

PR19 Customer Challenge Group – Vulnerability Sub-Group

Meeting number: 7

Meeting Date: 5th March 2018

Paper No: 5

Agenda No: 6

Title: CAG workstream – update on approach and progress.

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Purpose: For information/discussion

This document contains commercially sensitive information, and is confidential to the Customer Challenge Group, and the Consumer Vulnerability Sub Group.

Printing: This document does contain graphs or pictures and therefore will require you to print in colour.

What is this paper about:	Provide the CCG VSG with an update on the Co-Creation Strategy Work stream supported by CAG Consultants
Action needed from the CVSG:	For information and discussion.

Customer Challenge Group Vulnerability sub-group

Meeting 7, Agenda item 6

Co-Creation of Strategy – CAG Update

5th March 2018

Company Confidential

Identification				
ID 1	ID 2	ID 3	ID 4	ID 5
Vulnerability risk factors	Data - Understanding our customers at risk	The Customer Journey - Barriers to receiving 5 out of 5 service	Insight- Engagement Dashboard	PSR and risk factor development / a mends
Elabor y				
Develop ed				
Maintain health				
etc.				
Reflections continued				

Previous update

Last update provided;

- CAG Consultants proposal
- Outlined the approach that was to be undertaken
- Outlined key phases

Current Update on Activities

- **CAG Consultants instructed;**
 - Contract was finalised
 - Due to nature of engagement we had to clear some hurdles including satisfying ourselves on the protection of our customers data (standard DPA questionnaire's and DBS checks in place).
 - Commencement of Activities
 - Initial commencement meeting was undertaken to ensure CAG and SEW aligned in approach and output requirements.
- **Customer Care Team Workshop;**
 - Reviewed the teams view of service gaps and improvements – key feed into activities
 - Team strong in terms of their view on flexibility and empowerment in their roles
 - Team worries were how much involvement they would have to help build the strategy
 - Considered what should be in the strategy and how team should be involved in the development

Current Update on Activities

- **Stakeholder Engagement Element;**
 - Key stakeholder listing provided to CAG from SEW Communications Team and Customer Care Team
 - CAG have reviewed the stakeholder list and additional stakeholders have been added to identify some additional stakeholders to draw into the process
 - A stakeholder introductory letter has been approved and issued
 - Stakeholder workshop dates venues have been set and secured – the details have been circulated
 - Stakeholder Interviews;
 - Interview run sheet provided to ZM on 15th Feb
 - Interviews scheduled and commencing 26th Feb

Current Update on Activities

- **Customer Engagement Element;**
 - Vulnerable customers identified
 - Customers are split between financial and other risk factors. It also includes customers who have accessed our vulnerability services in incidents etc.
 - Introductory Letters
 - Approved by SEW
 - Issued to customers
 - Customer Interviews;
 - Interview run sheet provided to ZM on 15th Feb
 - Interviews scheduled and commencing 26th Feb

End