ofgem will set similar amounts to RIIO-GD2 for each funding stream before the start of RIIO-GD3. However, both funding streams may be increased if compelling new policy evidence emerges that indicates innovation in a specific area is required.
- A CNIA (Carry-over Network Innovation Allowance) will be introduced for RIIO-GD3 to continue

progress and fund projects started in RIIO-2 so they can follow the natural development of innovation projects rather than forcing them to complete by the end of RIIO-2. RIIO-GD2 projects will have to be complete by September 2027.

- Shrinkage related innovation projects funded through the RIIO-GD3 innovation package.

#### Innovation priorities for WWU

- The Government aims to develop at least four low-carbon industrial clusters by 2030 to deploy hydrogen at scale and integrate it into industrial processes, with the ambition to achieve net zero clusters by 2040, where industrial sites will operate with minimal carbon emissions.
- South Wales industrial cluster is second largest emitter in the UK. The UK aims to produce 10 gigawatts (GW) of low-carbon hydrogen by 2030, with at least 5 GW coming from green hydrogen, which is produced using renewable energy sources.
- WWU is also developing strategic decarbonisation projects in North East Wales and in the South West, supported by innovation funded projects.
- Hydrogen is targeted for use in hard-to-decarbonise sectors such as heavy industry, aviation, shipping, and long-haul trucking as these sectors are challenging to electrify. The Government aims for a significant uptake of hydrogen fuel cell vehicles (HFCVs) in the heavy-duty vehicle sector, including buses, trucks, and potentially trains, with a goal to have thousands of hydrogen vehicles on the roads by 2030, supported by a network of hydrogen refuelling stations for widespread adoption.

Total spending on R&D in 2021 was £66.2 billion (71% business sector, 5% public sector and 25% Higher education institutions). The government has said this equates to around 2.9% to 3% of GDP, which exceeds its target for total R&D spending to reach 2.4% of GDP by 2027.

**Conflicts: Local Authorities:** The main points of conflict between local authorities revolve around the adequacy of funding, the effectiveness of the innovation culture, the realism of expectations, and the level of stakeholder engagement and regulatory support. Addressing these conflicts will require targeted efforts to align priorities, streamline funding processes, foster a supportive culture for innovation, and improve coordination among stakeholders. As Local Area Energy Plans are developed and delivered, it is anticipated that actions for the energy networks may require innovative approaches which are within the remit of innovation funding

**Consumer & Consumer Advocacy groups:** Despite seeing innovation as integral to meeting net zero targets there is scepticism about whether the benefits of innovation are equitably distributed, with some consumers feeling left behind. Additionally, they are critical of funding favouring large corporations and are concerned that the pace of innovation is too slow to meet future energy demands and sustainability goals.

Overall, the conflicts identified centred around the prioritisation of innovation and costs. Stakeholders are divided on whether innovation should be a primary focus, with some arguing for its importance in the next business plan, while others such as vulnerable customers and charities believing it should only be pursued if it reduces customer bills during RIIO-GD3. There were calls for innovation projects to be realistic and achievable, with concerns about long-term financial implications. Stakeholders emphasised the need for detailed information on current challenges and partner organisations involved in innovation. The importance of achieving net zero emissions was also highlighted, but stakeholders were concerned about the high costs associated with the innovation needed to achieve this, given the 2035 deadline. There was a split on whether to prioritise short-term practical solutions or long-term strategic innovations, with some stakeholders preferring immediate solutions to address current challenges.

**Regional differences:** The South West of England requires a different innovation approach compared to the rest of the UK due to several unique regional factors. The region has a significant proportion of rural areas, which presents different challenges and opportunities compared to more urbanised regions. Innovations tailored to lower population densities, such as decentralised energy solutions or enhanced digital connectivity, are essential. The region's economy is more reliant on specific sectors such as agriculture,

tourism, and small-scale manufacturing, necessitating innovations that cater specifically to these industries. but is home to key economic sectors with high growth potential, including the aerospace sector and marine industries, which require innovations in sustainable aviation fuels and maritime decarbonisation. Additionally, the region has significant potential for renewable energy generation, particularly from offshore wind and tidal sources. The natural landscapes and coastline of the south west, are home to numerous Areas of Outstanding Natural Beauty (AONBs) such as the Cotswolds, and boasting over 2,100 kilometres of coastline, more than any other region in England., which necessitates a focus on sustainable practices and environmental conservation. Local Authorities across south Wales and the west of England, emphasise specific goals like decarbonisation and economic growth through innovation for an economy that is expected to grow faster than any other area outside of London.

