

AGENDA

Housing Influence Panel Meeting
The Council Chambers, Council Offices, Foster Avenue, Beeston
Nottingham NG9 1AB

Wednesday 10 September
Time: 10:00am to 12.15pm

Timing		Agenda Item
9:45 – 10:00		Refreshments and panel discussion on Agenda
	10:00 – 10:05	Housekeeping, Apologies & Introductions, Notes of the last meeting - Thoughts on how Housing Services can improve how we engage with you.
	10:05 – 10:50	Kim Dawson, Housing Strategy and Services Manager - New Draft Engagement Framework
	10:50 - 11:00	BREAK
	11:00 – 11:10	Tenant Satisfaction Measures - Action Update
	11:10 – 12:00	Andy Culshaw, Change Delivery Manager - Housing & Asset Management Improvement Plan and workshop
	12:00 – 12:15	Where were Engagement this Summer
<p>Next Meeting Wednesday 8 October 10am – 12pm Council Offices, Beeston</p>		

Ground Rules for Meetings

Follow these few rules to help ensure meetings run smoothly and are successful

- ✓ Stick to the agenda
- ✓ Raise your hand and wait for the Chair to invite you to speak
- ✓ Only one person is permitted to speak at a time
- ✓ Do not talk to others while anyone else is talking
- ✓ Listen to others without interrupting
- ✓ Make constructive and positive contributions
- ✓ Keep your comments concise and relevant
- ✓ Treat all others fairly, courteously and with respect
- ✓ Ensure everyone has the opportunity to contribute
- ✓ Raised voices, abusive or inappropriate language will not be tolerated
- ✓ Personal or individual issues must be raised outside of the meeting
- ✓ Only items on the agenda will be discussed, unless approval has been given by the Chair prior to the meeting starting
- ✓ Work together for the benefit of all residents

If you fail to follow these Ground Rules for Meetings you may be asked to leave the meeting

Please refer to the Code of Conduct, which fully sets out expectations of involved residents