

Customer Influence Panel (CIP) Meeting Minutes

Date: 3 September 2026

Location: Board Room, Rushden Office

1. Compensation and Redress Policy

The Panel reviewed the updated Compensation and Redress Policy.

Members discussed how compensation is awarded and how quickly payments should be made. They welcomed the commitment that, when compensation is agreed to reimburse a customer for money they have spent, payments should usually be made within five working days.

Outcome: The Panel supported recommending the policy to the Customer Excellence Committee for approval.

2. Accessibility and Adjustment Policy

The Panel reviewed the Accessibility and Adjustment Policy.

Members discussed the importance of understanding customers' individual needs and making sure reasonable adjustments are provided when needed. They agreed that accessible services help ensure all customers can get the support they need.

Outcome: The Panel supported recommending the policy to the Customer Excellence Committee for approval.

3. Customer Influence Activity Update

The Panel received an update on customer influence activity and the progress made over the last year.

Members reflected on how customer feedback is helping to shape decisions, improve services and create better outcomes for customers. They discussed the importance of showing customers how their views have made a difference.

The Panel reviewed work carried out during the year, including:

- Customer experience and performance
- Complaints and learning
- Governance and assurance
- Retrofit and warm homes
- Understanding customers' individual circumstances through the "Who's Behind the Door?" approach

Members also heard about learning from other organisations and discussed how this could help improve services and strengthen customer influence.

Looking ahead, the Panel agreed that future work should focus on:

- Tracking the impact of customer feedback
- Increasing scrutiny activity
- Showing customers the difference their feedback makes
- Ensuring less-heard voices are represented

4. TPAS Conference Learning

The Panel received an update on learning from the TPAS Conference.

Discussion focused on customer scrutiny, accountability and how organisations can show the impact of customer feedback. Members considered how this learning could support the future development of the Panel.

5. People Services Update

The Panel received an update on work to strengthen professional standards and support colleague development.

Members heard about:

- The Competence and Conduct Standards
- The CIH Code of Conduct
- The new Performance Management Framework
- Apprenticeship and graduate development opportunities

The Panel welcomed the focus on maintaining high standards and supporting colleagues to deliver great services for customers.

Action: A further update will be provided in six months.

6. Quality and Service Improvement Update

The Panel received the Quarter 1 Quality and Service Improvement update.

Members reviewed key themes from complaints and customer feedback and discussed how this learning is being used to improve services. They welcomed the focus on turning customer insight into meaningful improvements.

Action: A further update will be provided in approximately six months.

7. Performance Dashboard

Members discussed current performance and agreed that these areas should continue to be closely monitored because of their importance to customers.

8. Panel Updates

Customer Influence Panel Recruitment

Members received an update on recruitment activity and the ongoing review of the Panel's Terms of Reference.

Future Scrutiny Activity

The Panel discussed plans to strengthen scrutiny by bringing together customer feedback, complaints, performance information and service data. Members agreed this would provide a better understanding of customer experience and help identify opportunities for improvement.

Action: Options for future scrutiny activity will be developed and presented at a future meeting.