



Customer Experience Committee – April 2025

The Customer Experience Committee (CXC) met on 14 April 2025 to scrutinise customer experience, complaints, resident engagement, service performance, customer-related risks and compliance with the Regulator of Social Housing's Consumer Standards.

The Committee reviewed current customer experience and Tenant Satisfaction Measure performance, noting areas of improvement as well as areas requiring further focus. Damp and mould was discussed in particular, including improvements to how cases are identified, recorded and monitored. The Committee asked how repeat cases and outcomes for customers would be tracked and agreed to maintain regular oversight of this area.

Complaints performance and service improvement were considered in detail. Members scrutinised proposed performance targets, the time taken to resolve complaints and how older cases affect overall performance. The Committee welcomed improvements being introduced to complaints reporting and asked for clearer information to support future scrutiny. It also reviewed Curo's annual complaints and service improvement reporting and its self-assessment against the Housing Ombudsman's Complaint Handling Code.

The Committee reviewed progress against recommendations arising from customer scrutiny. Members challenged the evidence required before actions could be considered complete and asked for stronger arrangements to demonstrate that agreed improvements had been implemented. The importance of keeping customers who participated in scrutiny informed about progress and outcomes was also emphasised.

Resident engagement activity was reviewed, including work to reach customers who do not routinely engage with Curo. The Committee discussed how engagement can be made diverse and inclusive and how different approaches can be used to hear from a broader range of residents.

Customer-related risks were considered alongside the Consumer Standards. The Committee noted progress against Curo's Consumer Standards action plans and emphasised the importance of ensuring that improvement activity is coordinated, appropriately prioritised and aligned with Curo's wider strategy and resources.

The Committee also considered the customer aspects of Curo's Asset Management Strategy, including the importance of resident engagement in decisions affecting homes and communities.

Overall, the Committee continued to focus on how customer insight, complaints, scrutiny and resident engagement can be used to improve services and provide assurance that customer outcomes remain central to decision-making.