



Customer Experience Committee – October 2024

The Customer Experience Committee (CXC) met on 7 October 2024. This was the Committee's first meeting and included consideration of its role in providing oversight and scrutiny of customer experience, performance and resident engagement.

The Committee discussed how customer feedback and resident engagement can be used more effectively to inform decision-making. Members considered ways of reaching customers who may not routinely engage with Curo and the importance of gathering feedback at different stages of the customer journey.

The Committee reviewed complaints performance and discussed how Curo could improve the timeliness and effectiveness of complaint handling. Members considered customer satisfaction, the handling of more complex cases and the importance of learning from complaints. The Committee also discussed Housing Ombudsman cases and the arrangements in place to identify and respond to emerging issues.

Curo's position against the Regulator of Social Housing's Consumer Standards was reviewed. The Committee noted that improvement activity was underway and that an action plan would be used to monitor progress against the four Consumer Standards.

The Committee also considered Curo's Resident Engagement Strategy. Members emphasised the importance of hearing from a diverse range of residents, including people who may be less digitally engaged, and ensuring that different methods of engagement are available. The Committee recommended the strategy to the Board for approval.

Customer and service performance was also reviewed, including customer satisfaction, empty homes and lettings, customer accounts and repairs. Members challenged the information presented and requested further analysis in a number of areas to strengthen future scrutiny.

The Committee agreed that customer and service performance would continue to be scrutinised on a quarterly basis.