

Agenda for: Customer Insight Committee, Tuesday, 2 June 2026

Location:	Microsoft Teams
Date	2 June 2026
Start/Finish Time	5 pm to 7 pm

Agenda Item		Ask	Comments	Contributor	Presenter	Time
Kick off items						
1.	Welcome, Apologies for Absence and Declarations of Interest	Note	<i>To set out which areas of the agenda are the main focus</i>		Chair	2
2.	Customer Insight Committee Minutes, 18 February 2026	Approval	<i>To approve the minutes of the previous meeting</i>		Chair	3
3.	Action Points	Review	<i>Updates contained on the action log</i>		Chair	2
4.	Summary reports from : YHL Board meeting - 25 Feb HPC meeting - 13 May 2026 YHL Board Strategy and Risk Workshop held on 29 April 2026.	Noting	<i>To provide key updates from YHL Board, HPC and YHL Board Strategy / Risk Workshop</i>	Gov	Chair	5
5.	Actions and Decisions Between meetings i. Recruitment Update	Noting	<i>Members are asked to note that recruitment interviews are underway. No action or decision is required at this meeting.</i>		Chair	2
How we are measuring up....performance						
6.	Customer Key Performance Indicators Report Q4 2025/2026	Discuss / Review	<i>Standard report for each meeting - Customer KPI dashboard presented & reviewed. Information used to inform future scrutiny</i>		Sarah Evans	15
Keeping on the straight and narrow...Governance / Regulatory / Legal items						
7.	Consumer Standards Update – Aids & Adaptations		<i>Action from CIC February meeting</i>		Gavin	10
8.	Consumer Standard- ASB		<i>Framed around consumer standards assurance, not operational detail.</i>		Gavin	30
Break - 5 minutes						

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Customer obsessed						
9.	Customer Engagement Impact Report Q4 2025/2026	Discuss / Review	<i>Standard report for each meeting, breadth of engagement, customer mix involved, influence/consequences</i>	Customer Engagement Team	Gavin	15
10.	Digital Strategy	Discuss	<i>Assurance and customer engagement focus.</i>		Sarah Lee	15
11.	Future Scrutiny	Discuss	<i>To discuss future scrutiny - anything coming out of today's meeting / reports that suggest further scrutiny / decide what consumer standard to deep dive</i>		Gavin	10
@Take a note of some important info						
12.	CIC Rolling Agenda Plan and future meeting dates	Noting	<i>Standard Item</i>	Gov	Chair	3
13.	Unexpected Urgent Items	Noting	<i>None at this time</i>		Chair	N/A
14.	Date of Next Meeting	Noting	<i>22 September 2026 September meeting flagged as a potential in-person meeting</i>		Chair	2
15.	Informal Reflection of today's meeting		<i>Chair to invite feedback on today's meeting</i>		Chair / All	5

Estimated time: 120 mins