

## PR19 Customer Challenge Group – Research Methodology Sub-Group

**Meeting number:** 5

**Meeting Date:** 3<sup>rd</sup> January 2018

**Paper No:** 2

**Agenda No:** 3

**Title:** PR19 overall graphic

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**Printing:** This document does contain graphs or pictures and therefore does require you to print in colour. If you need a printout please let Nikki know.

<b>What is this paper about:</b>	Overall graphic to show how the different engagement activities feeds into the PR19 business planning process and delivery of services to customers.
<b>What is the context of this paper:</b>	The CCG requested an overall engagement graphic to see how the different engagement activities fit together. This graphic has been developed to show how these activities fit into the wider PR19 process. This graphic should be viewed alongside the engagement strategy paper that will outline SEW's overall approach to engagement.
<b>What is the relevance of this paper:</b>	To aim provide an understanding of how research and engagement feeds the overall PR19 process.
<b>Action needed from the CCG:</b>	Comments on the graphic and whether this helps provide the understanding required. Suggestions for areas that are missing or clarification that is needed.

