



PCH SERVICE STANDARDS


INVOLVEMENT & FEEDBACK


Our customers are at the heart of what we do, and we want to work with you to shape our services and support your communities.


We will:


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Provide a range of ways for you to get involved in shaping our services and enable you to hold us to account about the services we deliver.
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Share information about resident involvement opportunities including through our quarterly InTouch resident newsletter, our monthly e-newsletter, on the PCH website and through our social media channels.
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Deliver resident involvement opportunities which are fair and inclusive.
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Provide practical support for resident involvement, including holding accessible meetings and offering guidance and support for residents' groups.
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Tell you what has changed because of your involvement, and let you know how your feedback contributed to improvements in our services.
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We'll provide consistent and accessible feedback, so residents know they have made a difference by:


 - Publicising Neighbourhood Plans that set out improvements and feedback to residents on what has been achieved.
 - Publish 'You Said We Did' features that are promoted internally and externally across a wide variety of platforms and medias.
 - Publicise locally and nationally the successes and new initiatives resulting from resident engagement.
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Continually monitor our performance by sharing results, including sharing progress on any corrective actions.
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Work with external partners on projects to help improve your communities and provide support for initiatives which help you get involved in your neighbourhood.

How we will measure this:

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Percentage of residents satisfied that their landlord keeps them informed.
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Percentage of residents satisfied that their landlord listens to views and acts upon them.
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Percentage of residents involved in PCH's engagement activities.
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Diversity monitoring of involved residents (percentages).