

Aids & Adaptations Focus Group held on 31/10/06 at 5.30pm at Gloucester City Homes

Customer Attendees

Eleven Customers attended the Focus Group.

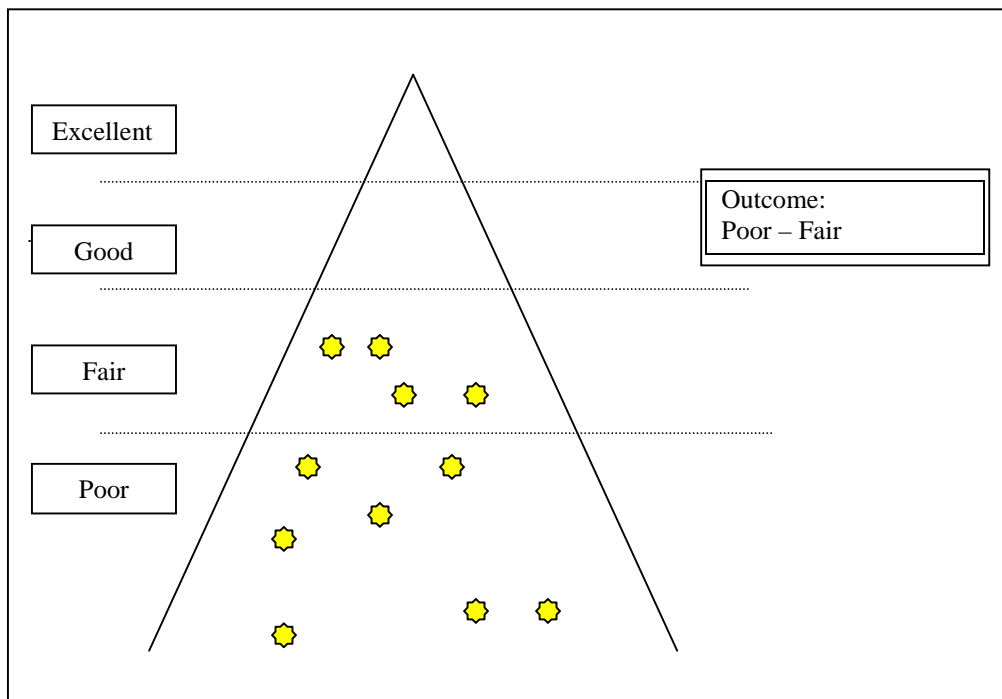
They represented 3 males and 8 females; younger, middle aged and older age groups; white ethnic group; customers for differing time periods from 8 years to 44 years; and from a variety of areas including Matson, Kingsholm, Podsmead, Tredworth, Coney Hill and Westgate.

GCH Attendees

Name	Company Position	Telephone	Email
Terry Elcock	Resident Involvement	01452 396071	terry.elcock@gloscityhomes.co.uk
Ian Harries	Consultant	07900583921	ian.harries@gloscityhomes.co.uk
Norman Murray	Interim Programme Manager	01452 396056	Norman.murray@gloscityhomes.co.uk

Overall satisfaction

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



The group were asked to name things we do well.

- When I phoned Social Services the person was pleasant
- I recently had a visit from a member of GCH about a medical adaptation and he was honest in stating, "he would see what he could do " but couldn't promise anything.
- When I had an adaptation done in my home, the quality of workmanship was good and the contractor was polite.

The group were asked to name things we do not do so well.

- It takes too long for an adaptation to be done.
- There is too much bureaucracy between the agencies.
- I don't like having to get my doctor involved to help get things done quicker.
- Adaptations should be standard in older peoples homes.
- When I had my property surveyed for an adaptation four people turned up, do we need so many people to carry out a survey?
- You don't make use of previous surveys that have taken place on my home.
- There is too much publicity material being sent out and it needs to be kept simple.
- Former County Council homes now managed by GCH are in a poor condition and they never seem to have a lot of work done to them.
- The electric fuse boxes in Parry and Bathurst Roads are inaccessible.
- Gas an electric card meters need to be explained to people when they move in - e.g. where the cards can be purchased.
- Heating & technical systems are not explained to people properly when they move in and older people should receive more advice and assistance to make sure that they understand how to use them.

GCH should leave light bulbs in empty properties when the previous tenant

**Minutes by Terry Elcock
Resident Involvement Officer
Gloucester City Homes
31/10/06**