

Scrutiny Task and Finish Group Recommendations and Management Comments – May 2026

Original Recommendation	Management Comments
O1. When procuring the new contract for the out of hours service, PFH should ensure they get quality data about who is using the service particularly when requesting emergency help including detail about the call and the outcome. This could then help shape future services and projects PFH can deliver to help residents remain in their homes longer.	<u>Recommendation Accepted</u> We will aim to include this in the specification as part of the procurement work for the OOH Service, this will have to ensure VFM as part of the delivery. Target Completion – July 2027
O2. PFH to undertake regular communication to all residents about how to access the Out of Hours Service, including what repairs are classed as emergencies and what they can expect from the service.	<u>Recommendation Accepted/ Rejected</u> We will look to do a PFH Connect message quarterly and a standing item in People First. Exploration of other communication methods to be considered too. Target Completion – December 2026
O3. When procuring the new contract for the out of hours service, PFH should consider a provider that is able to offer a callback function for residents contacting the OOH service for emergency repairs.	<u>Recommendation Accepted/ Rejected</u> We will aim to include this in the specification as part of the procurement work for the OOH Service, this will have to ensure VFM as part of the delivery. Target Completion – July 2027

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O4. There should be a clear handover to the resident following an emergency repair. Ensuring the resident fully understands the next steps, whether this is that PFH will contact the resident for any follow up or further works, or if the resident needs to contact PFH for further guidance.	<u>Recommendation Accepted</u> 1. Aftercare calls to be introduced for OOH emergency repairs. 2. To work with call handlers to ensure expectations are set in the call. 3. Review to take place to look at follow on repair aspect Target Completion - 1 & 2 – August 2026, 3 – July 2026
O5. PFH should undertake periodic satisfaction surveys with residents using the OOH service to ensure satisfaction remains high	<u>Recommendation Accepted</u> This will be included in the proposed aftercare call described in O4 Target Completion – August 2026