

Group Customer Committee Meeting

Date: Monday 15 September 2025

Location: Number Five Board Room / MS Teams

Chair: Hanif Malik

Context	Agenda Item
<p><i>Chair's welcome</i></p>	<p>Welcome & Opening Remarks</p> <p>The chair welcomed members to the meeting.</p> <ul style="list-style-type: none"> All members were present and no apologies or declarations of interest were recorded. The previous minutes were approved.
<p><i>Minutes from Group subsidiaries and Committees are presented to GCC for their review, these include:</i></p> <ul style="list-style-type: none"> <i>Karbon Resident Committee minutes</i> <i>54North Homes Customer Experience Committee Minutes</i> 	<p>Resident Engagement & Committee Minute Updates</p> <p>Karbon Residents Committee (KRC) Update</p> <ul style="list-style-type: none"> Establishing a committee member area for papers and bios; Producing indepth meeting summaries for residents; Engagement with the Regulator of Social Housing; Attendance at Karbon's Big Get Together; Starting a scrutiny review on vulnerable customer experiences; Site visit to a water filtration pond for a renewable heating project; IT session reviewing the new MyKarbon Portal, praised for accessibility (language options, audio description). The Committee praised the extensive engagement and adoption of digital and AI tools. <p>54 North CEC Minutes</p> <ul style="list-style-type: none"> New customer members joining meetings and scrutiny exercises. Focus on dissatisfied customers to drive improvement. Committee welcomed the integration of 54 North and Karbon customers.
<p><i>Reporting relates to a progress update against our Resident Involvement Framework.</i></p> <p><i>The Karbon Homes Resident Involvement Framework has formed the foundation from which resident involvement has been delivered, particularly</i></p>	<p>Resident Involvement Report</p> <ul style="list-style-type: none"> A strong schedule of resident engagement included events on budgets, parking, aids and adaptations. Growing customer interest in the Customer Building Safety Panel. Beamish Museum event attracted fewer attendees due to weather but strongly improved engagement from under35s, previously difficult to recruit.

<p><i>through the Karbon Residents Committee, the scrutiny function and project and task groups.</i></p>	<p>Committee feedback emphasised:</p> <ul style="list-style-type: none"> • Need for clearer summary formatting and tracking of actions. • Value of a “You said, we did” feature to demonstrate impact and boost engagement
<p><i>Performance Reporting across various items H&S, Safeguarding, Awaab’s Law updates, Tenancy Standards reporting and Inclusion and Belonging reporting.</i></p>	<p>Deep Dive: Health & Safety Compliance</p> <p>Extensive review of key compliance areas:</p> <ul style="list-style-type: none"> • Progress on the “big six” (soon to be seven with Awaab’s Law). • Performance trends up to July; electrical testing; fire safety; access; customer engagement. • 12% dissatisfaction (4,000 customers): wide-ranging causes including ASB and feelings of security. • Electrical testing remains an organisational concern but is improving. • Gas capping: ~400 homes capped for varied reasons; all cases monitored, some residents choose no gas supply. • Robust onboarding processes ensure new properties meet compliance before going live. • Crosschecking of assets via Capita and rent management systems to avoid data gaps. • Costs associated with repeated access attempts: Voicescape automation improved access from 70% to 80%. • Older buildings incur higher costs for retrofitted fire safety measures. • Committee requested clearer differentiation between delays caused by diary scheduling, resource issues, and access <p>Annual Safeguarding Report</p> <ul style="list-style-type: none"> • New decision making tool for complex cases. • Extensive training programme, including learning from a Coroner’s case. • Increased referrals, largely linked to self neglect. • Variation in referral volumes across local authorities—linked to stock type and demographic patterns. • Some councils slow to respond; approach now more persistent with written and follow up communications. • Includes Leazes Homes customers. <p>Awaab’s Law Update</p> <p>Karbon’s preparations include:</p> <ul style="list-style-type: none"> • Transition from a general damp & mould project to a dedicated Awaab’s Law team (11 operatives). • Compliance with the 10day inspection requirement is lagging (49% in August) due to access challenges. • New 3attempt access process; injunctions for severe hazards. • Introduction of written summaries for customers to ensure compliance and transparency. • New damp and mould specific satisfaction surveys.

