

## Meeting minutes

**Meeting:** Customer Involvement Panel (CIP)

**Date:** 20 November 2025

**Venue:** Wednesfield Meeting Room 2

**Time:** 10:00 - 14:00

### Customer Involvement Panel Members in attendance:


Louise Talbot (LT)	-	CIP Tenant Member – Chair
Gemma Taylor (GT)	-	CIP Tenant Member
Mike Modelsy (MM)	-	CIP Tenant Member
Richard Hall (RH)	-	CIP Leaseholder Member
Theresa Phillips (TP)	-	CIP Tenant Member

### Wolverhampton Homes Staff in attendance:


Angela Barnes (AB)	-	Director – Homes & Communities (item 3)
Andrew Finch (AF)	-	Customer Experience Manager (item 5)
Claire Gwynne (CG)	-	Anti-social Behaviour Manager (item 3)
Jayne Howarth (JH)	-	Communications Business Partner (Item 8)
Katie Dugmore (KD)	-	CIP Support
Matthew Beddoes (MD)	-	Head of Capital Works (item 6)
Sophie Wells (SW)	-	Communications Business Partner (item 5)
Samuel Dugmore (SD)	-	Systems Development Manager (item 7)

<b>1.0</b>	<b>Apologies and Introductions</b>	
1.1	<ul style="list-style-type: none"><li>- Amen Amiebenomo</li><li>- James Lavell</li></ul>	
1.2	Discussion on panel attendance and importance of quality over quantity.	
1.3	Louise Talbolt shared insights from the London Fire Conference, highlighting best practices in fire safety education and tenant engagement.	
<b>2.0</b>	<b>Minutes of the previous meeting – 18 September 2025</b>	
2.1	The minutes of the previous meeting were agreed as an accurate record.	

3.0	<b>Angela Barnes – Director of Homes and Communities &amp; Claire Gwynne – Anti-social Behaviour Manager</b>	
3.1	<ul style="list-style-type: none"> <li>- Consultation ends after today; survey link remains live.</li> <li>- Policy shaped by multi-agency approach; includes clearer guidance on WH vs. police/council powers.</li> <li>- Claire introduced and outlined ASB team structure: North, South, and Prevention teams.</li> <li>- Eviction stats: 2 in last 6 months; 96% resolved without legal action.</li> <li>- Panel requested future session on ASB statistics.</li> </ul>	
3.2	<p><b>Specific Feedback on Policy Sections:</b></p> <ul style="list-style-type: none"> <li>- <b>Page 3 – Policy Principles:</b> Suggested using more empathetic language such as “harm-focused” or “victim-informed”.</li> <li>- <b>Page 5 – Behaviours Not Investigated:</b> Clarify thresholds for nuisance vs. normal behaviour (e.g., “children playing”).</li> <li>- <b>Page 14 – Response Times:</b> 5-day timeframe needs clearer explanation (applies at case closure, not initial contact).</li> <li>- <b>Section C – Case Closure:</b> Language around “final response within 5 days” should be clarified.</li> <li>- <b>Fly-Tipping References:</b> Add guidance on when repeated fly-tipping becomes ASB.</li> </ul>	
3.3	<p><b>Accessibility &amp; Engagement:</b></p> <ul style="list-style-type: none"> <li>• Policy considered “heavy” for tenants; panel recommended: <ul style="list-style-type: none"> <li>- Flowchart summarising process</li> <li>- Easy-read version for younger audiences</li> <li>- Short videos or social media content (TikTok/Facebook) to explain key points</li> </ul> </li> </ul>	
3.4	<p><b>Other Points:</b></p> <ul style="list-style-type: none"> <li>• TP raised concerns about severe ASB in Bushbury North and suggested closer collaboration with tenancy teams before escalation.</li> </ul>	
3.5	Actions: Please refer to the actions table.	
4.0	<b>Andrew Finch - Customer Experience Manager</b>	
4.1	AF presented three anonymised complaints for review, following up on CIP’s July recommendations.	

4.2	Panel assessed whether “You Said, We Did” improvements were implemented.	
4.3	<b>Key discussion points:</b> <ul style="list-style-type: none"> <li>• Compensation policy: £50 per failure aligns with Ombudsman expectations.</li> <li>• TP suggested service areas responsible for failures should contribute to compensation budget.</li> <li>• Concern raised about staff telling tenants they cannot discuss complaints under Ombudsman review - AF confirmed this is incorrect and will address internally.</li> <li>• CIP suggested clearer language in letters, e.g., avoid “end of complaints process” phrasing.</li> </ul>	
4.4	Actions: Please refer to the actions table.	
5.0	<b>Sophie Wells – Communications Business Partner</b>	 CIP Presentation - 20.11.25 SW.pptx
5.1	<b>Refer to Presentation</b>	
5.2	<b>Discussion:</b> <ul style="list-style-type: none"> <li>• <b>Community Forum:</b> Panel praised functionality and ease of use; suggested adding Let’s Talk dates and lead officers.</li> <li>• <b>Website Relaunch:</b> Planned for Q1 2026; survey sent to 13k customers - panel requested response data and subject breakdown.</li> <li>• <b>Business Plan Draft:</b> <ul style="list-style-type: none"> <li>- Panel liked structure and visuals but requested housing-related imagery instead of community event photos (e.g., Pride).</li> <li>- CIP forward plan should be included. <ul style="list-style-type: none"> <li>• <b>Engagement Ideas:</b> Incentives for surveys (e.g., prize draws), focus groups for deeper feedback.</li> </ul> </li> </ul> </li> </ul>	
5.3	Actions: Please refer to the actions table.	
6.0	<b>Matthew Beddoes – Head of Capital Works</b>	
6.1	<ul style="list-style-type: none"> <li>- MB introduced himself as new Head of Capital Works and CSR Committee Chair.</li> <li>- Reviewed completed CSR projects: Haden Grove improvements, Heath Town furniture, fly-tipping clearance, scout hut repainting.</li> <li>- Discussed bleed kits and defibrillator maintenance:</li> </ul>	

