Customer Experience Committee-
Provisional Onboarding Plan

Activity	Detail	Date
Observe Performance and Safety Committee	• Circulate agenda pack • Pre-meet • Observe meeting	**11th May** In person- 2 hrs
Performance and Safety Committee debrief session	• Debrief session to take questions and observations	**19th May** -Teams -45 mins -Facilitated by SCH
Initial induction	• Background to SCH and very brief overview of services • Governance arrangements and link to Board • Strategic Vison and Delivery Plan • Values and Behaviours • Confidentiality and Data Protection • Code of Conduct	**Tuesday 2nd June** -Teams - 2 p.m. – 4 p.m. -Facilitated by SCH
Away Day	• Follow up from initial induction • Get to know each other / team building exercises • Review and agree the terms of reference to include role and what it means in practice • Training needs assessment • Co-design training programme and content • Office tour • Stock tour	**Monday 29th June** -In person -2 p.m.- 7.30 p.m. -Facilitated by Tpas
Team meet and greet	• Short presentation / introduction to the services and teams within SCH • Meet key staff • With lunch/Dinner	**Thursday 9th July** In person -2 p.m. – 6. p.m. -Facilitated by SCH
Further training as designed by committee	TBC	Delivery: -SCH -E-learning Tpas Mix of teams/e-learning and in person

Engagement Framework review	Workshop	**Wednesday 5th August** (provisional) -Half day Facilitated by SCH
CX Committee pre-meet (mentoring)	To work through papers, highlight any questions, increase understanding and develop any questions committee members may want to raise	**W/C 24th August** Facilitated by Tpas
CX Committee Meeting	Committee meeting	**W/C 1st September**
CX Committee debrief (mentoring)	Debrief session to take questions and observations	**W/C 7th September** Facilitated by Tpas