

## REACTION REPORT

Thank you for attending the Older Persons Decorating Scheme focus group. Enclosed are the notes from the meeting you attended on 23<sup>rd</sup> February 2010.

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	Things we already do
Nobody knows about the scheme	Information can be provided by the Neighbourhood Services Team
What is the criteria to apply for the scheme	OAPs and vulnerable customers as described in the GCH Policy & Procedure
What is the discount scheme	Discounts are obtained through the 'Countdown Cards'

Short term objective	Long-term objective	Final Objective
To provide more information to customers via our website and tenant times and at Sheltered Schemes		To ensure all residents are aware of the service