

Anti Social Behaviour Focus Group held on 15th January 2009 at 11.00am at Gloucester City Homes

Customer Attendees

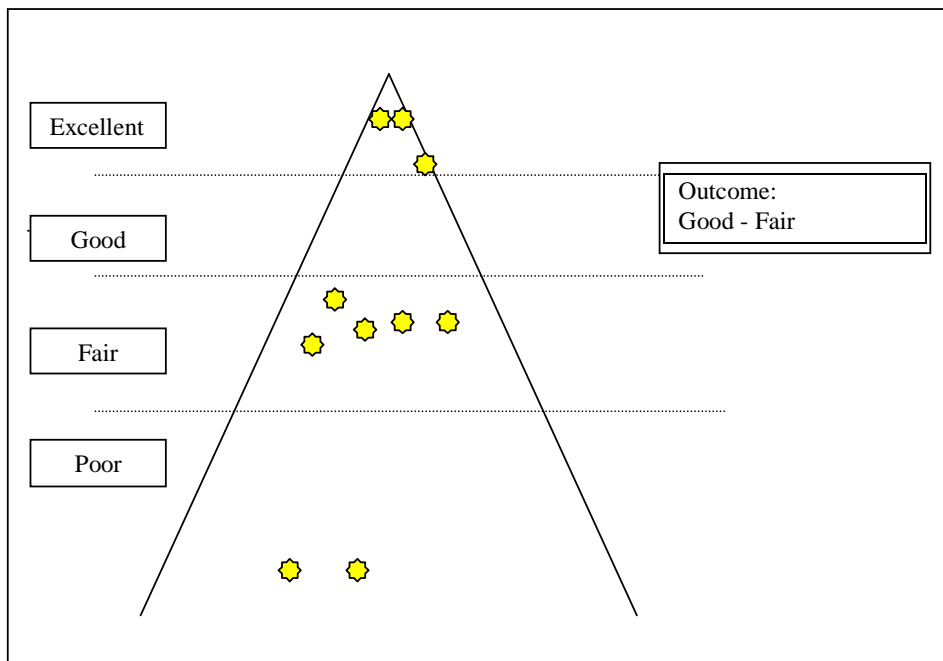
10 customers from Westgate, Matson, Kingsholm and Tredworth areas attended this meeting . There was a mixed age group between 30 – 70 years old. A number of the attendees had experienced ASB issues at some time.

GCH Attendees

Name	Company Position	Telephone	Email
Victoria King-Lowe	ASB Team Leader	396553	Vicky.king-lowe@gloscityhomes.co.uk
Lyn Scudamore	Resident Involvement Officer	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.



The attendees were split into 2 groups and asked to consider the following –

“ If money was no object what would you suggest GCH could do to provide an excellent ASB service? “

Each group was asked to write down their suggestions and elect a group spokesperson to relay their ideas to the whole group.

The suggestions from both groups were relayed to whole group as follows:-

1. Get rid of offenders who assault women i.e. evict them from properties
2. Work with GCH to sort out ASB issues as they do get resolved by working together
3. Zero tolerance
4. Sin Bin system – US style of zero tolerance
5. Be patient - things do improve
6. Community should be responsible and accountable for their own actions
7. Be more objective, question others behaviour. Do not be afraid
8. Tenants who experience bad behaviour should be given emergency numbers to contact on a 24 hour basis
9. Care in the Community is not working!
10. More supervision of ASB tenants and leaseholders
11. Daily contact would be helpful if possible
12. Pre consultation with potential occupants
13. Problem tenants to be evicted

The whole group discussed the suggestions. Each person was then asked to use 3 votes to indicate their own 3 priorities from the list of suggestions.

The results of voting were –

1. Problem tenants to be evicted (8 votes)
2. Community should be responsible and accountable for their own actions (4 votes)
3. Zero tolerance (4 votes)
4. Tenants who experience bad behaviour should be given emergency numbers to contact on a 24hour basis (3 votes)
5. Be patient – things do improve (3 votes)
6. Get rid of offenders who assault women (2 votes)
7. Care in the Community is not working (2 votes)
8. Work with GCH to sort out ASB issues as they do get resolved by working together (1 vote)
9. Sin Bin system – US style of zero tolerance (1 vote)
10. Daily contact would be helpful if possible (1 vote)
11. Work together with GCH to sort out ASB issues as they do get resolved by working together (1 vote)
12. Be more objective. Question others behaviour – do not be afraid (0 votes)
13. More supervision of ASB tenants and leaseholders (0 votes)

A general group discussion followed.

Positive feedback was received from some members of the group who had experienced ASB issues about the service they had received from GCH.

A suggestion was made for GCH to hold meetings similar to this on a regular basis as it was felt it was supportive and confidence boosting.

LS thanked everyone for attending and informed those who expressed an interest in further meetings GCH would contact them to advise of dates.

**Lyn Scudamore
Resident Involvement Officer
15//01/09**