



Group Customer Experience Committee summary

14 April 2025

1. Customer Experience Report

The committee were advised that by the end of March 2025 of the fourteen performance targets seven were at target or better, with three slightly below target and four at a trigger level.

There was good progress on the delivery of the Customer Strategy Action Plan. Based on feedback received from the Customer Voice in 2024/25 the action plan will be refreshed with new tasks from April 2025. Good progress has also been made against the Tenant Satisfaction Measures (TSM's) action plan.

2. Customer Voice Performance Report

The Committee were advised that in the fourth quarter there had been an increase from the previous year in the number of stage one and stage two complaints. There were 103 stage one complaints, 97 of these met the Housing Ombudsman complaint handling code.

Customer satisfaction for complaint handling improved to 80% and outcomes to 74%, however these are both short of the 90% target. Consistent with previous quarters, the main causes of complaints were communication issues and policy/process concerns. Notably, there was a reduction in complaints about the Community Safety Team.

A total of 32 compliments were recorded in Q4, highlighting positive feedback across various service areas. There were 1,435 responses received through Rant and Rave, with a CSAT score of 4.8 out of 5, reflecting consistent customer satisfaction levels

3. Annual Report on Performance Against Neighbourhood Offer

The committee were presented with the annual performance summary that shows good progress in the delivery of the Neighbourhood Offer. Of the 15

targets 13 have been met with the exception of the following:

- Grass to communal areas cut approximately 16 times per year.
* 3 Winter Visits Nov to March* A new schedule will be trialled throughout the 2025/26 season.
- Painting of external areas except fencing every 6 years. The two overdue painting sites are scheduled for April 2025

4. Customer Engagement Report

The Committee was advised of recent customer and community engagement activity during the fourth quarter and how this had influenced services, including:

- the first Community Action Day of 2025 was held at Northallerton on 19 February, resulted in 1,420 homes being visited and 391 customers providing feedback on their home, community and experience of our services
- the Tenant Satisfaction Measures survey indicated positive scores, also highlighted areas that require improvements particularly in communication and service delivery
- twelve applications have been received in this quarter totalling £3,545 in grant requests for various community projects
- a customer census is being conducted to better understand the diverse needs of tenants, ensuring their voices are represented in service reviews
- plans to implement a strategy to improve the service delivery following a decline in the satisfaction with the handling of anti-social behaviour
- 54 local monitors provided 62 reports during the last quarter
- at the January Board meeting, the Customer Scrutiny Panel presented their second review which focused on complaints management. 8 recommendations were made by the panel, including colleague training, increasing reporting in extra care schemes and reviewing of the Responsive Repair Policy

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