**Consumer Standards Group: Safety and Quality Session Plan**

**Date:** 12th December 2024  
**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):** Charlotte Bailey

* Welcome attendees and express appreciation for their time.
* Overview of the agenda and session goals.
* Introduce facilitators and officers in attendance.
* Housekeeping: restrooms, exits, emergency procedures, and refreshments.
* Explain the process for claiming travel reimbursement.
* Confirm any access needs or accommodations.

**6:10 pm – 6:20 pm: Review of Actions and Outcomes from the Previous Session**

**Facilitator(s):** Charlotte Bailey

* Recap key discussion points and decisions from the last meeting.
* Highlight progress on actions and outcomes, referencing any completed or ongoing tasks.
* Open the floor for brief comments or questions regarding follow-ups.

**6:20 pm – 6:35 pm: Review of the Draft Terms of Reference (ToR)**

**Facilitator(s):** Charlotte Bailey

* Present the draft Terms of Reference, summarising key components:
  + Purpose and scope of the group.
  + Roles and responsibilities of members.
  + Meeting structure, decision-making process, and confidentiality principles.
* Invite attendees to suggest amendments or raise questions.
* Confirm agreement on the ToR or outline next steps for finalising it.

**6:35 pm – 7:00 pm: Main Topic/Activity**

**Facilitator(s):** Lead Facilitator(s) Faiza Hassan/ Adrian Wilgoss

* **Overview:**
  + **Damp and Mould Policy**
  + overview of context and legislation
  + feedback on changes made to the policy following tenant input at the last CSG
* **Interactive Element:**
  + How can tenants become better educated around damp and mould and energy efficiency?
  + Encourage tenants to suggest ways to improve engagement or use existing networks.

**7.00 pm to 7.35 pm:**

* **Overview:**
  + **Recharge policy**
  + Overview of the policy
  + Feedback on the Equality Impact Assessment
* **Interactive Element:**
  + How can we ensure that tenants are recharged fairly and that vulnerable tenants are supported?
  + Are there any further safeguards we can put in place?
  + Encourage tenants to suggest ways to improve engagement or use existing networks.

**7:35 pm – 7:50 pm: Identifying Priorities for the Group Moving Forward**

**Facilitator(s):** TBC  
**Activity:** "What Matters Most" Brainstorm

* Provide attendees with sticky notes or cards and ask them to write down their top priorities for the group moving forward.
* Prompt participants with questions like:
  + "What do you think this group should focus on to improve safety and quality?"
  + "What challenges or opportunities should we address next?"
* Group responses into themes on a large board or flipchart.
* Facilitate a brief discussion to validate the themes and gain consensus on priority areas.

**7:50 pm – 8:00 pm: Evaluation Activity and Closing Remarks**

**Facilitator(s):** Charlotte Bailey  
**Activity:** "Postcard to the Future"

* Provide each attendee with a blank postcard.
* Ask them to write a message to themselves, reflecting on:
  + One takeaway from today’s session.
  + A hope or goal they have for the group by the next meeting.
* Collect the postcards for safekeeping and return them to participants at a future session as a reflective tool.

**Closing Remarks:**

* Summarise key points and next steps.
* Share the date and agenda for the next meeting.
* Thank participants for their contributions and invite any final questions.

**Notes:**

* Keep a participatory and inclusive atmosphere by encouraging quieter participants to contribute.
* Use visual aids like flipcharts, slides, or props to maintain engagement.
* Ensure the space is accessible and comfortable for all attendees.