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

**Date:** 2nd 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):** Tobias Mason

* 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):** Sarah Hobbs

* 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):** Tobias Mason

* 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 – 7:35 pm: Main Topic/Activity - complaints**

**Facilitator(s):** Sarah Hobbs & Denise Jenkins

* Overview of our complaints handling and performance
* Reviewing complaints form & discussion on what equality & diversity information we can collect to help understand whether complaints process is accessible to all

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

**Facilitator(s):** Tobias Mason/Karen Alexander  
**Activity:** "What Matters Most" Brainstorm & “How do we get more people to engage”

* 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 TIA?"
  + "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):** Sarah Hobbs  
**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.