|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ISSUE** | **NOTES** | **IMPACT** | **ACTION** | **WHO** |
|  |  |  |  |  |
| **Advertising** | * Not done in time – mistakes and wrong message (register in advance) * Overtaken on FB by ‘reposts’ | * Put people off * Reputational damage (message to stakeholders) | * Good comms * Timely advertising * Message in newsletter * Message to stakeholders | CEO |
| **Attendance** | * 6 board * 3 members of the public | Great to see the level of engagement and curiosity in the room. |  | All |
| **Refreshments** | * Plenty of food and refreshments | Some left over food | Refreshments for normal meetings (drinks and biscuits)  Larger catering for stakeholder; xmas; annual meetings | Board clerk |
| **Welcome** | * Board welcoming the public and each other |  |  | Chair |
| **Equipment** | * Overhead worked for the people there * Acoustics hard to hear people | * Alienate people from information and conversation | * Be mindful of acoustics * Consider mics for large events | Board clerk |
| **Papers** | * Board papers went out (slightly) late and not all at the one time * Papers and writing material availability for board and public |  |  |  |
| **Chairing** | * Meeting overran * More focus on outcomes and actions | * Potentially affects people’s need to contribute * Put people under pressure to stay * Can put public off coming | * something practical and aligned with our wider goals * need to be reset in line with future papers and contributions |  |
| **Clarity on roles** | * People had wider remit on discussion and papers * Meeting maintained focus | * Define roles more * everyone feels confident * about what’s expected and where they can add the most value. * Attendees clear about purpose and engagement |  |  |
| **Personal story** | * Put a human face to the data | * People connect more easily when they see real experiences behind the facts | Community spotlight  Guest speaker |  |
| **Presentation** | * Text heavy * Not personal or relevant (C&P from report) |  |  |  |
| **Public engagement** | Open to questions  Not prepared for questions to be read out  Wider acesuibltiy needs (deaf / disabled etc) |  | Have submitted questios read  Publish question on website after meeting  Understand acessbiltiy needs  Digital access |  |
| **Values** | Transparent  Respectful |  |  |  |
|  |  |  |  |  |