

## Customer Transformation Stakeholder Engagement Plan

Ongoing engagement, to ensure the ambition and design of the new model continue to respond to and meet customer need, forms a key part of the next phase of work.

The programme team are engaging regularly across the organisation to ensure all relevant stakeholders are updated on programme development. There is a detailed stakeholder engagement plan with associated plans for specific engagement to inform the design work around the Dynamic Customer Operating Model. Staff roundtables have secured insight and views from a wide range of council employees.

The programme has developed a structured member engagement plan, including attendance at the upcoming Select Committee, as well as presenting the programme at a Member Development session in September 2024.

Wider engagement with external stakeholders will take place over the summer. This will include working through existing engagement teams and take a range of forms to ensure accessibility, for example roundtables with residents and consultation sessions to validate and sense-check the D-COM. The change management team are working with the Legal team to ensure the programme meets consultation requirements.

There is a Customer Panel in development through the Resident Insight Unit, which will be designed to hear a wide cross section of customer voices and provide essential insight and feedback throughout the programme. This panel will also provide a forum for detailed collaboration with customers on the design to ensure it meets customer need. In addition, we will involve voluntary, community and social enterprise groups, participation groups (for example the children’s user voice and participation team), and links through our community liaison officers to lesser heard voices and residents in communities, to ensure that we are co-designing in a fully inclusive way.

Stakeholder Group	Key Stakeholders & Business Area	Engagement to date	Forward Plan
Leadership teams	CLT DLTs ELF	One-to-ones with SRO  Attended CLT 4 <sup>th</sup> June	3x ELF presentations: 10 <sup>th</sup> , 17 <sup>th</sup> , 23 <sup>rd</sup> July  To set up DLT workshops over summer to socialise D-COM

		Chief of Staff network attended in February	
Cabinet / Political	<p>Tim Oliver</p> <p>Denise Turner-Stewart</p> <p>David Lewis</p> <p>Sinead Mooney</p> <p>Mark Nuti</p> <p>Paul Deach</p> <p>Steve Bax</p> <p>Matt Furniss</p> <p>Clare Curran</p> <p>Keith Deanus</p> <p>Marisa Heath</p> <p>Natalie Bramhall</p> <p>Catherine Powell</p> <p>Will Forster</p>	<p>Monthly oversight group between Liz Mills, Sarah Hardman, Denise Turner Stewart, Paul Deach, Matt Furniss</p> <p>R&amp;P Select Committee attended in April</p> <p>One-to-ones between Liz and member</p>	<p>Return to R&amp;P Select Committee 18<sup>th</sup> July</p> <p>Meetings being offered to party leads and their groups</p> <p>To attend iCab on 17<sup>th</sup> June and Cabinet on 23<sup>rd</sup> July</p> <p>Member Development session 2<sup>nd</sup> September</p> <p>Ongoing oversight group and one-to-ones when appropriate</p>
Partners	<p>Districts and Boroughs</p> <p>Health partners</p> <p>Gate1 / Public Digital</p>		
Trade Unions			Attending next Corporate Joint Consultative Committee on 17 <sup>th</sup> July
Programme team	<p><b>Leadership team</b></p> <p>Liz Mills</p> <p>Dawn Tomlyn</p> <p>Sarah Hardman</p> <p>Suzanne Sumner</p>	N/A	N/A

	<p>Louise Forde</p> <p><b>Core team</b></p> <p>Ben Newsam</p> <p>Lottie Wood</p> <p>Maria Buyet</p> <p>Samantha Higgins</p> <p>Clare Kellow</p> <p><b>Wider team</b></p> <p>Hannah Dwight</p> <p>Sarah Bugonovic</p>		
Enabling SCC Staff	<p><b>Customer Strategy team</b></p> <p><b>Comms</b> – Andrea Newman, Rich Neale, Katherine Shipton, Abbey Cortazzi</p> <p><b>Contact Centre staff</b></p> <p><b>Customer Services</b></p>		
Wider SCC staff	<p>All SCC staff</p> <p>Champions network</p>	<p>Show and Tell/Weeknotes</p> <p>Roundtables</p> <p>Monthly Champions network meetings for 'improvement projects'</p>	<p>Show and Tell/Weeknotes</p> <p>Summer/Autumn roundtables</p> <p>CT Sharepoint page to be published in July</p> <p>27<sup>th</sup> June Champions session to socialise D-COM</p>
External community groups		<p>This work is at planning stage currently</p>	<p>To connect via colleagues involved in Citizen's Panel, TAC pilots, Community Participation and Engagement team activity.</p>

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