

Resident Involvement Focus Group Minutes
Held at Oliver Close, Tuffley on 6th October 2008

Customer Attendees

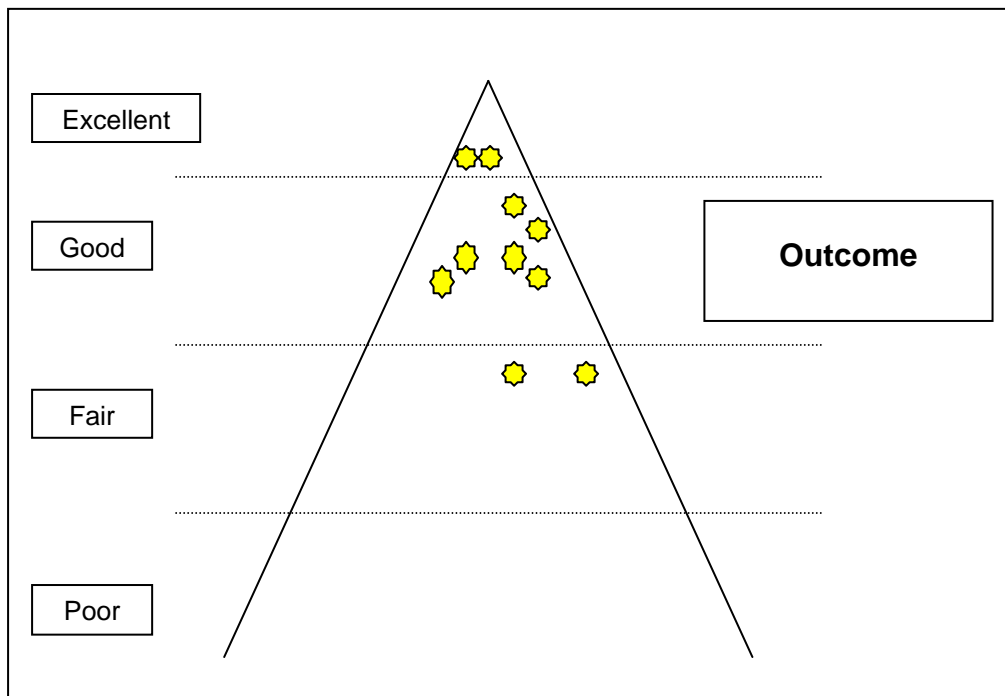
9 people attended. 2 male and 7 female customers in age groups ranging from 30's to 70's. Customers were from various areas of the city including Tuffley, Westgate, Kingsholm and The Lampreys.

Gloucester City Homes Attendees

Name	Company Position	Telephone	Email
Lisa Ritchie	Community Involvement & Customer Access Manager	01452 396058	Lisa.Ritchie@gloscityhomes.co.uk
Lyn Scudamore	Resident Involvement Officer	01452 396081	Lyn.scudamore@gloscityhomes.co.uk

Overall Satisfaction

The group were asked to indicate on a mountain how well they thought GCH were currently performing in regards to Resident Involvement.



It was explained that following every focus group the relevant manager responsible for the specific area of work being discussed produces a Reaction Report indicating the changes made to services following taking into account the suggestions received from tenants.

The format of the report follows the basic headings below :-

- **This is what tenants said at the focus group**
- **This is what we've done**

The group were provided with feedback from last year's Resident Involvement focus group

The top 2 suggestions that came out of that meeting were –

1. Listen more to tenants
2. Act on tenants suggestions

As a direct result of tenants comments GCH now

- Organise more meetings during daytime hours
- Publicise more activities, events and information within the Tenant Times including updates on Action Days, Estate Walkabouts. A survey conducted on what tenants think of Tenant Times produced positive results – majority of tenants thought the content within Tenant Times was very good.
- Resident Involvement Officers now carry out more door to door activities and home visits to tenants have increased.

The group were asked

- **What does Resident Involvement mean to you?**
- **Have you been involved in any way?**
- **Has it been a positive experience?**

Group Responses

- A number of people within the group said they already have some involvement with Gloucester City Homes and have found it worthwhile.
- Some attendees attend regular group meetings and found these useful. They all stated they found the staff to be friendly and helpful.
- Two group members said that resident involvement had helped them improve their skills and confidence levels.
- A member of the group stated it has been a very positive experience resulting in her becoming a GCH Board member..She feels she is doing something really worthwhile.
- With the help of the Resident Involvement team, getting involved has helped me to improve my skills and confidence

Suggestions for Improvement to service

- Include dates of all Resident group meetings in Tenant Times
- Advertise events in Tenant Times 3 months in advance
- Place calendars of events on all sheltered housing scheme notice boards .
- Look at other venues to distribute advertising for events eg libraries, doctors surgeries

The group were advised we will be forming a sub group of tenants to assist in reviewing the format of future Action Days.

Suggestions for activities to be included :

- Mini tidy up days
- Days where different organisations are involved – offering information about their services
- Make the day more of a social event – perhaps incorporate a barbecue

Finally the group were asked “What made you come to this evening’s meeting?”

- It’s an opportunity to have a say in how and what I want to be involved with.
- So I can air my views
- I wanted to say how useful and informative it has been for me attending various groups and meetings
- To let others know I have found things do happen following suggestions from tenants

**Lyn Scudamore
Resident Involvement Officer
Tel: 01452 3960801
Email: lyn.scudamore@gloscityhomes.co.uk**