Customer Voice Panel
Agenda and minutes
19th January 2026

Focus on the meeting was on the Scrutiny Review

Meeting notes:

- **Compensation Policy Review and Data Analysis:** Shuna led a detailed review with the group, and others on the current compensation policy, recent compensation payments, and the alignment of these with Housing Ombudsman guidance, including a discussion of data, reporting limitations, and next steps for scrutiny.
    - **Compensation Policy Overview:** Shuna explained that while there has been a complaints policy in place for years, a separate, detailed compensation and reimbursement policy was only recently drafted to align with Housing Ombudsman guidance. The policy covers when and how compensation or reimbursements are made, including examples such as reimbursing extra electricity costs when alternative heating is provided.
    - **Compensation Payments Data:** Shuna presented data showing that from April to December 2025, just under £85,000 was paid out in compensation, already meeting the annual budget target with three months remaining. The majority of payments are below £500, with only a few high-value cases, and most compensation is related to repairs, which is the largest service area.
    - **Reporting and Data Limitations:** The group discussed the limitations of the current reporting system, which cannot easily distinguish between complaints related to contractors and in-house services without manual review. Shuna clarified that most repair-related complaints are for in-house services, with only a small proportion involving contractors.
    - **Stage One and Stage Two Complaints:** Shuna outlined the need for a deeper analysis of complaints that escalate from stage one to stage two, particularly to determine if escalations are due to dissatisfaction with compensation or other factors. The team agreed to focus on cases where additional compensation was paid at stage two for the scrutiny review.
    - **Policy Alignment and Next Steps:** Participants were encouraged to review the draft compensation policy for alignment with the Housing Ombudsman code and to provide feedback. Shuna committed to sending additional data, including a breakdown of compensation changes from stage one to stage two, and to clarify policy areas such as room loss allowances and links to related policies.
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- **Clarification and Improvement of Policy Documentation:** raised questions about the clarity of the compensation policy, especially regarding room loss allowances and the need for cross-referencing with other policies, prompting

Shuna to agree to provide additional documentation and consider clearer explanations in the policy.

  - **Room Loss Allowance Calculation:** Leyla questioned how compensation is calculated when more than one room is unusable, noting that the policy's percentages could add up to more than the whole property allowance. Shuna acknowledged the ambiguity and agreed to review the decant policy for clarification and to consider making the compensation policy clearer on this point.
  - **Policy Cross-Referencing:** Leyla and Shuna discussed the importance of making it easier for customers to understand how compensation figures are derived by providing access to related policies, such as the decant and repairs policies, and ensuring the compensation policy clearly references these documents.
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- **Preparation for Board and Customer Voice Panel Session:** Shuna briefed the group, on the upcoming joint session with the board and customer voice panel, outlining the agenda, objectives, and the importance of including both leaseholders and shared owners in discussions about the homeowners action plan.
  - **Session Objectives and Content:** Shuna explained that the session will focus on updates to the homeowners action plan, progress on improvement initiatives, and challenges remaining, with an emphasis on incorporating customer perspectives and lived experiences through feedback and recorded interviews.
  - **Inclusion of Shared Owners:** John raised the issue of terminology, noting that 'homeowners' should explicitly include both leaseholders and shared owners. Shuna confirmed that the action plan and session are intended to cover both groups, though acknowledged that terminology can sometimes be inconsistent.

Follow-up tasks:

- **Compensation Data Sharing:** Send the compensation data spreadsheet and the additional data sheet showing stage 1 to stage 2 compensation increases to all panel members. (Shuna)
- **Compensation Policy Review:** Review the draft compensation policy and Housing Ombudsman code, and provide feedback or suggestions for amendments or clarifications as needed. (the team)
- **Stage Escalation Analysis:** Prepare and share a detailed report showing complaints that escalated from stage 1 to stage 2, including compensation amounts at each stage and reasons for escalation, with more detail on complaint categories. (Shuna)
- **Policy Clarity Improvement:** Clarify in the compensation policy how room loss allowances are calculated when more than one room is out of use, referencing the decant policy as needed. (Shuna)

- **Supporting Policy Distribution:** Send the decant policy and repairs policy to panel members for reference alongside the compensation and complaints policies. (Shuna)
- **Meeting Preparation for Board Session:** Collect and consider any questions or issues panel members want addressed at the upcoming board and customer voice panel session, and communicate these to Shuna in advance. (all)