**Consumer Standards Group: Transparency, Influence & Accountability**

**Date:** 16th September  
**Time:** 6:00 pm - 8:00 pm  
**Location:** Lawn House Common Room, Lawn St, Winchester, SO23 8DS

**6:00 pm – 6:10 pm: Welcome and Housekeeping**  
**Facilitator(s):** Sarah Hobbs, Sarah Wallis, Tobey Mason

* Welcome attendees and thank them for their participation.
* Provide an overview of the agenda.
* Introduce facilitators and any other officers in attendance.
* Housekeeping details: location of facilities (restrooms, exits), safety procedures (fire exits, emergency contact), refreshments available.
* Briefly explain the process for claiming reimbursement for travel costs, including eligible expenses (e.g., public transport, mileage), process for submitting claims (forms, receipts), and point of contact for queries.
* Confirm any special access needs or accommodations requested by participants.

**6:10 pm – 6:20 pm: Introduction to the Consumer Standards Group (CSG)**  
**Facilitator:** Sarah Hobbs / Sarah Wallis

* Briefly explain the purpose and goals of the Consumer Standards Group.
* Outline how the group will help shape and review housing policies and service delivery across Housing Services
* Overview of Consumer Standards and their importance in the context of tenant services and linking back to TACT Board
* Overview of other Consumer Standard groups

**6:20 pm – 6:40 pm: Creating the Terms of Reference (ToR)**  
**Facilitator:** Tobey Mason

* Collaboratively draft the Terms of Reference (ToR) for the group.
* Agree name for the group.
* Ensure all members understand and agree on the group's purpose, scope, and responsibilities.
* Key Points to Include:
  + **Purpose:** Define the group's aims (e.g., reviewing and advising on policies related to transparency, influence & accountability).
  + **Membership:** Who is involved and the roles they will play.
  + **Meetings:** Frequency, location, and duration of meetings.
  + **Decision-Making:** How decisions will be made (consensus, majority vote, etc.).
  + **Confidentiality:** Ensuring privacy and respect within the group.
  + **Access Requirements:** Outline how the group will accommodate any special needs or requirements.
  + **Communication:** How updates will be shared between meetings.

**6:40 pm – 7:45 pm: Listening Better – Customer experience**  
**Facilitator:** James Prior/Sarah Hobbs/Sarah Wallis, Tobey Mason

* James Prior to provide an introduction & overview to the group of his role, work being scoped and how this group can be involved in this
* Group feedback activity on what we do well, where we could improve on theme of listening to tenants & customers
* Collect initial comments, questions, and suggestions from participants

**7:45 pm – 7:55 pm: Participatory Learning in Action (PLA) Evaluation Activity**  
**Facilitator:** Tobey Mason

* Conduct “Traffic Light” Activity for feedback.
* Collect participants’ thoughts on:
  + **Red:** One thing that didn’t work well or was challenging during the meeting.
  + **Yellow:** Something good but could be improved.
  + **Green:** Something that worked well and should continue in future meetings.
* Use coloured sticky notes or markers and have participants place them on a board or flipchart under the respective colour headings.
* Quickly review the feedback and discuss any immediate actions.

**7:55 pm – 8:00 pm: Next Steps and Closing Remarks**  
**Facilitator:** Sarah Hobbs/Sarah Wallis

* Summarize key points from the meeting.
* Tenant Satisfaction Measure Survey 2024.
* Outline the next steps and upcoming meeting dates.
* Thank participants for their time and contributions.
* Encourage continued participation and invite any final questions or comments.