RESIDENTS REVIEW OUR SERVICES





SCOPE

Resident and staff suggestions, combined with performance and complaints information

Service review topic agreed by Executive Management Team Review scope shaped by residents



Recommendations for improvement

Review activities that gather information to examine the topic

Resident and staff 'Review Team' formed, who will lead the review

EXAMINE



Action Plan to implement recommendations

Senior Management
Team to lead on
implementing the
Action Plan

Monitoring of progress against the Action Plan by Customer Focus Committee*



*The Customer Focus Committee supports the PCH Board and provides an added level of scrutiny in monitoring the performance of our customer focused services.

The Committee is made up of 5 Board members and up to 5 co-opted members including tenants, leaseholders and shared owners.