

Appendix 05.04 – Our Engagement Partners



1. Introduction

This document lists the main external partners that we have worked with to plan, develop, deliver, analyse and assure against our Enhanced Engagement Programme.

2. List of Engagement Partners

Traverse – our lead partner for delivery of the targeted and business options testing phases of our engagement

EQ – lead much of our Exploratory Engagement phase, especially the regional stakeholder events

Brandwalk – general consultancy support, in particular in the design and delivery of our playback and stakeholder consultation documents. Brandwalk will also develop videos to help engage with customers in business options testing and design our summer of love campaign.

Savanta – independent assurance over our enhanced engagement approach and delivery. Direct support to develop our Enhanced Engagement Framework

NERA – Lead partner for the delivery of our Willingness to Pay phase

Britain Thinks – Leading our Business Options Testing phase for our fourth outcome area – Trusted to Act for Society

Verve – Our partner to deliver a number of online ‘pop-up’ engagement events during the summer of 2019

Enzen – commissioned to undertake several benchmark studies of other organisations’ approach to supporting customers in vulnerable situations, improving the environment and creating a transparent and trusted set of operating and reporting practices.

Sia Partners – consultancy support to develop our stakeholder engagement approach, including the development of our toolkit to create a clear golden thread between engagement through to insight and ultimately commitments in the plan

Complete Strategy – on-site support across various activities, principally in developing our quality assessment criteria for each piece of engagement