

## ReAction Report For Sheltered Housing Focus Group 3<sup>rd</sup> March 2009

Thank you for attending the focus group. You should have received the notes from the meeting you attended on (date of focus group meeting held) but if by some chance you did not receive the notes and would like a copy sent to you, please contact our Customer Services Team on 0800 408 2000 or you can visit our web site [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)

When you attended the focus group meeting, we asked you a number of questions, which you replied to. We can now respond to your suggestions and give you some details on what we intend to do in the future to address these.

You Said:	Our Reply:								
<p>1.</p> <ul style="list-style-type: none"> <li>At Badgervale a new communal kitchen is being installed and residents were able to vote on the choice of colours. However, there was unsatisfactory consultation regarding the installation of a full or partial wall. It was felt the manager got "their own way" by not carrying out a fair and open consultation exercise.</li> <li>Other attendees felt there was very good consultation at their schemes with residents very much involved with decision making.</li> </ul> <p><b>Suggestion for improvement:</b> scheme managers should ensure consultation with their residents is fair, open and accountable. This could be aided by involving residents in carrying out the consultation.</p>	<ul style="list-style-type: none"> <li>After two consultation sessions A vote was carried out with all tenants being able to vote on how they wanted the kitchen to look. The results were</li> </ul> <table style="margin-left: 20px;"> <tr> <td>Wall up</td> <td>9 people</td> </tr> <tr> <td>Open plan</td> <td>23 people</td> </tr> <tr> <td>Don't mind</td> <td>6 people</td> </tr> <tr> <td>Refused</td> <td>1 person</td> </tr> </table>	Wall up	9 people	Open plan	23 people	Don't mind	6 people	Refused	1 person
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<p>2.</p> <ul style="list-style-type: none"> <li>There are some building faults that GCH seem unwilling to take responsibility for e.g. Broom House: dip in pavement at the rear of Broom House which sometimes floods; faulty lounge lights. As these issues date back to pre-GCH, GCH is claiming not to have responsibility.</li> </ul>	<p>Extensive repairs have recently been undertaken by GCH around Broom House to address these issues, if there are additional repairs required please notify your scheme manager who will report this to the day to day responsive team.</p>								

# REACTION



<ul style="list-style-type: none"> <li>• The issue of electric storage heaters at Broom House was also raised: these are expensive and it is difficult to control the room temperature, especially when the weather is changeable.</li> <li>• <b>Suggestions for improvement:</b> A way forward is needed for pre-GCH building faults. Is it GCH or the Council who is responsible? When will electric storage heaters be replaced with central heating?</li> </ul>	<p>The electric storage heaters in the communal areas have recently been tested and confirmed as in good working condition, these heaters are also programmable and therefore are confirmed as acceptable under decent homes standard. There is no immediate plan to renew these heaters with a gas boiler, however we will monitor this issue.</p>
<p>3.</p> <ul style="list-style-type: none"> <li>• At Badgervale, tables are partially blocking the corridors and access to hand rails. This was raised with the scheme manager who refused to remove them as they were “nice to look at”.</li> <li>• A similar issue was raised by another attendee who reported at their scheme, Sherborne House, a new frieze is obscuring fire safety signs.</li> <li>• Another attendee raised the issue that there is a lack of an adequate fire escape strategy in Broom House and other schemes e.g. lack of muster points, no intercom system to inform residents of false alarms, existing strategy is based on 24 hour warden attendance.</li> <li>• <b>Suggestion for improvement:</b> These health and safety issues must be addressed as a matter of urgency.</li> </ul>	<p>3.</p> <ul style="list-style-type: none"> <li>• Corridors are wide enough to take the tables and have been placed there for over 6 years</li> <li>• Frieze now removed</li> <li>• New fire safety notices to be placed in all sheltered properties after consultation with the SAG group</li> </ul>
<p>4.</p> <ul style="list-style-type: none"> <li>• All attendees were very pleased with the opportunities to take part in social activities and the efforts made by their scheme managers to involve residents.</li> <li>• A comment was made that the facilities at Badgervale were overused for staff</li> </ul>	<p>4.</p> <ul style="list-style-type: none"> <li>• Anybody booking communal rooms for meetings should consult with the scheme and arrange their meetings around any scheme activities, as scheme activities take priority</li> </ul>

# REACTION



<p>meetings. This has a knock-on effect for social activities in communal areas.</p> <p><b>Suggestion for improvement:</b> ensure a balance is achieved in the use of communal facilities by staff.</p>	<ul style="list-style-type: none"> <li>• In future any communal room should not be used for staff meetings more than once a month</li> </ul>
<p>5.</p> <ul style="list-style-type: none"> <li>• The attendees were generally happy with the support received from their managers. However, it was concurred that the support review meetings and the support plan forms could be improved. One attendee felt the meetings were a “tick box exercise” and a “school report” and involved little in the way of planning and achieving goals e.g. support issue, action, responsibility, timescale and review.</li> </ul> <p><b>Suggestion for improvement:</b> Reform the support plan process and forms to help residents achieve goals and to include a review of progress made.</p>	<p>5.</p> <ul style="list-style-type: none"> <li>• A survey of the supported housing service is to be carried out during march, the outcomes should highlight any weaknesses and give us pointers on how to improve the service</li> <li>• The new support plan was consulted with the SAG attendees and follows the Supporting People Guidelines</li> </ul>
<p>6.</p> <ul style="list-style-type: none"> <li>• All attendees felt there is too much in the way of GCH publicity in the entrance halls of the schemes. This makes the schemes appear institutional and un-homely.</li> </ul> <p><b>Suggestion for improvement:</b> more consultation should take place with scheme residents regarding the display of GCH publicity and other aesthetic changes.</p>	<p>6.</p> <ul style="list-style-type: none"> <li>• There are three notice boards are in all schemes to inform all residents of</li> <li>• Gloucester City Homes information</li> <li>• Supporting People requirements</li> <li>• Scheme activity etc information</li> <li>• Consultation will take place before any other changes are made</li> </ul>

If you have any further questions or comments please do not hesitate to contact us:

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# REACTION



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