	<ul style="list-style-type: none"> <li>- Panel requested more kits in high-crime areas (e.g., WV3).</li> <li>- Questions on recharging and maintenance responsibilities.</li> <li>- Encouraged panel to submit CSR applications via EROs; highlighted need to demonstrate community benefit.</li> </ul>	
6.2	Actions: Please refer to the actions table.	
<b>7.0</b>	<b>Samuel Dugmore – Systems Development Manager</b>	
7.1	<b>Current Updates:</b> <ul style="list-style-type: none"> <li>- Positive feedback received since complaints functionality was added to the My Account app. Customers can now upload supporting evidence (e.g., photos) when submitting complaints, which has improved resolution times and transparency.</li> <li>- Panel confirmed they had no negative feedback on this feature during the meeting.</li> </ul>	
7.2	<b>Upcoming Developments:</b> <ul style="list-style-type: none"> <li>- <b>ASB Reporting via App:</b> Work is underway to allow tenants to report anti-social behaviour directly through the app, including the ability to attach evidence and track case progress.</li> <li>- <b>Budget Planner Tool:</b> A new feature in testing will help customers manage income and expenditure, providing a clear view of where money is spent and offering budgeting tips.</li> <li>- <b>Community Forum Rollout:</b> The forum will be fully integrated into My Account, enabling tenants to join discussions, share feedback, and access Let's Talk updates in one place.</li> </ul>	
7.3	<b>Technical Enhancements:</b> <ul style="list-style-type: none"> <li>- Improving device compatibility for the app, as some users reported issues during peak traffic times (e.g., Tuesdays at 5pm).</li> <li>- Exploring analytics on social media engagement to identify high-traffic periods and optimise communication strategies.</li> </ul>	
7.4	<b>Panel Questions &amp; Suggestions:</b> <ul style="list-style-type: none"> <li>- Panel asked for clarity on what happens after submitting a fly-tipping report via the app. Sam confirmed this will be addressed in a future session.</li> </ul>	

	<ul style="list-style-type: none"> <li>- Suggested adding a status tracker for ASB and fly-tipping reports so customers can see progress updates.</li> </ul>	
7.5	Actions: Please refer to the actions table.	
8.0	<b>Jayne Howorth – Communications Business Partner</b>	
8.1	<b>Presentation Overview:</b>  Jayne provided headline figures from the latest Tenant Satisfaction Measures (TSMs), focusing on areas where Wolverhampton Homes is performing well and where improvements are needed. <ul style="list-style-type: none"> <li>- Key priority: keeping customers informed at all stages of service delivery.</li> <li>- Highlighted that by year-end, WH will have delivered 74 Let's Talk sessions, which are being used to gather feedback and improve opportunities for engagement.</li> </ul>	
8.2	<b>Communication Improvements:</b> <ul style="list-style-type: none"> <li>- WH is increasing use of "You Said, We Did" messaging to demonstrate responsiveness to tenant feedback.</li> <li>- Internal campaign launched in summer to encourage staff to use "See It, Report It" (SIRI) for community issues.</li> <li>- Panel asked if WH is tracking which staff are using SIRI and suggested sharing data on uptake.</li> </ul>	
8.3	<b>Repairs Handbook Feedback:</b> <ul style="list-style-type: none"> <li>- LT asked why the handbook does not include details of ongoing training for repairs colleagues.</li> <li>- JH noted this for discussion with the director.</li> </ul>	
8.4	<b>Future Engagement:</b> <ul style="list-style-type: none"> <li>- JH confirmed WH is working on video triaging for Damp, Mould &amp; Condensation (DMC) cases to improve speed and accuracy of diagnosis.</li> </ul>	
8.5	<b>Panel Suggestions:</b> <ul style="list-style-type: none"> <li>- Include CIP in shaping future TSM communications.</li> <li>- Ensure Let's Talk feedback is consistently fed back into service improvements.</li> </ul>	

<b>9.0</b>	<b>Any other Business</b>	
9.1	December meeting confirmed; discussion on Vice-Chair role.	
9.2	Ideas for Let's Talk engagement: <ul style="list-style-type: none"> <li>• Fire safety demos</li> <li>• Youth-focused activities</li> </ul>	
9.3	Discussed training for CIP members with TPAS and Kevin.	
9.4	LT suggested more visibility for CIP in building safety committees and Let's Talk events.	
<b>10.0</b>	<b>Date of the next meeting</b>	
10.1	Thursday 11 December 2025, 10:00hrs Wednesfield Office Board Room	

<b>Actions</b>	<b>Responsible</b>	<b>By when</b>
Schedule ASB stats session and policy review	KD	March 2026
Share compliments data and promote via comms	AF / Comms	March 2026
Confirm and share exact response numbers from the customer website feedback survey in the CIP channel	SW	Jan 2026
Explore incentives to boost survey completion, e.g., £20 gift voucher.	Comms Team	March 2026
Review bleed kit distribution based on crime data; encourage applications.	MB	March 2026
Invite Belinda to attend a future CIP meeting to explain the end-to-end process for fly-tipping reports submitted via My Account.	KD	March 2026
Arrange for Andy Nicholls to attend the January CIP meeting and deliver a live demonstration of the new DMC video triaging process.	KD	Jan 2026

