



Customer Experience Committee – July 2025

The Customer Experience Committee (CXC) met on 14 July 2025 to scrutinise customer experience, resident engagement, customer insight, complaints, safeguarding and service improvement.

The Committee considered how customer voice and resident engagement should inform its work and discussed how future scrutiny could provide a balance between organisational assurance and customer-facing deep dives. Members emphasised the importance of ensuring that customers' views are heard clearly within the Committee's work and influence service improvement.

Customer safety and safeguarding were considered, including an issue affecting vulnerable customers. The Committee challenged the assurance and safeguards in place and agreed that the matter should continue to be monitored and escalated through Curo's governance arrangements until sufficient assurance had been obtained. The Committee also discussed the relationship between safeguarding, anti-social behaviour and other housing management activity and the importance of understanding the underlying causes affecting customers.

The Committee reviewed how customer insight is gathered and used to improve services. Members considered learning from Tenant Satisfaction Measures alongside other sources of customer feedback and emphasised the importance of looking beyond headline scores to understand customers' experiences. The Committee asked for future reporting to focus on the changes and improvements made as a result of customer insight.

Complaints performance was reviewed, including progress with Curo's new complaints model and the management of older complaints. Members considered the improvements being made to complaint handling, staff training and monitoring and discussed how learning from complaints and Housing Ombudsman cases can support wider service improvement.

The Committee also considered forthcoming regulatory and legislative requirements affecting customers and agreed areas for future scrutiny, including damp and mould and Curo's standards for homes and shared spaces.

Overall, the Committee continued to focus on strengthening the connection between customer feedback, performance information and service improvement, with an emphasis on demonstrating how insight and scrutiny lead to better outcomes for customers.