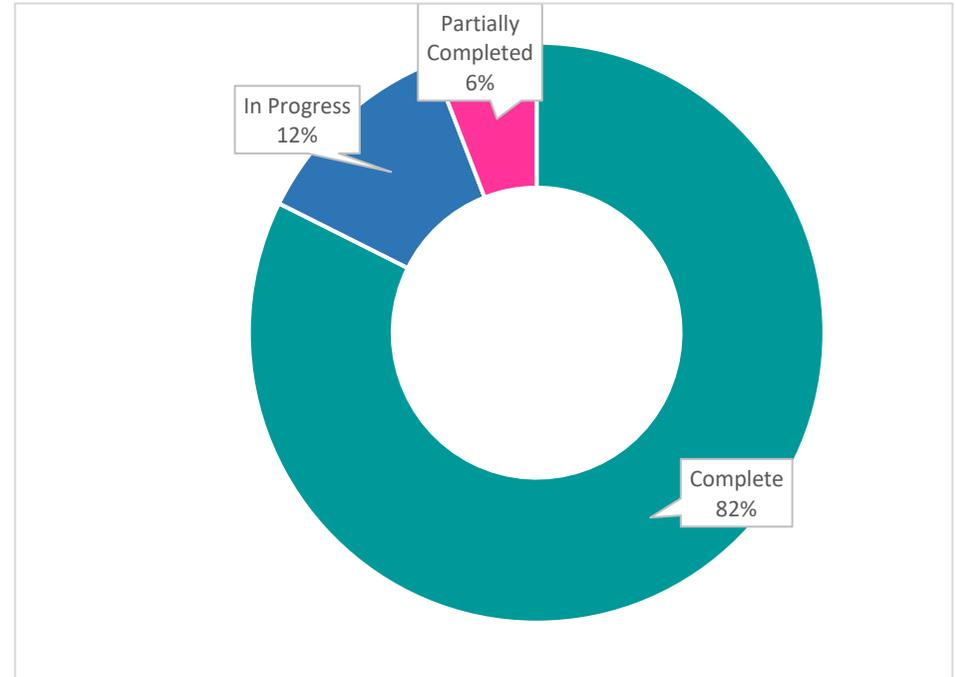


Scrutiny Recommendations – Communications Review Update – January 2026

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
- 82% Recommendations completed, 12% recommendations in progress, 6% recommendations partially completed



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)	<p><u>Update – January 2026 - In Progressed (To be reviewed)</u> Now that Civica has been implemented, and PFH Connect has added a layer of communication that was previously missing this action may not be as pressing as it previously was. Repairs satisfaction is amongst the highest in the country based on TSM measures. As a result, it is proposed that a review of this action be carried out, including looking at costs of implementation, crossover with other related workflows, and potential benefits. This review should be completed by end of June 2026</p> <p><u>Target Completion – End of June 2026</u></p>

Scrutiny Recommendations – Communications Review Update – January 2026

<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 – January 2026</u> There was no uptake from the University so we have carried the request forward to the next academic year. We will be completing some small scale AI testing in Q4 of 25/26 with a view to scaling this up in 26/27. <u>Target Completion - September 2026.</u></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 – January 2026</u> Regular communications are now being sent through PFH Connect for several of these (Repairs / PFH Connect). Lifelines will be completed by April 26. Recharges are considered to be too rare to add any significant value and are only applied when discussed with residents in advance of ordering works. Astraline out of hours repairs is being covered in the next scrutiny review so can be removed from this action. As such, action is expected to be closed by April 26. <u>Target Completion – April 2026.</u></p>