



Customer Experience Committee – January 2025

The Customer Experience Committee (CXC) met on 13 January 2025 to review customer experience, resident engagement, complaints, performance and Curo's progress against relevant regulatory requirements.

The Committee reviewed an overview of current customer experience and satisfaction. Members challenged how performance information is presented and asked for greater focus on the underlying themes, trends and risks behind headline satisfaction measures to support effective scrutiny and decision-making.

Resident engagement and customer voice were considered in detail. The Committee discussed how Curo can ensure that engagement reaches a broad and representative range of customers, including groups that can be more difficult to engage. Members welcomed examples of customers working with colleagues to shape services and discussed how customer feedback from different channels can be brought together to identify priorities and improvements.

The Committee reviewed progress against recommendations arising from formal customer scrutiny and considered how it would oversee these recommendations in future. Members also discussed opportunities for further customer-led scrutiny of Curo's services.

Complaints performance was reviewed, including the time taken to resolve complaints and how Curo's performance compares with the wider sector. The Committee asked for further consideration of appropriate performance targets and comparative information to support future scrutiny.

The Committee considered Curo's assessment of compliance with the Regulator of Social Housing's Consumer Standards. Action plans had been developed for each of the four Standards, and the Committee agreed that progress would continue to be monitored at future meetings.

Customer-related strategic and operational risks were also considered, with arrangements agreed for the Committee to undertake further scrutiny of customer-facing risks.

The Committee reviewed the customer impact of Property Services and repairs and considered the approach to measuring customer satisfaction following completed work.

Finally, members considered the developing Customer Experience Strategy and provided feedback on the proposed priorities, with a focus on building customer trust and delivering services consistently.