

## Scrutiny Task and Finish Group Recommendations and Management Comments – April 2023

Original Recommendation	Management Comments
<p>1. PFH should update the Staff Code of Conduct in line with the Code of Respect ensuring the two align and demonstrate a clear message to all. This should be cocreated with residents. The Staff Code of Conduct should include the importance of supporting colleagues with queries, in particular front line staff</p>	<p><b><u>Recommendation Accepted</u></b> Project group created (Human Resource Manager &amp; relevant managers of resident facing teams) to review in consultation with residents</p>
<p>2. Time should be allocated for new starters to meet residents informally at coffee mornings or other engagement events so staff can understand the residents better. Ideally all staff should be able to spend time with residents on a periodic basis to create good relations and understanding between both parties</p>	<p><b><u>Recommendation Accepted</u></b> Project group created (Human Resource Manager &amp; Heads of Service) to review in consultation with residents</p>
<p>3. PFH should create a set of resident personas and journeys that provide insight to all staff on who the residents are. This should be used to support new starters inductions and reminders to the wider staff base as a tool to help decision making and foster good relations</p>	<p><b><u>Recommendation Accepted</u></b> Customer Experience Manager to develop summer 2023</p>

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### 4. Adopt Written Communication Principles;

- Use font size 14 for general communication
- Use the font ariel
- PFH should make sure all communication options are available (other languages, braille)
- PFH should sign post to the website and utilise email addresses to cut down on costs and adhere to communication preferences
- Use plain English, including short sentences and paragraphs where possible to make it easy to understand. If the message is complicated, a bullet point summary should be included. Keep it simple.
- Avoid technical terms, if unsure about if the letter may be difficult to understand, consider running this by residents first, or delivering in a different way such as workshops or meetings.
- Try avoid over-use of acronyms, but if needed, this should be written in full in the first use in a letter with the subsequent acronym in brackets, this can then be used in the rest of the document.
- “Resident” was preferred over “customer”. It was felt customer was impersonal and lacked a relationship between residents and PFH.
- Where appropriate letters should use “we” and “you”, for example, “We would like to invite you” not “PFH would like to invite residents”. It was felt this is more personal

### **Recommendation Accepted**

Project group created (Customer Experience Manager, Customer Services Manager and Executive Support & Communications Coordinator) to review and liaise with teams on principles

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<p>5. Adopt Verbal Communication Principles</p> <ul style="list-style-type: none"> <li>• Staff should tell residents their name</li> <li>• Staff should let you speak and explain fully without interruption</li> <li>• Staff should adhere to the Code of Respect</li> <li>• When raising a repair or general enquiry, staff should explain the next steps including timescales &amp; reassure residents to come go back to PFH if there are any further problems</li> <li>• Listening is key – staff should check their understanding is right before ending the conversation</li> <li>• Staff should take notes when taking a query in person – this demonstrates residents are being listened to and the query will be handled</li> <li>• If a query can't be answered, staff should commit to finding out and getting back to residents</li> </ul>	<p><b><u>Recommendation Accepted</u></b></p> <p>Project group created (Customer Experience Manager, Customer Services Manager and Executive Support &amp; Communications Coordinator) to review and liaise with teams on principles</p>
<p>6. Use automation via text messaging to communicate repairs information, such as confirming the order had been raised including the next step timescales, confirmation of the appointment and satisfaction at the end of the repair. (Civica)</p>	<p><b><u>Recommendation Accepted</u></b></p> <p>Head of Homes Services to review within the scope of Civica</p>
<p>7. Build into the process an acknowledgement for Customer Services when works orders are sent to contractors. (Civica)</p>	<p><b><u>Recommendation Partially Accepted</u></b></p> <p>We fully accept the principle of giving assurance that processes such as repairs are working correctly. The Civica system will be designed to highlight (and prompt an action) where a repair has not triggered correctly, rather than telling us when something has worked correctly. This will ensure we focus on the cases where something goes</p>

