

Assurance Report to Homes and Places Committee

Committee:	Customer Insight Committee
Key messages from meeting held on:	10 th November 2025
Presented to Homes and Places Committee	21 st January 2026

Item	Key Messages
Overview	This report provides assurance to the Board on the first meeting of the Customer Insight Committee. The meeting focused on strengthening governance, enhancing customer engagement, and establishing the committee's role in providing scrutiny and assurance on customer experience. The meeting was observed by the Regulator for Social Housing as part of its ongoing inspection process, offering direct visibility of the Committee's deliberations and approach. This observation reinforces transparency and demonstrates the Committee's commitment to robust governance standards and continuous improvement
Board & HPC Summaries	The Committee received summaries from the Board and the Homes and Places Committee (HPC). Members discussed the importance of understanding the wider business context and how CIC's work would both inform and be informed by other committees. Key points included questions on Board Strategy, such as the merger and acquisition plan, and clarification on complaints data. It was confirmed that complaints have decreased year-on-year, and the reference in the report was to improved performance in handling complaints. Assurances were given that the Board is aware of CIC's role and that members' contributions are being integrated into governance processes.
Customer KPI Dashboard	An overview was provided of Yorkshire Housing's key performance indicators (KPIs) for customer-facing services. Members scrutinised the KPIs in detail, raising questions about the statistical significance of tenant satisfaction measures, the representativeness of survey samples, and the use of third-party data to provide wider context. The Committee discussed the importance of including more historical data and seasonal comparisons to aid interpretation and suggested that year-to-date figures from previous years would help identify trends and provide context for current performance. There was a particular focus on identified areas of improvement, most notably repairs and anti-social behaviour (ASB), with members seeking assurance on the actions being taken and the evidence supporting anticipated improvements. The Committee also discussed the relationship between the KPIs and the organisation's "Big 5" customer priorities and emphasised the need for the dashboard format and content to evolve in response to committee feedback. Assurance was provided on the quality of the data and the improvement plans in place. The Committee was invited to provide ongoing feedback to ensure the dashboard continues to meet its needs and supports effective scrutiny and assurance. The Committee discussed complaints performance, noting a year-on-year reduction in complaints but highlighting the need for greater clarity in reporting. Members challenged the interpretation of complaints data and the assurances provided, seeking confirmation that improvements were being sustained and that learning from complaints was driving service enhancements. Assurance was given that complaints are reducing, and performance is improving, with a commitment to provide further clarity and detail in future reports.

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	The Committee expressed its appreciation for the transparency and clarity of the information presented within the KPI dashboard. Members recognised the positive progress being evidenced by the results, particularly in areas such as repairs and complaints handling, and welcomed the ongoing improvements in service delivery. The Committee confirmed the dashboard provided all the information they would expect to see to effectively scrutinise service outcomes and felt assured that the format and content supported robust oversight. The ability to commission research was highlighted as a positive and constructive development that builds on the Committee's capabilities. This approach provides a strong foundation for reviewing engagement data, identifying priorities, and taking proactive steps to add value. It was noted how the Committee's role will continue to evolve, and this capability strengthens CIC's capacity to make a meaningful contribution. Members agreed that commissioning targeted engagement is a valuable tool for gathering deeper, more representative feedback, particularly where KPI data alone may lack sufficient context. The Committee will consider using this approach in future meetings, guided by the engagement mapping summary.
Engagement Activity	A detailed report was presented on customer engagement activities which were presented to Homes and Places Committee, 29th October 2025. The Committee discussed Yorkshire Housing's digital transformation, support for digitally excluded and elderly customers, and the importance of customer wellbeing. Members emphasised the need for a multi-channel approach and explored opportunities for partnership working, such as with the NHS and social prescribers. Assurance was given that the digital strategy will be "digital first, human always" to maintain support for those who need it and that customer wellbeing will be made more explicit in engagement outcomes. The Committee received assurance that recent customer engagement activity was both representative and making a tangible difference. Members noted the breadth and diversity of participation and welcomed evidence that feedback from a wide range of customers is actively shaping service improvements. The Committee valued the ongoing commitment to inclusive engagement and recognised its positive impact on outcomes for customers
Consumer Standards	The Committee received an overview of the Consumer Standards and reaffirmed its role in providing scrutiny and assurance to Homes and Places Committee. To support this, the Committee agreed a structured approach to future scrutiny. This will involve identifying priority areas based on performance data, customer feedback, and regulatory requirements; reviewing internal assurance reports, customer engagement insights, and compliance monitoring; and commissioning additional work where gaps or risks are identified to strengthen assurance. This will include aligning its deep-dive reviews with areas highlighted in Homes and Places Committee (HPC) and Board discussions to maximise assurance. The Committee were provided with assurance that Yorkshire Housing continues to self-assess against the Consumer Standards on an ongoing basis, with formal reporting twice yearly. It was confirmed that compliance with health and safety obligations, including Awaab's Law requirements, has been achieved ahead of schedule, and that robust monitoring arrangements are in place.

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	Members were also assured that customer engagement activity is being used to inform service improvements and that the governance structures allow the escalation of urgent issues to both the Homes and Places Committee and the Board. Initial discussions highlighted key priorities for future focus, including ensuring homes remain accessible and inclusive as customer needs evolve; providing assurance that statutory obligations such as building safety and damp and mould standards are consistently met; and reviewing how Yorkshire Housing supports safe and cohesive communities. The Committee confirmed the next deep-dive review will focus on health and safety and adaptations, recognising these as critical to customer well-being and regulatory compliance. Members also confirmed flexibility to address urgent or emerging issues as they arise, ensuring the Committee remains responsive to customer needs and external developments.
Meeting Reflections	Members provided positive feedback on the meeting's structure, pace, and content, appreciating the clarity of information and the balanced agenda. The value of meeting in person for building relationships and understanding the committee's purpose was widely recognised. Members also welcomed the opportunity to submit questions in advance and agreed that capturing and sharing all feedback will support continuous improvement of future meetings.
Minutes	Minutes of the meeting will be available in the Convene library once approved.