

Response to Challenge C64

NGN to demonstrate how they will maintain the active, positive engagement when they don't have a proposition, how will NGN keep Citizens Jury?

In order to keep the Citizens' Jury engaged we will continue to deliver against the best practise principles that we have developed over RIIO-1 and refined over the business planning period. Specifically:

- **Empowering customers to design how they want to engage:** We will work with our Citizens' Jury to design how the group will work as an enduring mechanism and what features it needs to have to ensure it continues to be a meaningful experience for them – including how it works with the CEG. This process will start at the next session in November.
- **Engaging on issues that material to them and where there is real opportunity to influence:** We will co-design a work programme with the Citizens' Jury that identifies key upcoming business decisions in areas that are a priority for them. Whilst we recognise the risk that the CEG has raised (that the business plan created a specific focus for engagement), we see the end of the business planning process as an opportunity to widen the scope from future strategy to 'here and now' business decisions that feel tangible and have an immediate impact on the way we work and the service customers receive. For example, at the November session we will be asking the group to help us decide on whether to scale up, change or stop a pilot project that we have run over the last year.
- **Widening participation across the business:** Whilst we will continue to utilise the services of specialist providers, we are also rolling out specialist facilitation training (led by Involve) to colleagues within the business so that more people can be involved in the session; giving members of the Citizens' Jury confidence that this is initiative that has whole business support. Alongside this we will continue to have senior leadership team attendance and input at all future sessions.