

ReAction Report For Resident Involvement Focus Group 14th November 2007

Thank you for attending the Resident Involvement focus group on 14th November 2007. We hope you found this session both informative and effective.

The notes from this focus meeting have been sent to you however if you haven't received this please contact our Customer Services Team on 0800 408 2000 who would be happy to forward you a copy or you can visit our web site www.gloscityhomes.co.uk.

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.

We asked you:

What would you like in an ideal Resident Involvement service?

You Said:	Our Reply:
Listen more and act on suggestions	We are always happy to receive ideas on how our services can be improved. There are various ways in which tenants can be involved in developing our services such as focus groups, projects, workshops and customer panels as well as customer forum.
Organise meetings during the day, especially during the winter	Our resident involvement team arranges meetings that are flexible to meet our tenant's needs. We currently arrange meetings to take place during day and evening on weekdays and weekends in order that meetings and events are accessible to all tenants.
Maintain high standards	Gloucester City Homes strives to achieve excellence in the services provided to our tenants. We have an effective performance monitoring structure that ensures we continuously monitor and review our performance. The resident involvement team currently ensures that a number of mystery shops take place each year that ensure that the services we provide meet our standards. Any issues identified as a result are quickly resolved and reflected within changes to our service standards where

REACTION



	necessary.
More ways of encouraging other tenants to get involved	Our resident involvement team constantly reviews best practice and contribute new innovative ways in which to develop resident involvement.
Publish Tenant Times before events happen	Our communications officer currently ensures that all events are advertised effectively to ensure events are successful. Tenant Times is also used to publicise such events but also feedback to all residents on the outcomes of some of the events that have taken place.
Effective in improving the housing service	Thank you. Gloucester City Homes strive to be a first class social housing agency, delivering modern, efficient, high quality customer-focused services so that we can provide an excellent quality of life for our tenants & leaseholders in their homes and their community
Provide transport to and from meetings	The Resident Involvement Team are happy to arrange transport when required to assist residents in attending meetings. Gloucester City Homes will also reimburse the cost for travelling to meetings.
Prevent residents who do get involved from getting hassled by residents who do not.	Any tenant who is being harassed by tenants must ensure that this is reported to the Anti-social behaviour team who can take appropriate action to resolve.
Incentive scheme for tenants who get involved	Gloucester City Homes are currently investigating various Reward Incentive Schemes for tenants who conduct their tenancy in a satisfactory manor and those tenants who are actively involved. Various workshops sessions have taken place this year with tenants; we aim to implement this scheme in September 2008.
Include staff in surveys	The resident involvement officers are currently involved in carrying out various surveys; recent examples include emerging communities and access to services. Other surveys that GCH carry out are delivered in various ways such as a market research survey company and also by staff in Neighbourhood Services, Customer Services and the Anti-Social Behaviour team.

Provide crèche for meetings	Gloucester City Homes will currently reimburse the costs of childcare for residents attending meetings.
Fulfilling promises to train residents	The resident involvement team currently have a schedule of training sessions for tenants in 2007/8 that provides a wide range of training such as IT, food hygiene, money advice etc. If any tenants have any suggestions to expand our current schedule we are happy to hear from you.

What do you think Gloucester City Homes could do to improve this service?

You Said:	Our Reply:
Wider publication of improvements made as a result of suggestions made by residents.	We currently publicise a selection of improvements carried out as a result of tenants ideas or community action days etc.
Improve efficiencies with postage e.g. give letters to sheltered housing scheme managers to distribute	We currently endeavour to ensure that communications are co-ordinated to provide value for money in terms of reducing the number of all tenant mail outs.
Resident Involvement Officers should do more door-to-door work	Thank you for your suggestion. The resident involvement officers now have targets to ensure they carry out at least four visits each day. We will ensure that where possible the resident involvement officers are on site carrying out surveys and being proactive in the promotion of resident involvement.

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

Gloucester City Homes
 Atlantic Suite
 Southgate House
 Southgate Street
 Gloucester
 GL1 1UW

Customer Services Line: 0800 408 2000

Text: 0778 148 2656

Fax: 01452 396599

Minicom: 01452 396161

Email: customer.services@gloscityhomes.co.uk Web site: www.gloscityhomes.co.uk