

## Scrutiny Panel – Communications Review

Meetings Summary Report for Residents | November 2025 – February 2026

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### What is the Scrutiny Panel?

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The Scrutiny Panel is a group of Karibu residents who independently review how we deliver services. The panel looks closely at different areas of our work, asks questions, tests our processes, and produces recommendations to help us improve.

Between November 2025 and February 2026, the panel met three times to review how Karibu communicates with residents. The review covered complaints handling, our contact centre, newsletters, the Annual Report, and how well we keep residents informed and involved.

### Meetings at a Glance

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Here is a summary of when the panel met and what each session focused on:

<b>Date</b>	Wednesday 19 November 2025 (6:00 – 7:30pm, online)
<b>Focus</b>	Reviewing Karibu’s complaints acknowledgement and response letters
<b>Date</b>	Monday 12 January 2026 (6:00 – 7:30pm, online)
<b>Focus</b>	Planning newsletter and Annual Report reviews; agreeing ‘Reality Check’ activity
<b>Date</b>	Monday 9 February 2026 (6:00 – 7:15pm, online)
<b>Focus</b>	Contact centre update; Communications review (newsletters and Annual Report); progressing Reality Checks

### Meeting 1 – 19 November 2025

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#### Focus: Complaints Communication

The panel reviewed Karibu’s Stage 1 and Stage 2 complaints letters, looking at tone, clarity, and how well they reflect the resident experience.

#### Key findings and recommendations:

- The tone and structure of letters was generally clear, but panels members suggested adding the date the complaint was received to the acknowledgement letter.
- Some residents find it hard to tell the difference between a service request and a formal complaint. The panel recommended clearer explanations of what counts as a complaint.
- Accessibility was raised as a priority – the panel recommended offering a verbal explanation of letters for residents who may have literacy challenges.
- Long call wait times and complex phone menus were highlighted. Karibu acknowledged these issues (partly due to running two systems during a transition period) and confirmed improvements are planned.
- Panel members agreed to speak with residents who had been through the complaints process, collecting anonymised experiences as case studies for the final report.

## Meeting 2 – 12 January 2026

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### Focus: Planning the Review

This session was a planning and coordination meeting. Due to a lower-than-expected number of attendees, formal decisions were not taken, but the panel agreed on actions to progress ahead of the next meeting.

#### Actions agreed:

- Panel members to review the two most recent Karibu newsletters (Autumn and Winter editions), considering whether they are engaging, relevant, and clearly targeted at residents. Members also agreed to gather informal feedback from neighbours.
- Panel members to review the most recent Annual Report, considering whether it is accessible, meaningful, and genuinely reflects the resident voice.
- The team to share information on what new tenants receive at sign-up, so the panel can check for any gaps in first impressions and welcome communications.
- The panel to consider how actions arising from complaints and communication reviews are tracked and fed back to residents.
- 'Reality Check' activities (testing real resident journeys through our processes) to be progressed ahead of the February meeting.

## Meeting 3 – 9 February 2026

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### Focus: Contact Centre and Communications Review

This was a full quorate meeting, bringing together discussions on contact centre improvements and the panel's review of newsletters and the Annual Report.

#### Contact centre update:

Debra White (Integration Project Manager) shared updates on improvements made to Karibu's telephony system since October 2025:

- New features introduced: queue position announcements, a call-back option, voicemail, and improved call routing.

- Calls can now be automatically transcribed and logged to resident records via the CRM system.
- Phase 2 development will look at better support for vulnerable residents and improved outbound text messaging, including group messaging options.
- The panel raised questions about how residents are informed that calls are recorded, how vulnerability is identified during calls, and how quickly the repairs call routing can be simplified once a new contractor is in place.

#### **Annual Report and newsletter review:**

- Panel members felt the documents were comprehensive but may be perceived as written more for regulators than residents – with too much information and not enough focus on what it means for tenants.
- The panel recommended that residents have a greater role in shaping Annual Report content, with clearer examples of resident feedback and how it has led to action.
- Newsletters should signpost more clearly that different formats are available (printed, online, accessible versions).
- The panel suggested including ‘dashboard-style’ summaries of common issues and how they are being addressed, to make performance data more meaningful.
- Members noted the value of up-to-date communal noticeboards and suggested digital options, such as a rotating portal or app link, so residents can quickly access key information.

#### **Reality Checks:**

The panel confirmed that individual cases had been assigned for Reality Check follow-up, with completed summaries due to Sandra by Monday 2 March 2026. Reality Checks involve testing what should happen in a resident’s journey against what actually happens – helping to identify gaps and drive improvement.

## **What Happens Next?**

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The Scrutiny Panel will bring together all findings, case studies, and Reality Check results into a final scrutiny report. This report will include a set of formal recommendations to Karibu’s management team.

Karibu is required to respond to the panel’s recommendations and publish details of any actions taken. We will share updates with residents once the report is complete.

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*Thank you to all Scrutiny Panel members for their time and commitment to improving services for Karibu residents.*

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Questions? Contact us at [info@karibu.org.uk](mailto:info@karibu.org.uk) | [www.karibu.org.uk](http://www.karibu.org.uk)