

Customer Access Service Influence Group Meeting

8th June 2026 at 1:30 pm

Southway Office, 729 Princess Road, M20 2LT

Agenda

1. Actions from Last meeting (10 mins)

2. Service Standards (25 mins)

Objective: To discuss the existing Service Standards, whether they need updating, how they will be reported, and format of reporting.

2 Monitoring (25 mins)

Objective: To deliver a brief presentation on how each of the existing service standards are monitored.

3. Reception (15 mins)

Objective: To provide an overview of changes being made to the reception area and to discuss drivers behind this.

4. TSMs (10 mins)

Objective: To provide data relating to TSM performance in Hub, Reception, and Complaints handling

6. Any other business (5 mins)

8. Date and time of the next meeting – 14th September at 1pm

Agenda items to include:

- Complaints Audit results
- Update on Service Standards and reception
- Lessons Learned
- TSMs