

Meeting action log

Meeting:	National Client Panel
Date and location:	23 rd July 2015 Unit 3, Holt Court North, Heneage Street West, Birmingham Science Park, Aston, B7 4AX
Minute taker:	Stacey Hart
People who attended the meeting:	Ray Langstone (chair), Donna Sloan , Dave Hunter, George Beardmore, Jamie Nicholson, Stevie Lorimer, Alex Hill, Margaret Collins, Natasha Mitchell, Tomii Alli, Ronnie Treston, Ralston Harvey, Sally Parsons (co-chair), Audrey Mitchell, Ronika Cunningham, Stacey Hart, Brooke Parker, Visitors: Becky Watson (Involvement Team) Apologies: Rachael Byrne, Jill Twigger, Steve Gaunt and Jason Lerner

Action log

	Action	Owner	Due
1	Share the approved audit plan with the Client Panel	Rachael Byrne	24 September 2015
2	Use feedback from client panel to further involve customers and clients in design and enterprise and development. Report back to the panel when this is happening	Liz Gibney	September 2015
3	Chase up Jeremy Lear - Share client panel feedback with repairs colleagues to improve repairs process	Stacey Hart	24 September 2015
4	Incorporate client panel feedback into Centre for Social Justice report	Mark Winterburn	September 2015
5	Chase Andrew Gray - Send Robert Morrith the statistics about how many clients have to stay with us longer because they are unable to find suitable housing	Stacey Hart	24 September 2015
6	Add client satisfaction survey to Client Panel report	Stacey Hart	24 September 2015
7	Send satisfaction survey to Stacey	Sally Parsons	24 September 2015
8	Add the menu to Involvement News when sending out	Stacey Hart	24 September 2015
9	Speak to communications about adding the menu into the Welcome packs	Ronika Cunningham	24 September 2015