



CUSTOMER EXPERIENCE – HOW ARE WE DOING? Q3 2024-25

The committee were provided with an overview of the performance related areas. The presentation, provided by the Customer Experience and Customer Satisfaction Managers covered the following areas:

- Silent customers
- Lessons Learnt
- Housing Ombudsman Cases
- Tenant Satisfaction Measures (TSM)
- Complaints
- Transactional KPIs
- Property care
- Customer data
- ASB and safeguarding annual update

The Committee questioned various areas of the above topics and received explanations from the officers present.

CUSTOMER INFLUENCE STRENGTHS AND OPPORTUNITIES ANALYSIS

The purpose of this report was to share the background, approach and plan to a project reviewing our customer influence strengths and opportunities across GCH to allow the committee to have input into the project scope and plan. The project is strongly linked to our customer approach and strategy.

A discussion took place around the independence of the project and how colleagues would be able to impartially lead analysis. Suggestions of procuring an independent third party to carry out the project was noted as an example of having a truly independent view.

OTHER MATTERS

Members were made aware of the Customer Regulations/Standards internal audit in the reading room. It received substantial reassurance in areas such as the controls supporting self-assessments and the reporting systems are operating effectively.