Customer Experience Panel Meeting
09th June 2026 7pm – 8.30pm
Via Teams

		Action Owner
1.0 1.1 1.2 **1.2** 1.2.1 **1.3** 1.3.1	**Introductions and Apologies** SJP welcomed everyone to the meeting. Apologies were noted. **Declarations of Interest.** There were no declarations of interest. **Minutes of previous meeting and matters arising.** Minutes agreed.	
2.0 2.1	**Competence and Conduct Standard** This agenda item has been postponed to the in-person meeting in July.	
3.0 3.1 3.2 3.3 3.4	**Compensation Policy Review** JB introduced the revised Compensation Policy, which has been updated in line with new guidance from the Housing Ombudsman Service. JB advised that the policy aims to be more transparent than the previous version and includes clearer guidance on compensation amounts. **2.2 Types of Compensation** PJ queried what "mandatory" compensation means and whether readers would understand this without additional context. JB explained that mandatory payments mirror the Housing Ombudsman's specific compensation orders, for example the amounts the Ombudsman would direct an organisation to pay following a finding of maladministration or service failure.	

3.5	SJP noted that further clarity would be helpful on whether these payments relate solely to Ombudsman complaints or apply to all complaints.	
3.6	SJP queried whether the compensation approach applied only to Ombudsman cases or to all complaints and therefore the Policy should make clear that it applies to complaints at any stage, not just those escalated.	
3.7	JB confirmed that the approach applies to all complaints, including early stages, not only Ombudsman investigations.	
3.8	PJ suggested that clarity could either be included in an appendix or explained briefly within the main document.	
3.9	SJP proposed that a simple one-line explanation would be sufficient rather than adding detail to an appendix.	
3.10	JB agreed, suggesting that the document could include a brief reference to the Housing Ombudsman's approach/process, noting that this is based on a public document and could also include a link if helpful.	
3.11	PJ supported this approach, noting that referencing the Ombudsman guidance made the intent clearer.	
3.12	JB further clarified that the appendix already includes key examples of Ombudsman compensation levels, but not every scenario, and that the "mandatory" payments listed reflect the key amounts identified by the Ombudsman.	
3.13	SJP concluded that, for clarity, the wording under "There are three types of compensation referred to in this policy" should be expanded to confirm that the categories are based on Housing Ombudsman guidance and apply across all complaints.	
	Action: Add a brief explanatory sentence to clarify that the three types of compensation are based on the Housing Ombudsman's guidelines and include a link to the relevant Ombudsman guidance.	**JB**
	3.3 Our Approach	

3.14	PJ raised a concern about the clarity of qualifying timescales when customers begin to be eligible for compensation and how long a failure must persist before payment is triggered.	
3.15	JB clarified the timescales for complaints and compensation claims.	
3.16	SJP noted that the underlying concern was accountability, that payment timescales should be transparent.	
3.17	JB confirmed this is covered in sections 8.1 and 8.3 but agreed these could be cross-referenced more clearly.	
	3.4 When can compensation be considered?	
3.18	SJP noted that the key issue is ensuring accountability to timescales, particularly where compensation has been agreed, whether through a complaint, a failed repair, or another service issue. She emphasised the importance of being transparent with customers by clearly setting out that payments will be made within a defined timeframe.	
	8.1 Managing Compensation Requests	
3.19	PJ acknowledged this point and highlighted that the policy would benefit from greater clarity, particularly in section 8.1, where it states that customers can request compensation in a variety of ways. She suggested it would be helpful to specify who customers should direct these requests to, such as a designated person or team.	
3.20	JB explained that the process varies depending on the type of compensation. For complaints, compensation is clearly set out in writing along with the process. For service issues, such as repairs, the relevant team would explain the process and arrange reimbursement. She also noted that different departments manage different types of compensation, making it difficult to list them all.	
3.21	SJP suggested improving the wording in the policy for clarity by stating that customers can request compensation in a variety of ways “to the relevant department,” which was agreed as a practical solution that provides clarity without overcomplicating the policy.	
	8.3 Calculating awards of compensation	

3.22	PJ asked what the timelines are for compensation payments to be made and queried whether clear timescales could be included in the policy to improve transparency.	
3.23	JB clarified that compensation is not limited to complaints and is offered where applicable, across service issues and complaints, with payment typically made once agreed.	
3.24	PJ requested that she be sent a repairs booklet for reference. **Action: To send repairs handbook to PJ**	**JB**
	7.1 Exceptions	
3.25	PJ requested more information on local business continuity plans.	
3.26	JB clarified with an example from C&SH where this mostly is in place. This does not apply to general needs tenants or shared owners, as the policy is designed to cover all departments.	
3.27	PJ noted that the section on items that cannot be claimed appeared significantly longer than the list of what can be claimed, which gave an unbalanced impression. It was agreed that this was due to the format and wording rather than the intent of the policy. **Action: The policy will be amended to use the same format in both areas.**	**JB**
	Appendix 1 Compensation Levels	
3.28	PJ noted that the policy sets out what will be paid when individuals are relocated, specifically referring to the daily meal allowance provided as compensation.	
3.29	PJ queried if that amount was realistic in the current cost climate.	
3.30	JB acknowledged that the current subsistence rates (£10 per adult and £5 per child) may be insufficient and confirmed she would review this by discussing with the relevant team and considering any feedback, with a view to determining whether the amounts should be increased. **Action: To speak to the relevant department to determine if costs can be increased for current subsistence rates**	

3.31	PJ noted that the policy lists related policies at the end and suggested that including direct links would allow customers to easily access further information themselves, helping to better manage expectations. **Action: To add links to various relevant policies to the document.**	**JB** **JB**
4.0 4.1	**Any Other Business** No other business was raised.	
5.0 5.1 5.2	**Close of Meeting** Meeting closed at 8.30pm. Date of next meeting: 07th July 2026 in person at Hightown House.7pm-9pm.	