

**Resident Involvement Focus Group
Held on 09/12/2009 at 1.30pm
Southgate House**

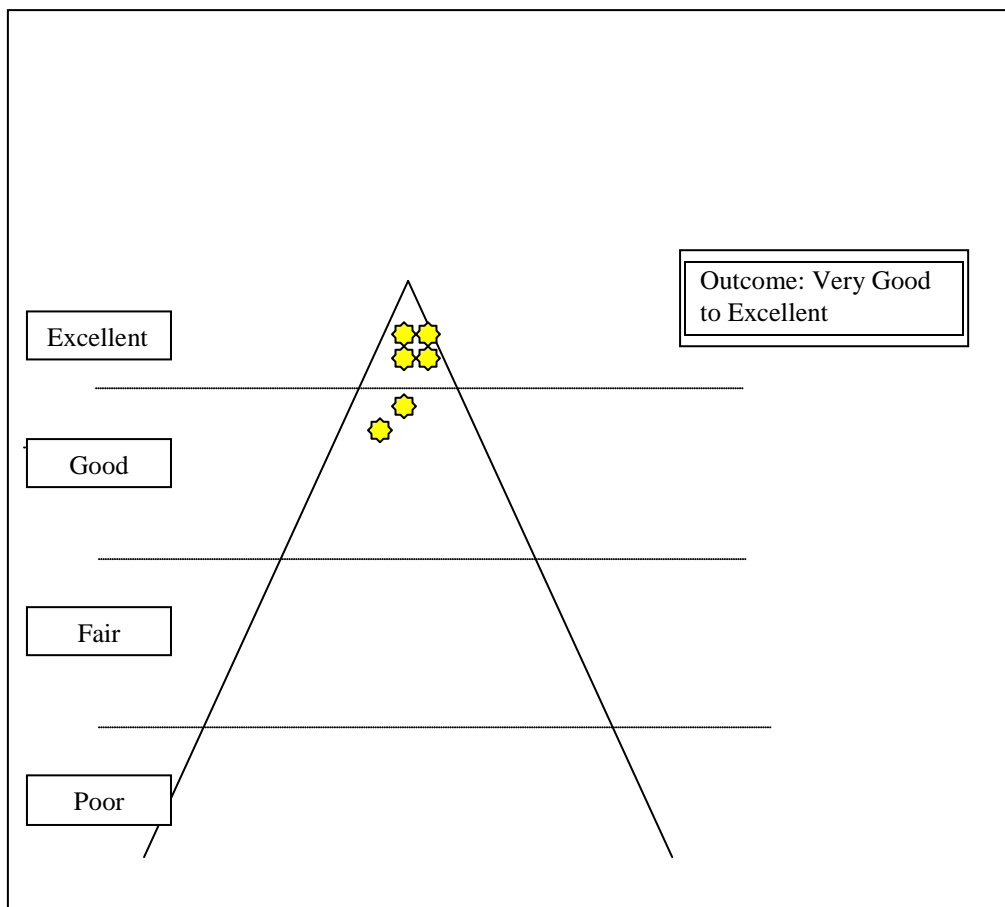


Minutes of the meeting

The group were provided with feedback from last year's resident involvement focus group

Overall satisfaction

The group were asked to indicate on a mountain how well they thought GCH were currently performing with regard to resident involvement.



Rating the Service

The group were asked whether they felt the service has improved or got worse over the last twelve months.

Comments

- Overall the group felt the service was consistently good.
- One person felt some problems had occurred when meetings had been cancelled at short notice – this person stipulated this comment was not a criticism directed solely at the resident involvement team but generally across all services.
- One person felt their was “meeting overkill” and queried whether all meetings are absolutely necessary.
- Other attendees indicated they understood the need to raise standards to achieve 3 star status and felt a lot of tenants prefer attending face to face meetings for an hour rather than completing tick box surveys.

The group were asked a number of questions

1. What “Resident Involvement” means to them.

- Helping tenants who don't know the system
- Quality input from tenants and residents into how the organisation is managed
- So tenants know how homes are managed and their views are listened to and acted on
- Assisting GCH to improve – which benefits all tenants
- Not talking down to tenants
- No longer a “them and us “ feeling

2. What is good about opportunities to get involved?

- Endless opportunities at a variety of levels
- Chance to help improve the service
- Helps us understand reasons for decisions made
- Good to have more minds offering input
- Ability to be involved at every level – including senior management
- Provides opportunity to be with other tenants and hear their views/perspectives
- Invited to many other community group events

3. What is bad about opportunities to get involved?

- Lack of publicity
- Short notice of meetings on occasions

4. Do you think GCH takes your views into account?

- Yes
- 80% of the time
- May not always be able to act on views but give reasons why
- Should be involved in pre start meetings prior to contractors arriving on estates
- Ensure tenants are involved in staff recruitment

5. Has your involvement with GCH been positive? If not why not?

- Yes – I've never been sorry I got involved
- It's my choice to be involved
- Occasionally frustrating
- Am now better informed and more assertive regarding tenants rights
- Asset Management team is not as obliging as other staff teams

6. How easy did you find it to get involved?

- Once I agreed to go to one meeting then I was captured
- Very easy to get involved
- It helps that transport can be provided, expenses paid and refreshments are provided
- It would be good to hold one Focus Group day on a regular set day in the month to cover a number of service areas in the one meeting

7. What would you suggest could improve the service we provide? Ideas for different events possibly?

- Tenants to have clear ownership of meetings particularly Customer Forum
- Avoid overkill by too many meetings
- An annual GCH Fun Day or social event for everyone, at which GCH staff to be classed as "off duty"

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