



RESIDENT INSIGHT

Have your say - Gas No Access



With PCH having a legal obligation to ensure that Gas checks are completed on an annual basis, it is vital that these checks are carried out on time for the safety of our residents. With up to 20% of scheduled appointments being missed per week, this adds up to thousands of pounds per year. PCH wanted to understand any common issues, and resolutions there were for bringing this number down, to ensure PCH is delivering an efficient and considerate service for our residents.

How we listened



We sent emails and postal surveys to 963 Residents, targeted from those that had missed appointments within the previous 12 months, to gain an accurate understanding of what the issues were. 82 residents responded from this group.

What you said



You told us that the communication and literature that we provide is clear, easy to understand, and accessible, with a good awareness of how you can contact PCH to rearrange appointments and what other options are available to you if you aren't able to make the appointment

you have been given. You said you would like more control of your appointments, with the ability to book your own appointments, or being able to do this through the MyPCH portal.

What we will be doing



PCH will continue with the working methods that are in place that you have confirmed work and are beneficial to you, to ensure you are able to meet your appointment. PCH will continue to listen to residents and explore further options to hear residents views so that the service can continue to improve, and ensure that PCH and residents

can meet the legal obligation for Gas supplies to be compliant. We appreciate there will always be challenges around being able to attend appointments, so PCH will continue to offer flexibility and offer quality communication to ensure appointments can be kept.





You said, we did

You said: 80% of respondents were aware that PCH ring/text ahead of visiting, with 60% being aware that appointments can be arranged around prior commitments.

We did: We will continue to offer both of these services for all residents to ensure we meet the needs of residents whilst fulfilling our obligations.

You said: 20% of respondents stated they had missed appointments due to Employment, with 32% citing missed appointments for health reasons. 17.5% for Inconvenient date/time.

We did: PCH will continue to work with residents to offer flexible appointment dates/times to ensure you are able to have the check completed. PCH works collaboratively and should you require support for the appointment to be completed, we will work with you to achieve this.

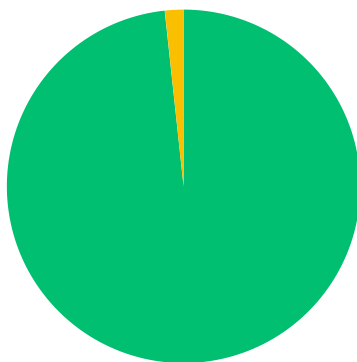
You said: 53% stated more specific appointment times would reduce missed appointments, with 44% stating that being able to book your own appointment would improve the service. Respondents also stated that offering evening (25%) and weekend (32%) appointments would improve the service.

We did: PCH has taken on board the need to be aware of school run times Etc and now have call confirming in place which has eliminated a lot of access issues.

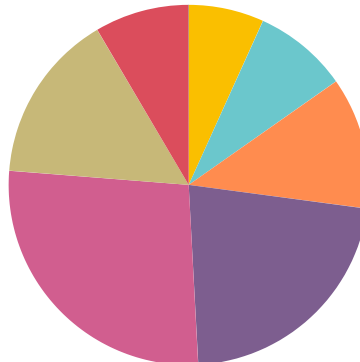
You said: 95% of respondents indicated that the letters we send out relating to gas checks, are both clear, and easy to understand, with 91% stating our letters make it clear how important these checks are.

We did: PCH will continue with this current method, to ensure that we continue to offer clear and easy to understand literature to our residents.

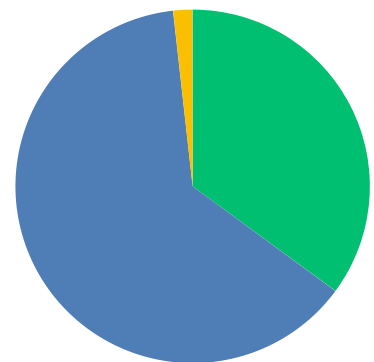
Resident profile



Tenant	58
Housing with Support Tenant	1



Under 16	0	55 - 64	13
16 - 24	0	65 - 74	16
25 - 34	4	75 - 84	9
35 - 44	5	85 +	5
45 - 54	7	PNTS	0



Male	20
Female	36
PNTS	1
Other	0

