

Meeting action log

Meeting:	National Client Panel
Date and location:	21 May 2015, Tyneside Foyer, Newcastle
Minute taker:	Jill Twigger
People who attended the meeting:	<p>Donna Sloan (chair), Dave Hunter, George Beardmore, Steve Gaunt, Jamie Nicholson, Stevie Lorimer, Jason Lerner, Margaret Collins, Natasha Mitchell, Ronnie Treston, Ray Langstone, Ralston Harvey, Rachael Byrne (co-chair), Andrew Gray, Ronika Cunningham, Jill Twigger</p> <p>Visitors: Brian Ham (Enterprise and Development), Liz Gibney (Enterprise and Development), Jeremy Lear (Maintenance Contracts Manager), Karen Evans (North east Viewpoint team), Mark Winterburn (Centre for Social Justice), Robert Morrirt (Head of Public Affairs)</p> <p>Apologies: Alex Hill, Jim Devine, John Armitage, Tommii Alli</p>

Action log

	Action	Owner	Due
1	Share the approved audit plan with the Client Panel	Rachael Byrne	23 July 2015
2	Invite Youth action to client panel to discuss Welfare Reform and the effect on young people	Jill Twigger	31 December 2015
3	Bring more detailed client satisfaction survey information to the next meeting	Rachael Byrne	23 July 2015
4	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
5	Share client panel feedback with repairs colleagues to improve repairs process	Jeremy Lear	23 July 2015
6	Incorporate client panel feedback into Centre for Social Justice report	Mark Winterburn	July 2015
7	Share completed Centre for Social Just report with the panel	Robert Morrirt	September 2015
8	Send Robert Morrirt the statistics about how many clients have to stay with us longer because they are unable to find suitable housing	Andrew Gray	31 May 2015
9	Incorporate client panel feedback into national equality and diversity plan and share interview question suggestions with Human Resources	Ronika Cunningham	23 July 2015