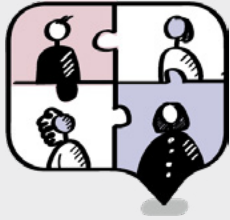


Stakeholder Engagement Approach



Phase 1.

Listening and understanding

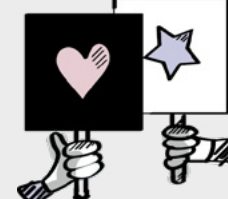
- Exploratory phase
- Providing clarity on the aims, scope and purpose of the engagement
- Inviting stakeholder views before embarking on new approaches
- Understanding problems and identifying opportunities



Phase 2.

Drafting and developing

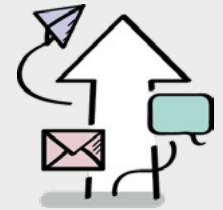
- Idea generation phase
- Developing possible solutions
- Prioritising ideas based on pragmatism and feasibility
- Balancing ideas, views and evidence with purposes of Inspectorate



Phase 3.

Refinement through feedback

- Testing and refining our solutions
- Inviting feedback and constructive critique through a variety of channels
- Considering feedback to inform any refinement



Phase 4.

Finalising and communicating

- Implementing
- Developing a suitable communication plan
- Communicating effectively and offering support to build capacity

How

- Meeting stakeholders, inviting input on general themes
- Conducting workshops, surveys, group discussions and collaborative problem-solving sessions
- Lowering barriers to participating in our work such as by using inclusive research and design methods
- Achieving sign-off using appropriate governance models
- Focussing on effective communication and continuous improvement