

Agenda

Service Improvement Group Meeting

SIG Meeting focus - Scrutiny Workshop – “No Access”

Date: Tuesday 7 July 2026

Time: 5:30pm – 7:30pm

Venue: Hatherton Street, Walsall

Welcome, introductions and apologies

Apologies for Absence

Minutes of Previous Meeting

- Agree minutes from the last meeting

Scrutiny Workshop – Final Preparations

- Overview of the workshop format
- Objectives and expected outcomes
- Timings for the day

Review of Station Displays

- Walk through each station
- Final comments and amendments

Roles and Responsibilities

- SIG member roles during the workshop
- Colleague responsibilities
- Customer support arrangements
- Note taking and capturing feedback
- Escalation of individual customer issues (where appropriate)

Housekeeping for the Workshop

- Registration and arrival
- Breaks and lunch arrangements
- Respectful discussion and workshop etiquette
- GDPR reminders

Any Other Business (AOB)

Date of Next Meeting

Close Meeting