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	<p>wrong, rather than being told every time something has gone right</p>
<p>8. Use system to look for trends such as leaks etc so PFH can proactively look for any issues to minimise impact for residents. (Civica)</p>	<p><b><u>Recommendation Accepted</u></b>          Accepted on the basis this is about proactive communication. Head of Homes Services to review within the scope of Civica</p>
<p>9. Co-design the new rent statement layouts with residents, this could include the rent increase letter and communication around service charges. (Civica)</p>	<p><b><u>Recommendation Accepted</u></b>          Head of Finance to review specification of Civica and progress ahead of consultation with residents on design</p>
<p>10. Full review of the resident handbook to be undertaken, co-created with residents to ensure the layout and content meets the resident’s needs</p>	<p><b><u>Recommendation Accepted</u></b>          Project group created (Head of Home Services, Customer Experience Manager, Executive Support &amp; Communications Coordinator and PFH's marketing company) which will review the handbook concept and format ahead of resident consultation</p>
<p>11. Distribution of the newly updated handbook to take place with a clear plan of how future updates will be managed</p>	<p><b><u>Recommendation Accepted</u></b>          Project group created (Head of Home Services, Customer Experience Manager, Executive Support &amp; Communications Coordinator and PFH's marketing company) which will review the handbook concept and format ahead of resident consultation</p>

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<p>12. Create communication plan to give clarity on key services including the Repairs Service, Recharge Policy, OK Each Day, Tunstall lifeline equipment, Astraline – Out of Hours Repairs, Astraline – Emergency Response including what is expected of these services. This may include updates to handbook, individual campaigns etc</p>	<p><b><u>Recommendation Accepted</u></b> Project group created (Head of Home Services, Customer Experience Manager, Executive Support &amp; Communications Coordinator and PFH's marketing company) to review ahead of resident consultation</p>
<p>13. When undertaking a quality check on call handling, it should be built into the process that a return call is made to anyone where the standard was below for further discussion to take place</p>	<p><b><u>Recommendation Accepted</u></b> Customer Services Manager to implement this "Follow up" which dependent on the context could be a call, or a visit. Further to this, the quality check should align with the revised Code of Conduct once completed.</p>
<p>14. PFH should have a “complex case management” process to deal with situations or repairs that fall outside the routine day to day works. This should clearly set out a communication plan agreed with the resident on an individual basis</p>	<p><b><u>Recommendation Accepted</u></b> Head of Home Services to explore the options for delivering. Would need to consider the threshold and types of situations</p>
<p>15. Neighbourhood Walkabouts should be used as an opportunity for office based staff to visit where the residents live to broaden their understanding of the areas and build connections with residents</p>	<p><b><u>Recommendation Accepted</u></b> Customer Experience Manager and Human Resource Manager to work together on this</p>

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<p>16. Invites to the Neighbourhood Walkabouts should include an option a resident to request a ‘knock at the door’. This would mean residents who are unable to physically attend the walkabout have their voices heard</p>	<p><b><u>Recommendation Accepted</u></b> Customer Experience Manager to add in the next batch of Neighbourhood Walkabout letters in late Summer 2023. This will be reviewed for impact and success.</p>
<p>17. Quarterly Resident Meetings; More formality should used with these meetings, as follows;</p> <ul style="list-style-type: none"> <li>• Dates for meetings are arranged in advance, for example 12 months ahead with reminders nearer the time</li> <li>• Residents to have an opportunity to influence the agenda in advance of the meeting, and to receive the agenda in a timely manner so residents can prepare.</li> <li>• Note taking is to be undertaken in the meeting</li> <li>• Consider ‘speakers’ to attract more attendance.</li> <li>• Consider how PFH can involve residents who don’t attend – see if there’s anything that would support their participation on a one on one basis.</li> <li>• Minutes to be circulated to all - adhering to the written communication principles and individual communication preferences</li> </ul>	<p><b><u>Recommendation Partially Accepted</u></b> Scheme Services Manager to undertake review of Quarterly Resident Meetings giving all residents to opportunity to feed into the future delivery of the meeting that serves the needs for all residents.</p>