

ReAction Report For Governance Focus Group April 2010

Thank you for attending the above focus group. You should have received the notes from the meeting but if by some chance you did not and would like a copy, please contact our Customer Services Team on 0800 408 2000 or 01452 530626 or you can visit our web site www.gloscityhomes.co.uk.

When you attended the focus group meeting, we asked you to suggest ideas on how Gloucester City Homes could improve their service in regards to **governance**. 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:
Not everyone will understand what is meant by the word Governance – think about using a different word	We will use different wording for future focus groups to encourage attendees; our Tenant Times articles are called 'Board News' rather than 'Governance News'
Encourage wider involvement in Board meetings	We advertise all future Board meeting dates in Tenant Times, website and other media. We have run training for potential Board members and are reviewing with our Board how to encourage greater involvement.
Widen the opportunities for getting involved with the Board.	Earlier this year, the Council agreed changes to our constitution which allows residents co-opted on to Services and Operations Committee to vote on committee decisions; this increases the opportunities for residents to become involved in the Board and gain experience which helps develop potential future Board members. Contract Monitoring Panel members also attend Partnering Board to scrutinise the delivery of our partners.

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

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