

Meeting minutes


Meeting: Customer Involvement Panel
Date: 10 July 2025
Venue: Wednesfield Board Room
Time: 10:00 – 14:00

In attendance:


Louise Talbot (LT)	- CIP Tenant member – Chair
Alzie Logan (AL)	- CIP Tenant member
Amen Amiebenomo (AA)	- CIP Tenant member
Gemma Taylor (GT)	- CIP Tenant member
Juliett Logan (JL)	- CIP Tenant member
Kevin Farrell (KF)	- CIP Tenant member
Mark Cooper (MC)	- TPAS Associate
Richard Hall (RH)	- CIP Leaseholder member
Sandra Roe (SR)	- CIP Tenant member
Theresa Phillips (TP)	- CIP Tenant member

Wolverhampton Homes Staff in attendance:

Ian Gardner (IG)	- Director of Property Services (item 4)
Charlotte Palmer-Hollinshead (CPH)	- Communications Business Partner (item 5)
Jenny Billingsley (JB)	- Comms and Engagement Manager (item 6)
Andrew Finch (AF)	- Customer Experience Manager (item 7)
Katie Dugmore (KD)	- Note taker

1.0	Apologies	
1.1	<ul style="list-style-type: none"> Mike Modelsky Irene Chesire 	
2.0	Minutes of the previous meeting – 12 June 2025	
2.1	The minutes of the previous meeting were agreed as an accurate record.	
3.0	Kevin Farrell – Tenant Participation and Advisory Service (TPAS)	
3.1	KF presentation	 Tpas.Wolverhampton Homes.CIP Review. 1C
3.2	KF delivered an overview of the role of TPAS supporting a review of the effectiveness of the Customer Involvement Panel and how this aligns with the requirements of Wolverhampton Homes and the city. Notes were made in relation to:	
3.3	- Annual review of activity of CIP	

	<ul style="list-style-type: none"> - TPAS training for panel members <p>Key points raised:</p> <ul style="list-style-type: none"> • Suggestion for a CIP Welcome Pack. • Positive feedback on induction day training. • Observer involvement encouraged. • Feedback questionnaire. • Review of activity scheduled for 09 September 2025. 	
4.0	Ian Gardner – Director of Property Services – update	
4.1	<p>Letter from Matthew Pennycook MP, Minister of State for Housing and Planning, dated 25 June 2025; outlining the government's commitment to improving the safety and quality of social housing, including the implementation of Awaab's Law and new Electrical Safety Standards.</p> <p>IG confirmed that the company has been aware of the upcoming changes and is well prepared to meet the new requirements. WH is committed to ensuring tenant safety and compliance with the new regulations.</p>	
4.2	<p>Housing Ombudsman Spotlight Report and how WH is addressing recommendations. Key updates included:</p> <ul style="list-style-type: none"> • Completion of self-assessment with CIP input to be arranged. • Regional variations in cost and repairs trends. • Preparations for upcoming Awaab's Law (e.g. increased use of photos/videos to aid diagnostics) • Improved communications planned for August/September. • Focus on damp, mould, and condensation (DMC) issues. CIP will review the current DMC video. • Support for customers without internet access discussed (e.g. leaflets, Healthy Homes Advisor visits). 	
4.3	<p>Actions:</p> <ul style="list-style-type: none"> • KD to circulate Housing Ombudsman report link. • CIP to review DMC video and provide feedback. • KD to identify any unanswered questions from previous minutes. • DMC Leaflets to be made available by 18 September 2025. 	

5.0	Charlotte Palmer Hollinshead – Business Partner Communications Tenant Satisfaction Measures	 CIP - TSM July 2025 update.pptx
5.1	Presentation attached.	
5.2	Results re the 2024–2025 Annual Report produced by Acuity. The data will inform new initiatives and highlight areas requiring additional support.	
5.3	<ul style="list-style-type: none"> • Surveys conducted randomly by Acuity. (Approximately 22.5% online, 77.5% by phone). • TP queried the low satisfaction score in Bushbury North (66%). • JB noted 6% of the total sample came from that ward. 	
5.4	Actions: KD to update TP on the ongoing work to review the TSM scores for Bushbury North.	
6.0	Jenny Billingsley – Communications and Engagement Manager	
6.1	CIP and Resident Engagement Officers (REO) webpage.	
6.2	<ul style="list-style-type: none"> • CIP webpage in development; feedback welcomed • Survey circulation being verified • JB is revising the Customer Engagement Strategy and proposed a co-creation subgroup Volunteers for strategy subgroup confirmed as TP, GT, AA	
6.3	Actions: <ul style="list-style-type: none"> • KD to share links to webpages and survey • CIP to provide feedback on webpage content • Reminder to CIP members – request feedback by 01 September 2025 regarding Mystery Shopper activity and workshop feedback 	
7.0	Andrew Finch – Customer Experience Manager	
7.1	Complaints review - The panel took part in a structured Scrutiny Task, focused on evaluating Stage 1 complaint responses.	
7.2	Key themes CIP found from the task: <ul style="list-style-type: none"> • Importance of tone, empathy, and clarity in complaint responses. 	

	<ul style="list-style-type: none"> • Missed opportunities to fully address concerns or explain outcomes. • Concerns about compensation and use of repetitive or overwhelming language. • Proofreading improvements and clearer acknowledgement of customer circumstances. • Recognition that in some cases, it may be helpful for the complaints team to have a better understanding of the context and details of the complaint. 	
7.3	<p>Action:</p> <p>KD to confirm with AF that the contact with customers is made prior to issuing the Stage 1 response in order to clarify the context and detail of the complaint being made.</p>	
7.4	<p>Feedback:</p> <ul style="list-style-type: none"> • The panel found the scrutiny task both engaging and educational. • Panel would welcome additional time for deeper review in future sessions. • A shared sense that their feedback leads to service improvements. 	
8.0	A.O.B	
9.0	Date of the next meeting	
9.1	18 September 2025 at 10:00hrs	

Actions:

Actions	Responsible	By when
Circulate Housing Ombudsman Spotlight Report link	KD	31 July 2025
CIP to review DMC video and provide feedback	CIP	01 August 2025
Answer previous Q&A in written responses	IG	08 September 2025
Share links to CIP and REO webpages and recent customer survey	KD	31 July 2025
Support the co-creation subgroup for Customer and Community Engagement Plan	JB	29 September 2025

Review new CIP webpage and provide feedback	KD	01 September 2025
Confirm verbal update/conversation with complainants prior to issuing Stage 1 response	KD/AF	21 July 2025
Send feedback on Mystery Shop and workshops ideas	Panel members	01 September 2025

