

Shp 071009  
Item 9.

DATE: 19th October 2009

Time	Housing Inspector: Sawyer	Mark	Housing Inspector: Dawson Noone
	Atkinson Room		Carlisle Spedding
12:1:00	Inspection team arrive on site		
1:30	Initial Briefing - Carlisle Spedding		
3:30	Pat Graham- Head of Development Operations (1)		Laurie Priebe Housing Services Manager & Alan Davis Housing Strategy Manager (3)
5:30	INSPECTORS' TEAM MEETING		

DATE: 20th October 2009

Time	Housing Inspector: Sawyer	Mark	Housing Inspector: Dawson Noone
8:30	Nicholson Room		Carlisle Spedding
9:00			
9:30	Laurie Priebe Housing Services Manager (6)		Focus Group: HOT team (7)
10:00			
10:30			
11:00	John Hughes Strategic Planning Manager & Laurie Priebe Housing Services Manager(4)		Observation and shadowing Customer Services reception areas (9)
11:30			
12:00			
12:30			
1:00			
1:30			
2:00			
2:30			
3:00			
3:30			
4:00			
4:30			
5:00			
5:30			
6:00			
Meetings			



DATE: 22nd October 2009

Time	Housing Inspector: Nicholson	Mark Sawyer	Housing Inspector: Dawson Noone
8.30			Carlisle Spedding
9.00			
9.30			
10.00		Interview	Review of case files
10.30			
11.00			
11.30		Debbie Cochrane Housing Renewal Manager, Charles Wilcox Housing Technical Officer and Ryan Henry Housing Grants Officer (7)	Interview
12.00			
12.30			
1.00			
1.30			
2.00			LUNCH
2.30		Heather Webb Manager HIA (8)	Hilary Mitchell Head of Policy & Performance & Julie Crellin Head of Finance & Business Development (6)
3.00			
3.30			Jane Salt Head of Customer Services & Stephen Fawcett Customer Services Manager (1)
4.00		Review of case files (11)	
4.30			
5.00			
5.30			INSPECTORS' TEAM MEETING
6.00			
Meetings			

