

Accent Group Limited

National Customer Group Meeting



AGENDA

Date/Time: Tuesday 21st July 2026, 12:00pm to 14:00pm
Venue: Virtual, MS Teams

ITEM			TIME	DURATION	LEAD
1.	Welcome and Apologies	Information	12:00	5	Chair
2.	Update on Actions	Discussion	12:05	10	Chair
3.	Customer Experience Committee Update	Information	12:15	10	Chair
4.	Performance Update	Information /Discussion	12:25	20	Stephen Love
5.	Progress update on Repairs Improvement Plan	Information /Discussion	12:45	20	Mike Squires
6.	BREAK		13:05	10	
7.	Competency and Conduct Policy Feedback	Information /Discussion	13:15	15	Gwen Jefferson
8.	Anti-Social Behaviour Service Update	Information /Discussion	13:30	15	Tanya Scott
9.	Any other Business (AOB)	Discussion	13:45	15	Chair

PAPER UPDATES		PAGES	PURPOSE	LEAD
1.	Corporate KPI Snapshot Report May 2026	2-3	To support agenda item 4	Stephen Love
2.	Competence & Conduct: Customer Review of the Draft Learning & Development Policy and Code of Conduct	4	To support agenda item 7	Gwen Jefferson

DATE OF NEXT MEETING

Date: Tuesday 17 November 2026 at 12.00pm
Venue: Virtual, MS Teams

PAPER UPDATE 1 – Corporate KPI Snapshot Report May 2026

REPORT	
Meeting Date:	21 July 2026
Report Title:	Corporate KPI Snapshot Report May 2026
Author(s):	Stephen Love, Customer Insights Manager Data and commentary provided by Senior Leaders
For Decision/Approval ☐ Review and Recommend ☐ Debate ☐ Assurance ☐ Information ☒	
Executive Summary: Accent's corporate key performance indicator (KPI) report provides a consistent methodology for collecting and reporting data on organisational performance across critical areas. Top Tier Strategic KPIs Of the 29 measures, 13 are Red, 2 Amber, 10 Green, and 4 cannot be reported (3 awaiting the next TSM survey, 1 with no data submitted). Moved into Red: - CK2: Awaab's Law non-compliant: Green → Red (0.0% in April to 80.0% in May). - CK17: Profit margin on SO sales: no data in April → Red (-2.8%). - CK24: ASB cases responded in timescale: no data in April → Red (82.7%). Moved into Amber: - CK28: Milestones delivered on time: Red → Amber (38.5% to 68.0%). Moved into Green: - CK6: Repairs CSAT (transactional): Amber → Green (78.5% to 80.6%) Two genuine problem areas need a recovery plan, not just monitoring: - Complaints volume is structurally too high (111 per 1,000 homes YTD vs. an 85 target), though Stage 2 handling itself just hit its best level in 14 months (68%). - Repairs first-visit completion (80.3%) has been below threshold all year, and planned maintenance satisfaction lost the gain it achieved in April. Four measures stepped down sharply in the last month or two from a strong base. It is worth checking if this is real or a blip before acting: building safety (99.5%), DHS compliance (1.5% non-compliant), void loss (2.3%), and shared ownership sales margin (turned negative at -2.8%). Both void loss and SO sales margin both deteriorated at the start of the new financial year. The two Amber measures are close to Green: repair turnaround (15.0 vs. 14-day target) is stable but stuck; development milestones jumped from 38.5% to 68.0% in a single month and needs one more data point to confirm if this is an upward trend.	

EPC compliance and development milestones are both improving steadily and should cross into Green within a few months if current trends hold. Data Note In April, CK9A (Complaints responded to in timescales – Stage 1) and CK9B (Complaints responded to in timescales – Stage 2) were reported using the Housemark methodology.

Following consultation with the metric owner the TSM methodology will be used going forward. Additionally, in April, the figure reported for CK2 (Proportion of Awaab's Law cases non-compliant) was the actual number of non-compliant cases rather than a percentage. This has now been corrected. This summary report offers a snapshot of KPI performance through to the end of May 2026 and provides areas of focus and actions for improvement

**Appendices attached
via email:**

Appendix A: Corporate KPI Snapshot Report May 2026

PAPER UPDATE 2 – Competence & Conduct: Customer Review of the Draft Learning & Development Policy and Code of Conduct

REPORT	
Meeting Date:	21 July 2026
Report Title:	Competence & Conduct: Customer Review of the Draft Learning & Development Policy and Code of Conduct
Author(s):	Gwen Jefferson, Director of Organisational Development & Culture
For Decision/Approval ☐ Review and Recommend ☐ Debate ☒ Assurance ☐ Information ☐	
Executive Summary: The Regulator of Social Housing's Competence and Conduct Standard requires registered providers to have both a Learning & Development Policy and a Code of Conduct for relevant persons, together with evidence that customers have been given meaningful opportunities to influence and scrutinise these documents before they are implemented. The Learning & Development Policy sets out how Accent will ensure colleagues have and maintain the appropriate skills, knowledge, experience and behaviours required to deliver high-quality housing services. The Code of Conduct describes the professional standards and behaviours customers should expect from colleagues delivering those services. This paper seeks the views of the National Customer Group on both draft documents before they are finalised. Feedback received will be considered before the documents progress through Accent's governance process.	
Recommendations: The National Customer group is ask to: • review the draft Learning & Development Policy and Code of Conduct; • provide feedback on whether the documents reflect the standards customers expect from Accent colleagues; and • identify any areas that could be strengthened before the documents are finalised.	
Appendices attached via email:	Appendix B – Draft Learning & Development Policy (attachment) Appendix C – Draft Code of Conduct (attachment)