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graph TD; PROJECT[PROJECT] --> CH[CONTOUR HOMES PROCESS]; PROJECT --> CAST[CAST PROCESS];
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PROJECT

CONTOUR HOMES PROCESS

- Once CAST have identified project, Resident Engagement Officer to identify and meet Contour Lead to run through project process, expectations and queries.
- CAST to present project brief to Contour Lead and relevant Senior Leadership Team (SLT) member in a meeting.
- Contour Lead to collate information that has been requested from CAST.
- Contour Lead to present requested information and any additional beneficial information in a mutually arranged meeting.
- Contour Lead and CAST Project Manager to liaise on any further performance information and/or clarification.
- Contour Lead and relevant SLT member to attend mutually arranged meeting to hear findings, recommendations, and to agree timescales.

CAST PROCESS

- CAST to agree project.
- CAST to agree CAST Project Manager.
- CAST Project Manager to present project to Contour Lead and relevant SLT member in a meeting.
- CAST to receive presentation from Contour Lead.
- CAST Project Manager to liaise with Contour Lead for any further performance information and/or clarification and to arrange staff/tenant. Rosie Morton to be copied in to any correspondence. The Information Protocol will be followed as the project progresses.
- The CAST Project Manager will invite the Contour Lead to the CAST meeting to present the information that was requested. More meetings may be necessary as the project progresses.
- CAST Project Manager to arrange meeting with Contour Lead and relevant SLT member to present cast findings and recommendations and to agree timescales.
- CAST Project Manager to present their scrutiny report to Board.