



YOU SAID, WE DID - RESIDENT SCRUTINY PCH CONTRACTORS

Resident Scrutiny is when a group of tenants do an in depth review of a particular service that PCH provides. They look at a wide range of information like complaints, performance and policy, interview staff, ask questions, and ask other tenants about their views and experiences. They work together for a few months and then

write a report telling PCH about their findings, and recommending improvements. PCH then take the recommendations forward and report regularly to Customer Focus Committee until they are happy that all the improvements that could be made have been made.

WHAT SCRUTINY REVIEW IS THIS FEEDBACK ABOUT?

Residents looked at the way PCH contractors interact with residents. They looked at large contracts for work, for example block improvements, and contractors who work in residents' homes.

WHO GOT INVOLVED IN THIS SCRUTINY REVIEW?

The review was led by a small group of residents who met five times over 3 months to study documents and interview staff. This group led a survey to find out more and **202 residents and 17 staff got involved.**

WHAT WERE RESIDENTS' KEY FINDINGS?



Most residents were satisfied with communication about work being carried out in their homes. (80%)



Most residents were satisfied with the quality of work (77%), and knew who to contact if things went wrong. (72%)



Approx 35% of residents felt contractors didn't demonstrate PCH's values (Listen, Care, Respect, Do The Right Thing)



The group said: 'While residents are generally satisfied with the way contractors are managed, there is room for improvement in the level of resident engagement in projects. PCH also needs to work on ensuring contractors reflect its values when dealing with residents and this needs to be reinforced early in the relationship'.

WHAT WERE RESIDENTS KEY RECOMMENDATIONS FOR IMPROVEMENTS, AND WHAT DID PCH DO AS A RESULT?

YOU SAID

Improve resident engagement before, during and after major works take place.

Hold workshops where residents impacted by major works can meet contractors.

Improve communication of PCH's values and customer care expectations to contractors, making sure it forms part of the contract.

Make sure poorly performing contractors are challenged and held to account. Make sure complaints are on the agenda when meeting contractors.

WE DID

Contractors and PCH host meetings with residents in places that large works are happening.

Drop-in sessions have been held by Contractors for major works, and new regular PCH drop-ins in neighbourhoods have been introduced.

Included in the major works procurement process and relevant documents and policies are required. Introduced a new Behavioural Framework describing PCH's expectations about customer focus.

Contracts are actively managed and meetings held regularly with performance and complaints on the agenda. Formal notices (non-compliance notices) are issued when appropriate.