



MEETING AGENDA

Meeting Title:	Consumer Service Transition - Engagement Workshop
Date:	9th November 2016
Time:	10:30 - 13:30
Location:	Citizens Advice, 3rd Floor North, 200 Aldersgate Street, London. EC1A 4HD Meeting room2

Hosts
Tom Ballard (TB) Jon Walters (JW) Jess Hawker-Meadley (JHM)

1.	Introduction
2.	Summary of how the consumer service is currently delivered
3.	Interaction with trusted partners
4.	Partner Satisfaction
5.	Service Transition overview and timelines
6.	Transition Performance and Quality
	Break
7.	Transition Communication Plans
8.	Trading Standards feedback on selection process
9.	Speaker from a new delivery centre
10.	Service Development opportunities
11.	Q&A
12.	Summary
13.	Close