

Date: Thursday 02 Oct 2025

Venue: The Wesley - 81-103 Euston St., London NW1 2EZ

Room: Porter Hall

Time: 14:00-17:00 + Drinks & nibbles until 19:00

Chair: Amy Boothman

NHMF Service Provider Forum: Meeting Agenda

Time	Description	Host
1.30pm - 14:00 (30 mins)	<ul style="list-style-type: none"> Registration and doors open 	SPF Operations Team
14:00-14:10 (10 mins)	<ul style="list-style-type: none"> Welcome New members and Committee members' update 	Amy Boothman (SPF Chair), Ian Williams
14:10 – 14:35 (25 mins)	AI can help – In practice examples with Service Provider Forum Members and introduction to RAFT	Chair: Andrew Burke Ettan Bazil (Founder & CEO, Help me fix) Rosie Hughes (Business Development & Relationship Manager, MCP)
14:35 – 14:55 (20 mins)	Frameworkx update	Paul Smith (Head of Frameworkx)
14:55 – 15:20 (25 mins)	BREAK/NETWORKING	<i>Slido will be available for people's questions, topics and suggestions for next meeting</i>
15:20– 16:15 (55 mins)	“Respecting Residents” <ul style="list-style-type: none"> Christopher Harrison to speak about the Repairing Trust Spotlight Report focusing on Respect Panel will give introductions Panel debate 	Chair: Caritas Charles (Senior Policy, Innovation and Insight Manager), TPAS Christopher Harrison (Insight & Systemic Lead),

		<p>Housing Ombudsman Service</p> <p>Bali Kaur Nahal (Assistant Director of Customer Services), Estuary Housing</p> <p>Nic Bliss (Campaign Manager, Stop Housing Stigma)</p>
<p>16:15 –16:55 (40 mins)</p>	<p>Social Housing Regulation – Procurement</p> <ul style="list-style-type: none"> An update on the PA23 guide and asking for those wishing to get involved in a round table discussion. 	<p>Chair: David Miller</p> <p>Lee Maskell (Equity Partner), Faithorn Farrell Timms</p> <p>Richard Brooks (Partner), Anthony Collins Solicitors</p>
<p>16:55 - 17:00 (5 mins)</p>	<ul style="list-style-type: none"> AOB & Diary Dates 	<p>Amy Boothman, (SPF Chair) , Ian Williams</p>
<p>17:00</p>	<p>CLOSE</p>	
<p>17:00 – 19:00</p>	<ul style="list-style-type: none"> After meeting – Drinks in the Bar and Restaurant area on the ground floor 	