Wales also requires a different innovation approach compared to the rest of the UK due to several factors. Wales has a unique industrial legacy, particularly in South Wales, with significant industrial bases including the UK's largest integrated steelworks and energy-intensive manufacturing plants. Additionally, Wales has substantial renewable energy potential, including offshore wind, tidal, and marine power. The economic transition in Wales from a resource extraction-based economy to a more diversified one necessitates innovative solutions to support new industries and provide alternative employment opportunities. Social inequities in Wales, such as higher poverty rates, require targeted innovation to improve living standards and social equity. The Welsh Government's devolved powers over areas like planning, education, and certain aspects of energy policy allow for more localised and tailored innovation strategies. Unique legislative frameworks, such as the Well-being of Future Generations (Wales) Act 2015, mandate sustainable development across all public bodies. Infrastructure development and technological adaptation in Wales also require specific innovation strategies. Cultural and educational factors, including the promotion of the Welsh language and tailored training programs, are essential for the success of innovative projects in Wales. Overall, these factors highlight the need for a distinct innovation approach in Wales that addresses its unique industrial, economic, social, policy, infrastructure, and cultural contexts.

**Options considered:** We considered the following options for RIIO- GD3:

1. Continue current investment to improve choice and pace of choice in the net zero space within RIIO-GD3, allowing for pivotal evidence gathering and facilitating work post RIIO-GD3.
2. Accelerate current investment to improve choice and pace of choice in the net zero space within RIIO-GD3, allowing for pivotal evidence gathering and facilitating work post RIIO-GD3 and look into additional areas outside of FoE such as Environment, Sustainability and the resilience of the network, and how innovation can support reducing emissions, waste reduction, mapping and the safety of running the network.

**How we responded:** Recognising Ofgem's latest decisions for the NIA and SIF funding streams, the multifaceted nature of innovation, including its benefits, drawbacks, and the current targets that Gas Distribution Networks (GDNs) must meet to achieve the government's Clean Power 2030 commitment and the net zero by 2035 and 2050 deadlines. WWU is proposing a higher level of funding for innovation, specifically option 2. This decision is rooted in the expectations of local authorities and the Government for the energy sector to support decarbonisation including through Local Area Energy Plans (LAEPs) to meet environmental sustainability goals. It also addresses the need for the business to evolve to support new low-carbon technologies, foster the learning and development of colleagues, and assist the most vulnerable in our communities during the transition to net zero. Additionally, taking into account the data and digitalisation requirements that will facilitate all of this work. The business acknowledges the cost implications of this commitment, including for consumers, and will continue to focus its business-as-usual (BAU) innovation on achieving cost efficiencies. This approach has been reinforced by our quantitative research, engaging 1,401 participants (1,169 domestic consumers, 152 business customers and 80 future bill payers) on the acceptability of our commitment. The research shows that 91% of participants find this commitment to be acceptable

Performance	
GD2 Performance, Benchmarking / Industry comparison	<p>Given Business Plan Guidance, we expect overall proposals on use of Net Zero innovation to be similar to other networks. However, there are clear regional differences due to the maturity of projects, especially those related to industrial decarbonisation. This may impact the level of funding each network requests.</p> <p>During GD2 our strategy and knowledge has increased in early research and development allowing us to develop the safety case for hydrogen and provide evidence to support government policy decisions and explore the differing scenarios for a net zero future.</p> <p>During RIIO-GD3 we will continue to build upon that learning to increase the technical readiness of innovation for how we can accelerate to make the network hydrogen-ready by 2035 in key areas and fully ready by 2040. Our high level ambition is to enable low and ultra-low emission options for our fleet, invest in new early-stage decarbonisation option projects, reduce operational and supply chain emissions, not only prepare to receive up to 20% blended hydrogen using innovation to connect blended hydrogen projects in RIIO-GD3 alongside how we can connect more biomethane plants, support at least three industrial clusters and proactively support local area energy planning whilst reflecting development of National Energy System Operators' Regional Energy System Planning function.</p>
Deliverability & Whole Systems Impact	
Deliverability & viability implications	<p>We have identified innovation areas for investment through:</p> <ul style="list-style-type: none"> <li>• Continual development of our innovation strategy</li> <li>• GD2 collaborative activity with other networks on innovation and energy system transition topics</li> <li>• Assessing government guidelines on net zero targets acknowledging the importance of the role of innovation</li> <li>• Existing work with industrial clusters across our network, including development work towards major projects</li> <li>• Our sustainability strategy and environmental action plan with input from around the business</li> <li>• Regional Energy Planning activity, which has identified actions from LAEPs</li> <li>• Outputs from the Business Evolution work</li> </ul> <p>Innovation is inherently uncertain, but our strategy development and work we've completed in GD2 to identify likely areas of investment gives us confidence in our innovation focus areas and delivery.</p> <p>The agility that innovation provides will allow us to pivot based on new information and learning as it emerges through RIIO-GD3 and as we continue to build on learning generated in GD2.</p>

