

# CIP Meeting summary 15 January 2025 by Jackie Dunn

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We had our first panel meeting today.

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It went really well, really good.

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Questions were asked, we challenged on a few points, staff were upright and honest, and the outcomes from the meeting have been really good.

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So we've identified a scrutiny already which we will pass over to the scrutiny panel - and that was around equality, diversity and inclusion report, where we want to just dig in a little bit deeper.

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Members contributed very well.

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I have to say Princess raised some really good questions.

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We've had some really good outcomes on the 'Voice of the Customer'.

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We challenged on the ASB satisfaction rate and we have our next meeting scheduled now for the 12th of March and that will be with the regulator in attendance.

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And so we are busily preparing ourselves for that meeting now.