

Agenda for: Customer Insight Committee

Location:	In person – The Place, Ouse
Date / Time	10 November 2025 5-7pm
Report Deadline	29/10/2025
Papers Issued	Aiming for 31/10/2025 due: 3/11/2025
Notes	- Meeting will be observed by the regulator - There will also be a separate interview with CIC customer members – Supporting video to be sent to cover Consumer Standards, TSMs and KPIs

Agenda Item		Ask	Comments	Presenter	Time
Kick off items					
1.	Welcome, Apologies for Absence and Declarations of Interest	Note	<i>Welcome to their first meeting</i> <i>Welcome regulator</i> <i>Chair to guide members on thinking about KPIs and Engagement overview when considering Consumer Standards later on the agenda.</i>	Chair	10
2.	Summary from Board & HPC	Note / Review	<i>This will give a summary of the latest Board and HPC meetings</i>	Chair	15 mins
3.	Customer KPI Dashboard	Discuss	<i>Customer KPI dashboard presented & reviewed. Information used to inform future scrutiny</i>	Sarah	30 mins
4.	Engagement Activity	Discuss	<i>(breadth of engagement, customer mix involved, influence/consequences, 3m + 3m)</i>	Gavin	30 mins
5.	Consumer Standards	Discuss	<i>To agree the approach for scrutiny of Consumer Standards</i>	Alex / Claire	30 mins
6.	Unexpected Urgent Items / AOB	Noting	<i>None at this time</i>	Chair	5 mins
7.	Future meeting dates / Date of Next Meeting	Noting	<i>Meeting with RSH scheduled for 20/11/2025 @17:30-18:30</i> <i>Next meeting is on XXX</i>	Chair	10 mins
8.	Informal Reflection of today's meeting		Chair to invite feedback on today's meeting	Chair	15 mins

Estimated time