Customer Experience Committee

Membership:
8-10 members
Including resident members, Board members & staff members

Purpose:
Cohesion between Residents' Forum, Scrutiny Panel, informal engagement and Board, working together to uphold the consumer standards and improve customer experience

16th June 2026

Members were updated on the appointment-only reception pilot. The pilot is helping to reduce unnecessary journeys for residents and allows appointments to be arranged with the right colleagues. No negative feedback had been received at the time of the meeting, and learning from the pilot will be used to decide whether this approach should continue longer term.

TSMs were reviewed, using three years of results to identify trends. Some areas have improved, but satisfaction with complaints handling remains a key area for focus. The committee discussed the need to build trust by being more proactive, improving early resolution and making sure we do what we say we will do. Members discussed how services can better meet the needs of younger residents.

The Communications Strategy was discussed. Members welcomed improvements already being seen, including more positive engagement on Facebook and named staff responses to posts. We will focus our communications plan on becoming a trusted source of information, using resident stories, improving clarity and tone, and giving residents more opportunities to shape communications. Members also suggested clearer information on what Teign is responsible for compared with other organisations, as this can cause confusion.

A complaints case study was reviewed to help members understand the complexity of some complaints and the learning being taken. The committee discussed the importance of clear communication, early expectation-setting and joined-up working, particularly where complaints involve several issues or affect more than one resident.

Progress against the Resident Engagement Strategy was reviewed. Members noted that good progress has been made, but more work is needed to involve a wider range of residents.

Members were invited to provide more challenge on evidence linked to the Consumer Standards before the next meeting. They were encouraged to use their experience of services to ask questions and help test whether the evidence reflects residents' experiences.

The next Customer Experience Committee meeting is due to take place in September 2026.