

Q1 2025-26 Meeting Notes / Email Feedback on Customer Voice Strategy
Action Plan

Present:

Lloyd Watson, Carol Haney, Linda Brownson, Maureen Ward, Helen Sharples

All agreed that good progress has been made. Maureen and Helen went through the whole document and explained in detail the actions that have been taken and what the impact has been. Those present were happy.

Feedback via email was very positive with some questions:

- Can a glossary be added to the back of the document to explain certain words and phrases not known to all
- How are tenants from ethnically diverse backgrounds being involved
- The action plan is clear and not too wordy
- Can we see dates of the SIG meetings in the document
- Were the two tenant groups setting up initiated by tenants or staff?
- Keen to see 'you said we did' examples going forward