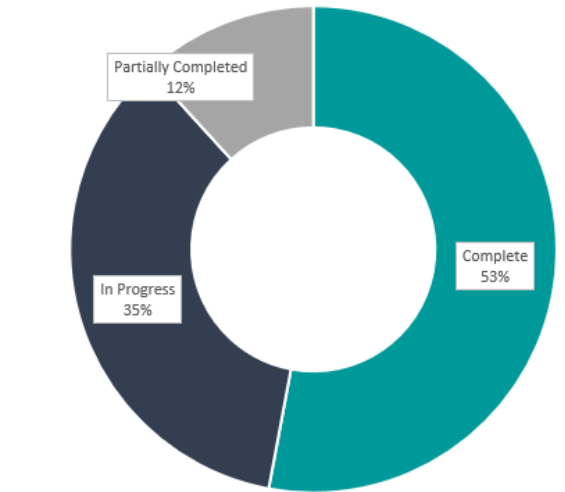


Scrutiny Recommendations – Communications Review Update – July 2024

Communication Review Overview

- Communication Scrutiny Review completed April 2023, approved at Board May 2023
- 17 Recommendations made, with 15 recommendations accepted and 2 partially accepted
- 53% Recommendations completed, 12% recommendations partially completed, 35% recommendations in progress



Recommendation	Update
CO1. 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 co-created with residents. The Staff Code of Conduct should include the importance of supporting colleagues with queries, in particular front line staff	<p><u>Update – May 2024 – Partially Completed</u> The staff code of conduct was discussed at the Resident committee and agreed in principle with a few tweaks. It has also been circulated to the wider PFH team for comment. The final draft is now complete, the next step will be to communicate this to all staff for everyone to sign up to. This will be held in a central place for review and also given to all new starters.</p> <p><u>Update – July 2024 – Partially Completed</u> Updated code of conduct shared with all staff to acknowledge. Further work to be undertaken on resident code of respect</p>

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<p>CO6. 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><u>Update – July 2024 – In Progress</u> This recommendation is pending the go-live date of the new housing management system (Civica) estimated October 2024</p>
<p>CO7. Build into the process an acknowledgement for Customer Services when works orders are sent to contractors. (Civica)</p>	<p><u>Update – July 2024 – In Progress</u> This recommendation is pending the go-live date of the new housing management system (Civica) estimated October 2024</p>
<p>CO8. 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><u>Update – July 2024 – In Progress</u> This recommendation is pending the go-live date of the new housing management system (Civica) estimated October 2024</p>
<p>CO9. Co-design the new rent statement layouts with residents, this could include the rent increase letter and communication around service charges. (Civica)</p>	<p><u>Update – July 2024 – Partially Complete</u> The rent statement was provided for discussion at the Residents Committee in January 24, no alternative suggestions to the current format were made and the residents present seemed happy with the proposed layout of the statement. The statement is still under review internally and it is proposed to undertake some further consultation with residents.</p>
<p>CO10. 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><u>Update – July 2024 – In Progress</u> Work has commenced on a slimmed down version of the resident handbook. Resident consultation will form part of the design and content before approval</p>

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<p>CO11. Distribution of the newly updated handbook to take place with a clear plan of how future updates will be managed</p>	<p><u>Update – July 2024 – In Progress</u> Work has commenced on a slimmed down version of the resident handbook. Resident consultation will form part of the design and content before approval</p>
<p>CO12. 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><u>Update – July 2024 – In Progress</u> Work has commenced on a slimmed down version of the resident handbook. Resident consultation will form part of the design and content and consideration will be given to where this information fits best.</p>
<p>CO14. 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><u>Update – July 2024 – Complete</u> Adopted an approach of more accountability held by staff when dealing with non-standard repairs. Will continue to monitor complaints trends and themes for any further issues.</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><u>July 2024 – Update – Complete</u> Staff are encouraged to attend walkabouts and have attended various walkabouts in 2024</p>