

## ReAction Report For OAP Decorations Focus Group 18<sup>th</sup> March 2008

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 OAP Decorations 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. We asked you:

**The group were asked to split into two groups and write down what they would expect an excellent Management Organisation to provide in this service area.**

<b>You Said:</b>	<b>Our Reply:</b>
1. Provide more publicity about the service available	We have reviewed the literature available. We considered a separate leaflet about decorating allowances and works, but thought that this might encourage people who were not eligible to apply. This would cause an administrative workload that might affect the processing of applications from tenants most in need. We shall, however, review the contents of the Tenants Handbook when it is next updated to see if we can make the policy clearer. Our neighbourhood services officers do know the policy and would ensure that any tenant they visit, in need of the service, would be encouraged to apply
2. A good communication process when an application is received	The application process has recently been reviewed and updated. When an application is received, a home visit is made, by our Neighbourhood services team. They discuss options with the tenant and leave the tenant with written details of the works or materials agreed. This is then processed and recent changes to the administration of the scheme means that delays are minimised

# REACTION



3. Limit on length of time between decorating	The annual budget for OAP decorations is only £40,000 a year. To ensure that all elderly tenants have a fair share of this budget, we must ensure that we get best value for money. Best advice is that a 7 year gap between decorations is reasonable.
4. Prioritise work so the people most disabled are done first	Decoration works or materials are allocated following a home visit. An assessment is made as to the need of each tenant, individually and then the appropriate level of support is given. Applications are processed on a first come, first served basis, and now that delays have been reduced, everyone should have a prompt response to their request.
5. All EP properties should be completely redecorated when void	All void properties are re-let at a minimum 'void standard' This means that they a reasonable decorative state throughout, which should need early redecoration
6. The waiting list should be reduced.	Recent changes to the applications and administration processes mean that all cases are now logged and processed. The appropriate works have been ordered from our contractor and the works will be done as soon as possible within the priority for that works order
7. Provide labour and paint	Labour is provided when the circumstances of the tenant indicate that it is required. Tenants who are able to decorate themselves or who have family members able to do so are only issued with materials. Again, this is a way to ensure that as many tenants as possible have access to the limited budget.
8. Employ a team of painter and decorators so tenants could provide the material and GCH would provide the labour to carry out the work.	The cost of this would be expensive. All of the budget and more would be needed to employ a person and maintain a suitable vehicle.
9. Consideration given to OAP`s	This service is only available for elderly tenants
10. The condition of the property should be part of prioritising.	Each application is assessed on its own merit. The circumstances of the tenant are the prioritising reason, rather than the condition of the property
11. Reduce 7 years between receiving for help with decorating	See 3 above

# REACTION



12. Every three years for providing materials	See 3 above
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**The group were asked to select the three most important items from the list above that they thought a three star organisation should be providing.**

<b>You Said:</b>	<b>Our Reply:</b>
1. Employ a team of painter and decorators so tenants could provide the material and GCH would provide the labour to carry out the work.	The cost of this would be expensive. All of the budget and more would be needed to employ a person and maintain a suitable vehicle.
2. Provide more publicity about the service available	We have reviewed the literature available. We considered a separate leaflet about decorating allowances and works, but thought that this might encourage people who were not eligible to apply. This would cause an administrative workload that might affect the processing of applications from tenants most in need. We shall, however, review the contents of the Tenants Handbook when it is next updated to see if we can make the policy clearer. Our neighbourhood services officers do know the policy and would ensure that any tenant they visit, in need of the service, would be encouraged to apply
3. The waiting list should be reduced.	Recent changes to the applications and administration processes mean that all cases are now logged and processed. The appropriate works have been ordered from our contractor and the works will be done as soon as possible within the priority for that works order

# REACTION



**The group were given a sheet with some of GCH current OAP help with decorating service standards and below are the results.**

1. Decorating help is only given if a customer is elderly or disabled and does not have a family member to help?

**11 agreed with this**

**1 disagreed**

**Comments:**

- Nothings happening

2. Decorating materials maybe given every 3 years if a customer can get a person to do the work for them?

**9 agreed with this**

**3 disagreed**

**Comments:**

- Nothings happening
- Some people cannot afford help or have no relations
- Why should one be discriminated because they have no family or friends

3. Decorating may be done every 7 years if a customer does not have anyone who can help with the work

**1 agreed with this**

**11 disagreed**

**Comments:**

- Three years
- Too long a time between
- Period is too long should be 5 years
- Three years
- Time is too long
- Not often enough
- Too long 7 years
- Far too long a wait should be every 4 years
- Nothings happening

4. If GCH receives a request, a home visit will be made within 5 days for an assessment?

**11 agreed with this**

**1 disagreed**

**Comments:**

- Nothings happening

5. Within 1 working day of a home visit a decorating voucher will be issued if only materials are required.

**11 agreed with this**

**1 disagreed**

**Comments:**

- Nothings happening

6. Within 1 working day of a home visit a customer will be informed that their details have been added to the decorating programme.

**10 agreed with this**

**2 disagreed**

**Comments:**

- Nothings happening
- Should be informed of the waiting list time
- Please inform of the length of waiting list

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

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