

SIG – Scrutiny Workshop – “No Access” Meeting Minutes

Date: Tuesday 07 July 2026

Time: 5:30 pm

Location: whg, Hatherton Street

Minutes Taken By: Samantha Johnson

Attendees	Role
Rudo Chitauru	SIG Member
Sheila Topping	SIG Member
Morshed Akhtar	SIG Member
Candi Bowen	SIG Member
David Hawley	SIG Member
Vicky Pritchard	SIG Member
Sarwat Aslam	SIG Member
Samantha Johnson	Customer Engagement & Inclusion Manager
Zainab Akhtar	Customer Voice Officer
Emma Parking	Community Housing Officer

Apologies

Charlie Mason, Edyta Michel, Sam Goodwin, Chris Wyatt, Lisa Clarke, Nigel Harris, Steve Walters, Caroline Jones, Anil Gill, Jenny Adams, Marsha Cooke

Agenda Items & Discussion

Welcome

Members were welcomed to the meeting.

It was announced that Charlie has decided to step down from the Service Improvement Group due to family commitments and is no longer able to commit to the group. Charlie will continue to support whg through other customer involvement opportunities.

Minutes of the Previous Meeting

The minutes of the previous meeting were reviewed and agreed as an accurate record. There were no matters arising.

No Access Scrutiny Workshop

The Customer Voice Engagement & Inclusion Manager presented the final arrangements for the No Access Scrutiny Workshop taking place the following day.

The group agreed:

- Four customer tables would be used.
- The seating arrangements and allocation of SIG members and colleagues to each table.
- Candi will prepare a welcome on behalf of SIG members.

- SIG and CV colleagues will support customers throughout the workshop by encouraging each group to visit every service station and provide feedback.
- SIG members to make general notes throughout the workshop if required and identify any additional themes or observations to feed back after the event.
- Members were reminded not to record customer names, addresses or telephone numbers to ensure GDPR compliance. Any individual customer concerns should be referred directly to a colleague on the day.

It was also confirmed that not all service leads would be present throughout the workshop. Therefore, actions would not be agreed on the day. Instead, all customer feedback will be reviewed after the workshop and shared with the relevant service leads. A formal action plan, including agreed actions and timescales, will be produced and circulated to SIG members and participating customers within 2-3 weeks following the workshop.

Review of Workshop Stations

Members reviewed each workshop station and agreed that the displays were clear, visually engaging and easy to understand.

Some abbreviations were highlighted as potentially confusing for customers.

It was agreed that SIG members could help explain terminology where appropriate, but service leads should also support customers by explaining any technical language used within their displays.

Any Other Business

SIG Name Badges

Members suggested that SIG members should have name badges at future workshops and engagement events so customers can easily identify them.

Action: Customer Voice Team to look into this and arrange SIG name badges for future events.

Community Housing Service Consistency

Members discussed the importance of customers receiving a consistent service from Community Housing Officers.

Whilst recognising that customers require different levels of support depending on their circumstances, members felt there should be a consistent minimum standard for all new tenancies, including:

- Six-week tenancy visit.
- Nine-month tenancy visit.
- Letters confirming the start of the tenancy.

Members commented that these are valuable opportunities to build relationships, identify vulnerabilities, provide reassurance and help customers feel supported. Where these basic interactions do not take place, customer confidence in the service can be affected.

Emma Parking confirmed she would remind Community Housing colleagues through the team chat about issuing tenancy letters following the start of a tenancy.

Sam also agreed to email the relevant manager to share the feedback raised by the group.

Next SIG meeting

The group does not normally meet during the summer period.

Date of Next Meeting

Date: 22 September 2026

Time: 5:30 – 7:30pm

Location: whg, Hatherton Street

Actions

Action	Owner
Arrange SIG member name badges for future workshops and engagement events.	SJ
Remind Community Housing colleagues to issue tenancy start letters following new tenancies.	EP
Share SIG feedback regarding consistency of Community Housing services with the relevant manager.	SJ

Meeting Closed: 7:00 pm