Customer Experience Committee Update – April 2026

The Customer Experience Committee met in April 2026 to review how services are performing for customers and to oversee progress on key improvement areas.

The committee focused on neighbourhood and community services, service performance, customer insight, and how effectively customer feedback is shaping decision-making across the organisation.

Our key message to you this month is that progress is being made across services and the continued focus on improving outcomes for customers.

Members emphasised to Riverside executives that:

- Customers should increasingly see the benefits of improvement activity
- Customer feedback should continue to shape decisions and priorities
- Services should be consistently high quality across all areas
- Progress should be clearly demonstrated and communicated

Strengthening neighbourhood and community services

The committee carried out its annual review of how well Riverside is meeting the Neighbourhood and Community Standard, which covers issues such as estate management, community safety and local services.

Members reviewed performance across different regions and heard how services are supporting customers and communities, including partnership working and local engagement activity.

The committee recognised the breadth of activity taking place and the commitment to delivering safe and well-managed neighbourhoods.

Members also explored opportunities to:

- strengthen how improvements are evidenced
- ensure services are delivered consistently across all areas
- provide clearer visibility of the impact on customers

Making better use of customer insight

The committee reviewed how Riverside is using customer insight and feedback to shape services and priorities.

Members welcomed the progress being made in bringing together different sources of feedback, giving a more joined-up view of customer experience.

The committee encouraged continued focus on:

- clearly demonstrating how feedback leads to change
- strengthening understanding of different customer experiences
- making insight more visible within decision-making and reporting

Overall, there was positive recognition that customer insight is playing an increasingly central role in shaping services.

Strengthening customer voice and influence

The committee discussed progress on implementing the Customer Influence and Accountability framework.

Members welcomed the clarity the framework brings and the ambition to strengthen how customers influence services and decisions.

The committee emphasised the importance of:

- ensuring customers can see how their feedback is used
- embedding the approach consistently across the organisation
- continuing to build a strong and transparent evidence base

This was seen as an important step in strengthening trust and accountability with customers.

Performance and continuous improvement

The committee reviewed overall service performance and discussed areas of progress alongside ongoing improvement work.

Members noted the continued focus on:

- improving service quality
- learning from complaints and feedback
- strengthening oversight of performance

The committee encouraged the organisation to:

- maintain focus on the areas that matter most to customers
- clearly demonstrate the impact of improvement activity
- continue building a consistent, customer-focused performance narrative

Managing risk and providing assurance

The committee reviewed key risks affecting customers and the work underway to manage these effectively.

Members noted:

- the role of audit and assurance in identifying areas for improvement
- the importance of clear and timely follow-up actions
- the need to ensure risks are well understood and communicated

The committee was assured that appropriate processes are in place and encouraged continued focus on delivering planned improvements.

Key actions and next steps

Following the meeting, actions included:

- strengthening how improvements and outcomes are evidenced in reports
- continuing to build links between insight, performance and improvement activity
- ensuring follow-up actions are clearly tracked and communicated
- further developing how customer impact is reported

Key message from the committee

The committee recognised the progress being made across services and the continued focus on improving outcomes for customers.

Members emphasised that:

- Customers should increasingly see the benefits of improvement activity
- Customer feedback should continue to shape decisions and priorities
- Services should be consistently high quality across all areas
- Progress should be clearly demonstrated and communicated

The committee will continue to monitor progress and support the organisation in delivering better outcomes for customers.