### Triangulation scorecard

Our engagement scoring methodology leverages the information from the HM Treasury's Magenta Book, Quality in Qualitative Evaluation framework and various weighing methodologies used by networks to assess how much impact each piece of evidence should have on their decision-making process.

Each piece of evidence is given a score between 0-2 against a scoring criteria including *Relevance to topic*, *Level of stakeholder knowledge*, *Quality of engagement*, *Rigour of feedback collection* and *Credibility of analysis and interpretation*.

The table below outlines how the evidence used to produce this document scored against each criteria and its overall score. An average and modal score is then provided, which is associated to a grading system that demonstrates the feedback robustness and quality.

Document Name	Score					Final Score
	Relevance of the Topic	Level of Stakeholder Knowledge	Quality of Engagement	Rigour of Feedback Collection	Credibility of Analysis and Interpretation	
20240605_Draft Technical	1	2	2	2	2	9

Report_D enbighshir e						
20240617 _LAEPTec hnical_Re port_Wrex ham	1	2	2	2	2	9
220722 DAR NIC and Bristol City Council	1	2	2	1	2	8
3037 LCT Tracker W4 Report WWU FV	1	2	2	2	2	9
3039 LCT Tracker W5 Report WWU FV2	1	2	2	2	2	9
3564 WWU Customer Business Priorities FV2	1	2	2	2	2	9
3636 WWU Customer Priorities Report_D ebrief_v3	2	2	2	2	2	10
3636 WWU Priorities Report_D ebrief_v3	1	2	2	2	2	9
3830_NE A_Fuel- Poverty- Monitor- Report- 2022_V2- 1	0	2	2	2	2	8
BECCG - What Politicians Think About Net Zero and Green Economy 2022	0	2	2	2	2	8

Biodiversity Stakeholder Meeting Report 28.06.24	0	2	2	2	2	8
CCC - Reducing emissions in Wales	2	2	2	2	2	10
Ceredigion LAEP Draft A	1	2	2	2	2	9
child-poverty-strategy-for-wales-2024	0	2	2	2	2	8
Citizens Advice Consumer work plan 2023	1	2	2	2	2	9
Citizens Advice_A flexible future_Ext ending the benefits of energy flexibility to more households 3 August 2023	2	2	2	2	2	10
consultation-just-transition-framework	1	2	2	2	2	9
DAR - IM - 220511 - Future leap - The Future of Hydrogen South West Event - Burgess Salmon offices Bristol	1	2	2	1	2	8



DAR - People Homes Conference 2023	1	2	2	1	2	8
Digital.utility.co.uk (2024: The year of the LAEP)	1	2	2	2	2	9
ENA External Stakeholders Insight Report v1.1	1	2	2	2	2	9
ena-innovation-strategy-update_final	2	2	2	2	2	10
Energy Networks Innovation Strategy 2022	2	2	2	2	2	10
Feedback Report Biodiversity Stakeholder Meeting Report 28.06.24	0	2	2	2	2	8
Final version WWU - Critical Friends Panel - Feb 2023 - Feedback Report	1	2	2	2	2	9
House of Commons - Support for Innovation to Deliver Net Zero	2	2	2	2	2	10
HyRES Open event summary	1	2	2	2	2	9

report v2 23-01-26						
LAEP Technical Report Merthyr Tydfil DRAFT 160524	1	2	2	2	2	9
LAEP_BG _Technical - report_v1. 1DRAFT- REVIEW_ 20240604	1	2	2	2	2	9
LAEP_Flin tshire_Tec hnical- report_v1( DRAFT- REVIEW)_ 20240611	1	2	2	2	2	9
LCP Delta - Online consultati on responses summary	2	2	2	2	2	10
ms1590 WWU PSR Customer Experienc e Research Presentati on vFINAL	0	2	2	2	2	8
NEA- Impact- Report- 2023- FINAL-1	2	2	2	2	2	10
Neath Port Talbot LAEP Technical Annex - Client V1	1	2	2	2	2	9
Non- Domestic Consumer Research Report V Final for	0	2	2	2	2	8

