



FOCUS GROUP – Aids & Adaptations

Held on Tuesday 20th July 2010 at 12pm
In the Boardroom, Southgate House

Item	Action
1 Apologies	
Stephen Udeh – Adaptations Suveyor. Stephen was on annual leave, so Sarah Crawford led the focus group in his absence.	
2 Introduction and health/safety issues	
Terry asked if anyone needs a comfort break to let him know and we will escort anyone there. He explained we had already had a fire drill this morning and there were no further ones planned. Sarah & Terry introduced themselves and explained their roles with GCH. Terry asked everyone to introduce their self and update the rest of the group of what adaptations they have received.	
3 Identifying cost of service	

be done within 3 months / took longer than the service standard to get my work completed	
7 Summary	
<p>Sarah asked the group for feedback on their own experiences:</p> <p>2 attendees raised issues and gave feedback relating to the service they had experienced through Lovell Respond. Sarah will organise for the adaptations surveyor to visit their property to review the work carried out.</p> <p>Several attendees said they were very pleased with the service.</p> <p>Sarah advised the group that customer satisfaction results for the period Apr-Jun has dropped. This is due to the fact only 7 satisfaction cards were returned. The investment manager is currently looking at initiatives to encourage more feedback.</p> <p>GCH are currently in the process of tendering a contract for ramps in order to get the best value for money.</p> <p>Sarah advised that a dedicated Surveyor has now been allocated to Aids and Adaptations contract, Stephen Udeh and all minor and standard repairs are processed through our Repairs Partner, Lovell Respond.</p>	
8 Any other business	
Sarah thanked the group for their attendance and contributions.	