

Agenda for: Customer Insight Committee, Tuesday, 22 September 2026

Location:	The Place Room TBC
Date	22 September 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> <i>To welcome Sarah Simpson to her first Customer Insight Committee meeting and introduce her as the new Director of Customer Channels</i>		Chair	2
1.2	CIC Recruitment Update / Welcome New Members	Note	<i>Outcome of the recruitment campaign.</i> <i>Welcome and introductions of any new members.</i> <i>Current vacancies (if any remain).</i>		Chair	3
2.	Customer Insight Committee Minutes, 2 June 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.	Chair's feedback from YHL Board meeting, 9 September 2026 and HPC meeting, 22 July 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	
How we are measuring up....performance						
6.	Customer Key Performance Indicators Report Q1 2026/2027	Discuss / Review	<i>Standard report for each meeting - Customer KPI dashboard presented & reviewed. Information</i>		Jon Thompson	20

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			<i>used to inform future scrutiny</i>			
Keeping on the straight and narrow...Governance / Regulatory / Legal items						
7.	Regulation Update	Noting	<i>This an update on new regulation and requirements coming in from 1 October (STAIRS, Conduct and Competency and Awaabs Law (Phase 2)</i>	Kelly Probert	Claire Bridges	5
8.	Consumer Standard - Complaints	Discuss / Review	<i>Deep dive into complaints performance and Consumer Standards compliance. Committee to review complaint handling, customer outcomes, lessons learned and any areas requiring further scrutiny.</i>	Becky Shardlow	Sarah Simpson	30
Break - 5 minutes						
Customer obsessed						
9.	Customer Engagement Impact Report Q1 2026/2027	Discuss / Review	<i>Standard report for each meeting, breadth of engagement, customer mix involved, influence/consequences</i>	Customer Engagement Team	Gavin	15
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>1 December 2026 - via Microsoft Teams</i>		Chair	2
14.	Informal Reflection of today’s meeting		<i>Chair to invite feedback on todays meeting</i>		Chair / All	5

Estimated time: 110 mins