siteNov 2022						
PE21199 Understan ding consumer s' attitudes to safety measures when using 100_ hydrogen in the home v1.0	1	2	2	2	2	9
Powys LAEP Draft A	1	2	2	2	2	9
RCT LAEP Technical Report DRAFT 280524	2	2	2	2	2	10
Report - CCC - Delivering a reliable decarboni sed	2	2	2	2	2	10
RP-FGS- Monmout hshire Technical Report- 070624- DRAFT- ISSUED	1	2	2	2	2	9
RP-FGS- Torfaen Technical Report- 240520- DRAFT- ISSUED- v2	1	2	2	2	2	9
Safeguard ing the switch to domestic hydrogen WWU	2	2	2	2	2	10

Report 1.0						
Stakeholder workshop - Actions Responsibilities P2 - PRESENTATION PACK - CCR_bilingual	1	2	2	2	2	9
Stakeholder Workshop - Baseline and setting p_Lewis Garvey	1	2	2	2	2	9
Swansea LAEP Technical Annex - V2 - Client Copy1 - WWU Feedback	1	2	2	2	2	9
Technical Report Cardiff DRAFT 2024_05_24	1	2	2	2	2	9
Technical_Report - Gwynedd draft issue 07.06.24	1	2	2	2	2	9
Technical_Report_Anglesey_draft issue 14.6.24	1	2	2	2	2	9
Technical_Report_Caerphilly_v.1(d)	1	2	2	2	2	9
Technical_Report_Vale of Glamorgan_2024_05_24	1	2	2	2	2	9

UK-Hydrogen - Strategy_ web	2	2	2	2	2	10
UKRI Culture of Innovation _Full report_ Oct 2023_Pdf _version	2	2	2	2	2	10
UKRI-PA-Innovation Culture Report	2	2	2	2	2	10
VCMA Year 1 Showcase Stakeholder Workshop - Feedback Report	1	2	2	2	2	9
WGP Hydrogen Strategy v2.0 (Summary and Technical Reports) FINAL	2	2	2	2	2	10
Workshop 4 Summary - Transforming how networks interact with industry	1	0	2	2	2	7
Workshop 7 Summary - Working with the regulator and Government	1	0	2	2	2	7
WWU - Critical Friends Panel -	2	2	2	2	2	10

Feb 2024 - Feedback Report V5						
WWU Biodiversity Stakeholder Workshop Feedback Report	0	2	2	2	2	8
WWU Business Panel_full report with appendix	0	2	2	2	2	8
WWU Citizen Panel Full Report_V1	1	2	2	2	2	9
WWU Citizens Panel report Decarbonisation of home heat March 2022 FINAL	1	2	2	2	2	9
WWU Customer Business Priorities FV2	2	2	2	2	2	10
WWU Customer Satisfaction_full report	0	2	2	2	2	8
WWU Customer Service Trends Secondary Research - Findings report - Final	1	2	2	2	2	9
WWU Employer of Choice Qualitative Follow-up	1	2	2	2	2	9

Findings report v1						
WWU Employer of Choice Secondary Research - Findings report v1	0	2	2	2	2	8
WWU FW strategy workshop 180721 final	0	2	2	2	2	8
WWU GD3 Business Planning Workshop Feedback Report	2	2	2	2	2	10
WWU LAEP Stakeholder Workshop Feedback Report	2	2	2	2	2	10
WWU qual priorities report FINAL	2	2	2	2	2	10
WWU Report Cardiff November 2022 LW Comments	1	2	2	2	2	9
WWU Safety Stakeholder Workshop Feedback Report	0	2	2	2	2	8
WWU Sustainability Strategy Workshop - Feedback Report	1	2	2	2	2	9

WWU Vulnerability Panel Report_V3_060923	0	2	2	2	2	8
WWU_EV P_Insights_Report_Aug22_v1	2	2	2	2	2	10
WWU_Improving the CEX research programme_Stage 1_Report of findings_17.01.23	1	2	2	2	2	9
Average Score of Sources						9
Mode						9

Score	Grade	Description
0-3	Poor	Feedback should not be used for triangulation as it does not meet the minimum quality standards.
4-6	Average	Feedback could be used for triangulation but possibly lacks robustness.
7-8	Good	Feedback meets the standards necessary for credible triangulation.
9-10	Excellent	Feedback meets the best standards of rigour and quality.