# Abbeyfield National Residents' Panel

**Agenda 06/10/2026**

| Number | Agenda item | Who |
|---|---|---|
| 1. | **Apologies / Welcomes** | JO'B |
| 2. | **Agree minutes from previous meeting** | All |
| 3. | **Action Log** | All |
| 4. | **David Carr – Board Member** | DC |
| 5. | **Claire Lees – Interim Customer Operations Director** | CL |
| 6. | **Complaints Update** | JE |
| 7. | **KPIs: for discussion - linked to following item,** | All |
| 8. | **STAIRs update and discussion** | ALL |
| 9. | **Policy Review – standing item** | All |
| 10. | **Forward Plan** | All |
| 11. | **AOB** | All |
| 12. | **Next Meeting** | All |



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