	<p>Committee reflections:</p> <ul style="list-style-type: none"> • Karbon seen as ahead of many sector peers (from Coventry conference feedback). • Estimated additional cost increased from £0.5m to £1m due to complexity. <p>Group Tenancy Standard Report</p> <ul style="list-style-type: none"> • Strong work with local authorities on homelessness; “red tape” barriers persist. • New model with Durham Council may be replicable elsewhere. • 103 evictions last year (3.9% of terminations). • Case study highlighted a positive tenant outcome. • Committee stressed the need for LAs to meet their statutory responsibilities; Karbon will not assume homelessness duties. <p>Annual Inclusion & Belonging Report</p> <p>Achievements:</p> <ul style="list-style-type: none"> • Silver Investors in Diversity Award (National Centre for Diversity). • Strong colleague engagement in forums and allyship groups. • LGBT+ group pursuing House Proud accreditation. • Committee welcomed progress and praised the high quality reporting (also positively received at GRNPC).
<p><i>Tenant Satisfaction Measures</i></p>	<p>Performance Improvement</p> <p>Tenant Satisfaction Measures (TSMs)</p> <ul style="list-style-type: none"> • New format includes narrative from IJ and clearer insight structure. • Overall TSM satisfaction improving month on month. • Nonemergency repairs behind target but improving. • Repairs satisfaction one is rated red-; other areas amber but within tolerance. • Compliance reporting format to be updated.
<p><i>Complaints, Compliments & Satisfaction - Reporting provides detail on the Q1 2025/26</i></p>	<p>Complaints, Compliments & Satisfaction (Q1 2025–26)</p> <p>Karbon, BCT and Leazes overview:</p> <ul style="list-style-type: none"> • Slight reduction in Stage 1 complaints; Stage 2 complaints increased 11% YOY. • Most escalations linked to underperformance by a few new feedback team staff, now under enhanced support. • Compensation reduced in value and volume. • Five Ombudsman findings: 3 upheld, 2 not upheld. • Query over high Stage 2 uphold rates → learning review required

	<p>54 North Complaints (Q1 2025–26)</p> <ul style="list-style-type: none"> • Q1 saw significant complaint increases, attributed to KPS bedding in- period and sector -wide trends. • Improvements already evident in Q2. • Satisfaction improved from 30% in Q1 to 50% in August. • No Ombudsman outcomes yet; one formal enquiry from a 2023 case <p>Customer Satisfaction Measures (CSAT) Q1</p> <p>Key insights:</p> <ul style="list-style-type: none"> • Overall satisfaction increased; customers highlighted strong colleague support. • Dissatisfaction mainly linked to repair delays; a recovery plan is under way. • Pulse survey: NPS slightly down but still above sector average. • ASB reports increased 15% YOY. • New build satisfaction dropped 7.9%. • Plans to revive transactional surveying to better monitor subcontractor performance. <p>Committee actions:</p> <ul style="list-style-type: none"> • Investigate ASB rises and contextual drivers (flags, potential racism related- concerns). • GR to check historical NPS trends • Add narrative when indicators deteriorate
<p><i>Reporting provides detail on Karbon Group Operational Performance for the period 1 April 2025 – 31 July 2025</i></p>	<p>Performance Reports</p> <p>Q1 Performance Report</p> <ul style="list-style-type: none"> • New format includes narrative from IJ and clearer insight structure. • Overall TSM satisfaction improving month on month. • Non-emergency repairs behind target but improving. • Repairs satisfaction, one red rated-; other areas amber but within tolerance. • Compliance reporting format to be updated.
<p><i>Governance related items regarding risk, self-assessments against regulatory standards, annual reports to Board and Committees and any policy approvals.</i></p>	<p>Policy & Risk Review</p> <p>Risk themes:</p> <ul style="list-style-type: none"> • Positive advancements with MyKarbon Portal, arrears case management, and IVR.

- Place based- improvements: hobby rooms reintroduced on Byker estate.
- Upcoming GARC proposals will streamline risk reporting and strengthen assurance linkage.

Next Meeting 17 November 2025