

Notes of Customer Voice Strategy Panel Meeting – 12th August 2026

Present:

Nicki Hutson, Linda Brownson, Carol Haney, Maureen Ward, Rachel Renshaw

The group were happy with the progress made and felt that customer voice is really developing.

Panel members are keen to see the two 'amber' actions completed:

- Mystery Shopping – this is being pursued and we do have tenants wanting to take part.
- TSM Action Plan presented to Tenant Scrutiny Panel – this will go to the Panel on 15.09.2026.

It was explained that pretty much all the actions are continuous throughout the life of the strategy.

The glossary is welcomed and helps with understanding different terms.

Feedback provided via email was shared with the group – basically that good progress is being made.