

ReAction Report For Sheltered Schemes Mystery Shop November 2008

This Mystery Shop was conducted to evaluate customer service provided by a selection of Gloucester City Homes' sheltered schemes. Please refer to the Sheltered Schemes Mystery Shop Evaluation for the full analysis. The table below gives our response to the issues raised where improvement is needed.

Area for improvement	Responsibility	Our response
<ul style="list-style-type: none"> Five of the six residents were not reminded how to use their central heating every autumn and one resident claimed to have never been shown. 		<ul style="list-style-type: none"> CSM's to ensure that all residents asked if they need any help with their central heating system during September every year New support / estate worker post will reset and show residents how to use their system most efficiently
<ul style="list-style-type: none"> None of the mystery shoppers had ever been offered a free check for their personal electrical appliances. 		<ul style="list-style-type: none"> Requested Gloucestershire Home Safety Check Scheme leaflets for each sheltered scheme
<ul style="list-style-type: none"> Five of the six residents had not been provided advice on how to re-use, recycle and reduce their waste. 		<ul style="list-style-type: none"> We now have one of the Community Scheme managers as a recycling champion, to promote greener sheltered schemes Water butts and compost bins to be provided at sheltered schemes

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<ul style="list-style-type: none"> Support plans: two of the mystery shoppers claimed not to have a support plan. One resident who did have a plan did not feel it was supportive enough stating the plan is “very misleading as it does not amount to being a plan, just a manager's report and questionnaire - I don't feel I have much input” 		<ul style="list-style-type: none"> Support plans are carried out under Supporting People guidelines and consultation carried out with SAG group Support plans are optional and residents can refuse if they so wish CSM's to ensure that residents know that their yearly review of circumstances is called a support plan
<ul style="list-style-type: none"> Redecoration enquiry: one scheme manager was not perceived as very helpful by the mystery shopper regarding how to apply for the work to be done. 		<ul style="list-style-type: none"> A supply of leaflets to be available on each sheltered schemes CSM's to promote service available

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