

PAT Policy

Consultation Feedback, Consideration and Action Log

Item	Detail
Original Policy Name	Portable Appliance Testing (PAT) Policy
Final Policy Name	PAT Policy
Feedback source	Resident workshops, resident consultation responses, staff consultation responses, written comments and survey feedback received during the consultation period.
Survey feedback	Survey findings from online/paper form
Purpose	To record feedback, themes, response/action and status for this policy.
Consultation period	22 July 2026 - 17 August 2026
Number of responses received	5
Resident responses	5
Staff responses	0
Main themes raised	Policy scope and clarity, Plain English/accessibility, Policy title, Communication of testing information, Positive feedback
Changes made following consultation	3
Feedback noted but no policy change required	2

1. Key themes from survey feedback

Theme	No. of comments
Plain English / accessibility	1
Clarity of process	1
Resident responsibilities	1
Communication and support	1
Fairness / consistency	1
Policy Title	1

2. Resident Focus Group - Feedback Log

Ref	Feedback source	Theme	Feedback	Response	Status
1	Resident feedback	General feedback	The policy was clear and easy to understand, clearly explained its purpose, and that they understood both resident and landlord responsibilities. You also felt the policy treated residents fairly and equally.	No policy change was required. We have recorded this as positive feedback that the policy is clear, understandable and fair.	Noted - no change required
2	Resident feedback	Clarity of policy scope	The policy needs to be clearer earlier on about what will be tested. You felt the policy explains that testing applies to communal areas, but this is mentioned too low down in the policy.	We updated the Summary and "Who this policy applies to" section so it is clearer near the beginning what appliances are covered by the policy. We also clarified that the policy applies to electrical appliances provided and maintained by Portsmouth Homes and does not normally apply to appliances owned by residents.	Policy updated

Ref	Feedback source	Theme	Feedback	Response	Status
3	Resident feedback	Plain English / accessibility	Suggested making the wording about communal areas stand out more, for example by using bold text or a clearer heading.	We updated the policy to make it clearer which appliances and locations are covered, and improved the wording so this information is easier to identify and understand.	Policy updated
4	Resident feedback	Policy title	The title should be PAT Policy and nothing else, as this is clear enough.	We agreed that a shorter title would be clearer. The policy title was changed to "PAT Policy" to make it easier for residents and staff to identify and understand.	Policy updated
5	Survey / Excel spreadsheet	Communication and clarity for residents	Where appliances in communal areas and community rooms are tested, stickers need to be more visible, or there should be a clear list showing what has been checked/tested, when it was tested and when the test expires, for example kettles.	We reviewed this suggestion and recognise the importance of making testing information easy to identify. As this relates to how the service is delivered rather than the policy itself, it has been shared with the relevant team for consideration as part of the PAT testing process.	Noted for service review

3. Draft You Said / We Did summary

You said	We did
You said the policy was clear and easy to understand, explained its purpose clearly, and helped you understand resident and landlord responsibilities.	We noted this positive feedback as assurance that the policy is clear and understandable.
You said the policy needs to be clearer earlier on about what will be tested, especially that it applies to communal areas and community rooms.	We have made the scope clearer near the start of the policy, so residents can see earlier that it includes appliances in communal areas and community rooms.
You said the communal areas wording should stand out more, for example by making it bold or using a clearer heading.	We have used bold text to ensure it is clearer.
You said the policy heading should be PAT Policy and nothing else, as this is clear enough.	We will keep the policy title as PAT Policy and avoid adding unnecessary wording to the main heading.
You said that where appliances in communal areas and community rooms are tested, stickers need to be more visible, or there should be a clear list showing what has been tested, when it was tested and when the test expires.	We reviewed this suggestion and noted it for consideration as part of the PAT testing process and service delivery arrangements. No changes to the policy were required.
"You said, We did" - Summary for Communications Team	
You said: You wanted the policy to be clearer about which appliances we test, where testing takes place and whether resident-owned appliances are included. You also wanted testing information for communal appliances to be easier to identify.	We did: We updated the policy to make its scope clearer near the start, including what appliances and locations are covered and clarifying that the policy applies to appliances provided and maintained by Portsmouth Homes. We also shared your suggestions about making testing information more visible with the relevant team for consideration as part of the service.

4. Cabinet Report

How consultation was undertaken

Portsmouth Homes has a duty to consult residents and take account of resident views when developing housing policies. The draft PAT Policy was made available for consultation between 22 July 2026 and 14 August 2026. Residents were invited to provide feedback through consultation workshops, written comments and consultation survey responses. The consultation sought views on the clarity of the policy, its scope and whether residents felt the proposed approach was clear and easy to understand.

Who responded

Feedback was received from residents through consultation meetings and survey responses. Residents provided both positive feedback on the policy and constructive suggestions for improvement. The consultation responses focused primarily on policy clarity, accessibility and explaining more clearly which appliances are covered by the policy.

What the key themes were

The main themes raised during consultation were:

- Clarity about which appliances are covered by the policy.
- Explaining earlier in the policy where testing applies.
- Making information about communal areas more prominent.
- Simplifying the policy title.
- Improving visibility of testing information and labels on appliances in communal areas.
- General positive feedback that the policy was clear, understandable and fair.

Residents generally supported the policy and confirmed that they understood both resident and landlord responsibilities.

How feedback influenced the final policy

Resident feedback directly informed the final version of the policy.

Following consultation, the policy was amended to:

- Clarify near the beginning of the policy which appliances are covered.
- Explain more clearly that the policy applies to electrical appliances provided and maintained by Portsmouth Homes.
- Clarify where testing may take place, including residents' homes, communal areas, supported housing, sheltered accommodation and other buildings managed by Portsmouth Homes.

- Clearly state that the policy does not generally apply to electrical appliances owned by residents.
- Simplify the policy title to "PAT Policy".
- Improve the presentation and prominence of information relating to the scope of the policy.

The final policy attached at Appendix A reflects the amendments made following resident consultation.

Where feedback was considered but did not lead to policy changes and why

Residents suggested that tested appliances in communal areas and community rooms should have more visible stickers or that clear lists should be displayed showing what has been tested, when it was tested and when the next test is due.

Portsmouth Homes recognised the value of this suggestion; however, it relates to the operational delivery of the PAT testing service rather than the purpose or content of the policy itself. As a result, no amendments were made to the policy. The suggestion has been shared with the relevant service area for consideration as part of future service improvements and review of operational processes.

Portsmouth Homes is committed to meaningful resident engagement. Consultation feedback has been considered in line with the Transparency, Influence and Accountability Standard, and residents have been informed how their views have influenced the final policy and decision-making process.