

**MINUTES OF  
CUSTOMER ENGAGEMENT PLANNING FORUM MEETING  
HELD ON TUESDAY 20 MARCH 2012  
AT 10.30 A.M. AT LONGHAM LAKES**

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**PRESENT:** Charles Howson (Chair) - CH  
Alan Burrows (EA)-AB  
Jacky Atkinson (DWI)-JA  
Ed Vidler (CCW)-EV  
Gillian Mayhew (CCW)- GM  
Douglas Kite (Natural England)-DK  
Mike Holmes (Borough of B`mouth)-MH  
Lindsay Cass (Christchurch & E Dorset) - LC  
Julie Leigh (FSB) - JL  
Jonathan Holyhead (Dorset Blind - JH  
Roger Harrington (SBW) – RH  
Peter Bridgewater (SBW) – PB  
Tracey Legg (SBW) – TL  
David Harrison (SBW) –DH  
Neil McPhee (Nuance) - NM  
Chris Webber (Nuance) - CW

**Apologies** Philip Warr

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- **Welcome and apologies;** CH outlined the rationale for the meeting.
  - **Minutes of last meeting;** these were agreed and will now be published on the SBW web site.
  - **Matters arising :** none.
  - **SBW: presentation on issues, outputs and proposed outcomes.** These were presented by TL and RH and handouts were given to all present; in addition these handouts were placed on the members website. A discussion took place following the presentation; it was agreed by the meeting that the outcomes would be re-visited once the customer engagement process was underway.
  - **Neil McPhee and Chris Webber of Nuance Research:** SBW` s chosen market research provider, delivered a presentation to the group outlining their overall approach to customer engagement. Handouts were given to all members present. Questions from the group followed. NM agreed to provide a research statement before the next meeting.
  - **CEPF website:** DH advised the group of the website pages for the group, consisting of a public domain version and a secure access site for sensitive information.



- **The date of the next meeting is 12<sup>th</sup> June at 10.30am:** Location Longham Lakes; the agenda for this meeting will be drawn up in draft format by SBW and amended as necessary by the group before approval.
- **Meeting closed at 12.30.**