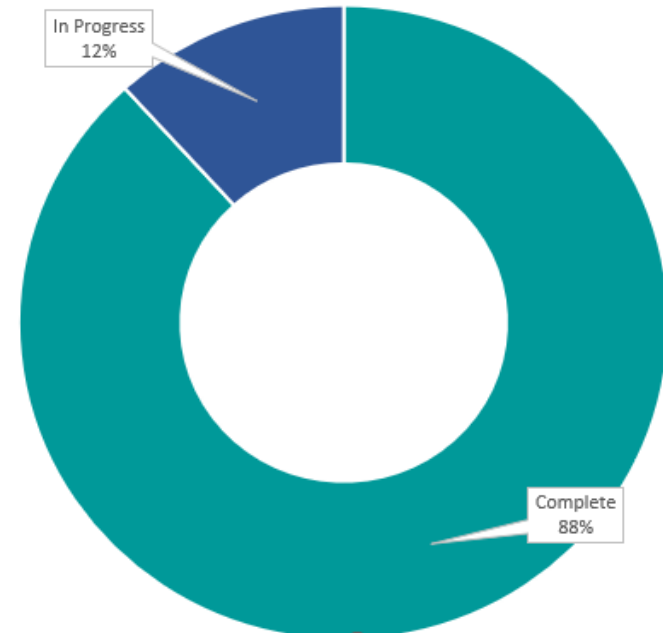


Scrutiny Recommendations – Communications Review Update – May 2026

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
- 88% Recommendations completed, 12% recommendations in progress



Recommendation	Update
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) <u>Target Completion – End of June 2026</u>	<u>Update – May 2026 – In Progress</u> Consultancy time with Civica requested for W/C 11/05 to support scoping the work and costs involved with this proposal. Subject to the outcome of this, it should be possible to provide an estimated cost of implementation that can then be considered and a survey can be issued to residents to canvas views on the implementation of this against an estimated service charge increase. As a result, we expect to deliver against the target date of the end of June for the review to be completed.

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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) <u>Target Completion - September 2026.</u>	<u>Update – May 2026 – In Progress</u> The university have now allocated a resource to this project enabling it to proceed with results expected by the end of September. The project is to include trend analysis comparing lifecycle renewals, as well as repeat jobs for similar items and geographic comparisons to highlight local recurrent issues.
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 <u>Target Completion – April 2026.</u>	<u>Update – May 2026 – Completed</u> Telecare leaflet has been drafted and approved detailing what happens when residents activate their telecare devices. This will be provided in leaflet form at install / move in, and via regular updates on PFH connect. All residents in receipt of telecare currently will also receive a copy of the leaflet as part of the completion of PPM visits scheduled through 26/27 to avoid additional postage costs being applied, demonstrating VFM.