

Meeting tips and guidance

The following tips are here to help you, and other customers, make the most of Customer Engagement opportunities at LiveWest. They apply to all opportunities, whether they are taking place face-to-face, in person, or on an online, virtual platform.

Prior to the activity

- **Support:** Let the Customer Engagement Team know if you require any support or assistance to make it easier to take part in the activity. This could include help with travel, or childcare, documents provided in accessible format, or support with IT equipment for online activities. It is also possible to bring someone else, such as a carer, friend or family member, to support you with the activity if needed.
- **Attendance:** Confirm your attendance, but if circumstances change and you are no longer able to attend, let the Customer Engagement Team know. This helps us to plan the activities better.
- **Preparation:** We welcome people who are new to engagement and do not expect people to come with previous knowledge or experience. However, if we send out information or documents, it can be helpful to read them beforehand, as it will give you a better idea of what to expect and will enable you to participate more fully.

During the activity

- **Timekeeping:** Please arrive on time for the start of the session. The Customer Engagement Team will always give you the start time prior to the day, and this will include some time for arrivals at the beginning. This is to allow for settling in and getting refreshments at face-to-face sessions or ironing out any IT issues at virtual sessions. Out of respect to those customers who are waiting to begin, whoever is leading the activity will start *promptly* at the time stated. Should you have any problems with travel arrangements or joining virtual platforms, please contact the Customer Engagement Team and they will do their best to assist you.
- **Behaviour:** Show respect to staff and other participants throughout the activity (Please see Code of Conduct)
- **Online meetings:** Where possible keep your camera on, unless otherwise specified, as this helps the participants to get to know each other and work better as a group. Keep your mic on mute when you are not speaking, as this will reduce interference from background noise. If you wish to make a point or ask a question whilst someone else is talking, you can use the chat facility, and your comments will be picked up by staff. Or, alternatively, you can raise a hand using the Teams facility, and a member of the Customer Engagement Team will come to you.
- **Personal issues:** Whilst we are aware that customers may have genuine, ongoing issues regarding a particular service they have received from LiveWest, we respectfully ask you not to focus on these during the session. Engagement activities are carefully planned to make the most of the session, and customers have given up their free time to participate. To use up time on an issue that is only relevant to one attendee is unfair on other customers and not an effective use of the Customer Engagement service. If you have issues that you are struggling to resolve through the normal LiveWest channels, please let a member of the CE Team know and we will try to assist outside the session.

After the activity

- **Making a difference:** The Customer Engagement Team has a commitment to keep you informed about the difference you have made. Following the activity, you will receive thanks and an acknowledgement of your contribution. The Customer Engagement Team will continue to update you on the progress of any changes LiveWest makes because of your involvement.
- **Feedback:** The Customer Engagement Team are continually striving to improve the experience for customers who take part in our activities. We would like to make our sessions as enjoyable and inclusive as possible. Please let us know of any difficulties you experienced in accessing the activity, or any aspects of the session you particularly liked or disliked.