



Older Persons Decoration Scheme Focus Group

Held on Tuesday 23rd February 2010 at 14:00
In the Boardroom, Southgate House

Present: Steve Fowley Repairs Partnering Manager
 Sarah Crawford Repairs Support Co-ordinator
 Lyn Scudamore

10 customers attended representing the areas of Tredworth & Barton, Kingsholm, Westgate, Matson & Tuffley

Item	Action
1 Apologies	
None	
2 Introduction and health/safety issues	
<p>LS introduced SF to the group and confirmed that this focus group is aimed at the Older Persons decoration programme.</p> <p>The 'Issues Log' was highlighted to all attendees and it was requested that any issues non-related to the focus group need to be written on the log – the relevant staff team will then follow up the issue with the customer.</p> <p>Attendees list was sent to the group to complete, Fire alarm / safety and procedure confirmed to all attendees, as were toilet locations</p>	
3 Identifying cost of service	
<p>£43k budget allocated for the OP programme for 2009/10. SF confirmed that it is anticipated that the budget will remain the same for 2010/11. Customer asked if this money was just for the materials, SF confirmed the budget includes costs of material and labour.</p>	

4 Rating the service										
5 Service Improvement/Decline										
Decline					Improvement					
	1	2	3	4	5	6	7	8	9	10
No of Votes	0	0	0	0	0	1	1	6	0	2
←—————→										
6 Reviewing Service Standards 										
<p>Idea's for improvement:</p> <p>Try to do as much as you can – SF discussed budgetary constraints</p>										
7 Summary										
<p>22 customers currently on 2009/10 programme, 9 customers unable to contact, and 10 on the waiting list.</p> <p>SF went through the lists and asked if any members of the group were still awaiting decoration.</p> <p>An attendee spoke on behalf of a resident from Charter Court – SF added to request list An attendee from Tuffley requested to be added to the list</p> <p>An attendee informed she has been waiting for decorations following recent repairs. – SF advised that this should have been followed up via repairs, and will look into.</p> <p>SF advised that decoration following DH works would be picked up</p>										

<p>separately. However SF added to request list.</p> <p>3 attendees from Clapham Court asked to be added to the list, however would like to wait until the Decent Homes work has been completed at Clapham Court</p>	
<p>8 Any other business</p>	
<p>Several customers questioned the eligibility / criteria for the scheme. SF confirmed broad criteria (i.e. Elderly / Vulnerable / Disabled).</p> <p>Customers commented that many of their friends / neighbours were not aware of the EP decoration scheme. It was suggested that GCH promote this scheme in the next Tenant Times.</p> <p>Is the offer for discount paint & wallpaper still applicable to tenants via Leyland's / Johnson's <i>SF advised that the discount would be part of the 'Countdown Cards' scheme.</i></p> <p>Communal Areas – When will these be decorated? <i>SF advised that communal area's are dealt with via the Cyclical Maintenance programmes</i></p> <p>Customers would like clarification on the EP Decoration Scheme, as they have been told many different things over the previous years. <i>SF confirmed that he will promote the issue in the next tenant times, and also liase with the Neighbourhood Services Team to ensure staff and customers are all aware of the process and procedure.</i></p>	