

Agenda for: Customer Insight Committee, Wednesday, 18 February 2026

Location:	Microsoft Teams
Date	18 February 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, 10 November 2025	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.	Chair's feedback from YHL Board meeting, 26 November 2025 and HPC meeting, 21 January 2026	Noting	<i>To provide key updates from YHL Board and HPC</i>	Gov	Chair	5
5.	Actions and Decisions Between meetings	Noting	<i>None to note</i>		Chair	3
How we are measuring up....performance						
6.	Customer Key Performance Indicators Report Q3 2025/2026	Discuss / Review	<i>Standard report for each meeting - Customer KPI dashboard presented & reviewed. Information used to inform future scrutiny</i>		Jon Thompson	15
Keeping on the straight and narrow...Governance / Regulatory / Legal items						
7.	Consumer Standards - Safety and Quality Standard Review	Discuss / Review	<i>health and safety and adaptations (focus on Awaab's Law)</i>		Adam / Gavin	35
Break - 5 minutes						
Customer obsessed						
8.	Customer Engagement Impact Report Q3 2025/2026	Discuss / Review	<i>Standard report for each meeting, Q3, 2025/2026 - breadth of engagement, customer mix involved, influence/consequences</i>	Customer Engagement Team	Gavin	15
9.	Customer Engagement Strategy	Information		Customer Engagement Team	Gavin	15

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10.	Future Scrutiny	Discuss	<i>To discuss future scrutiny - anything coming out of todays meeting / reports that suggest further scrutiny / decide what consumer standard to deep dive</i>		Gavin	10
@Take a note of some important info						
11.	CIC Rolling Agenda Plan and future meeting dates	Noting	<i>Standard Item</i>	Gov	Chair	3
12.	Unexpected Urgent Items	Noting	<i>None at this time</i>		Chair	N/A
13.	Date of Next Meeting	Noting	<i>2 June 2026 - via Microsoft Teams / in person</i>		Chair	2
14.	Informal Reflection of today's meeting		<i>Chair to invite feedback on todays meeting</i>		Chair / All	5

Estimated time: 120 mins