

**Estate Service Worker Focus Group  
Held on 16/08/2007 at 6.00pm  
Southgate House**

**Customer Attendees**

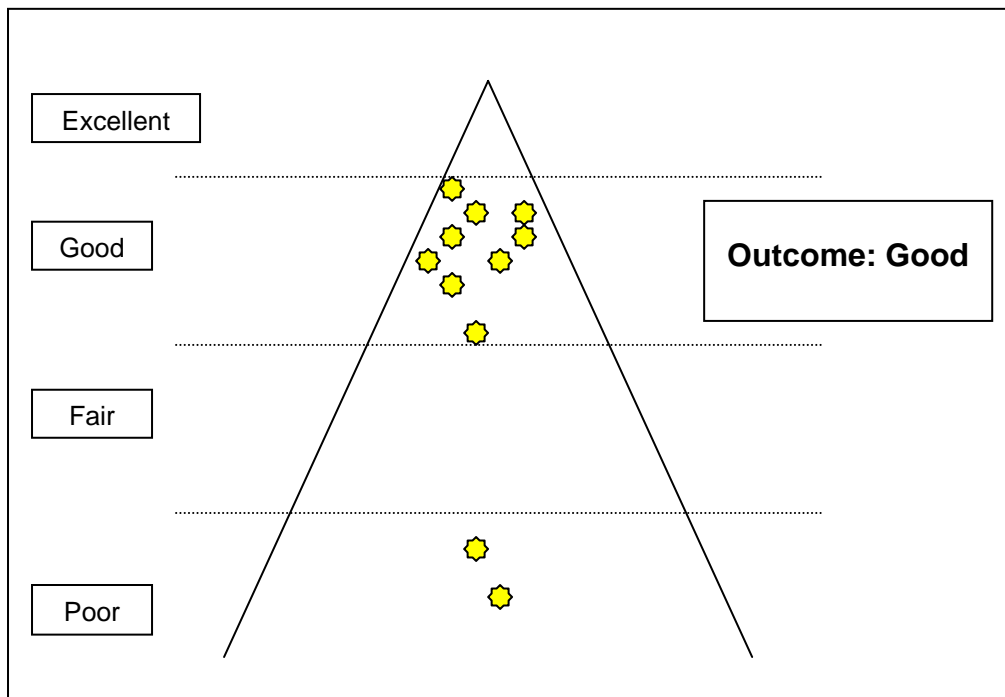
There were 11 attendees: 3 males and 8 females; middle age and older age groups; white and black ethnic groups; tenancies ranging from 2 months to 25 years; and from a variety of areas including Kingsholm, Tuffley, Westgate, Matson, Abbeydale and Saintbridge.

**Gloucester City Homes Attendees**

Name	Company Position	Telephone	Email
Pat Andrade	Housing services manager	01452 396556	pat.andrade@gloscityhomes.co.uk
Sharon Goode	Estate Services Team Leader	01452 396059	sharon.goode@gloscityhomes.co.uk
Lisa Ritchie	Community Involvement and Customer Access Manager	01452 396058	lisa.ritchie@gloscityhomes.co.uk
Philip Amos	Resident Involvement	01452 396080	philip.amos@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 Estate Services.



## **Service standards**

The group were asked if they agree or disagree with the current Estate Service standards. Answers included:

- Standard: removal of items considered to be health and safety risk within 24 hours of report. **Agreed.**
- Standard: removal of ice, snow etc from sheltered housing scheme pathways within 24 hours of report. **Agreed although this should include all areas where there is a health and safety risk.**
- Standard: clearance of alleyways e.g. overhanging branches within 28 days of request. **Agreed.**
- Standard: chain link fencing erected within 28 days of request. **Agreed.**
- Standard: assistance in operating central heating provided to new tenants within 5 days of request. **Disagreed: should be 24-48 hours.**
- Standard: removal of offensive graffiti within 24 hours of report; non-offensive within 5 days. **Agreed.**
- Standard: completion of minor repairs for elderly or vulnerable tenants within 28 days. **Agreed although clarification needed on what repairs are included and what constitutes “vulnerable tenants”.**
- Standard: garden works on empty homes completed within 28 days after letting. **Agreed.**
- The group agreed a priority list for 24 hour response standards: 1. Central heating assistance; 2. Removal of items with health and safety risk; 3. Clearance of ice/snow etc from sheltered housing schemes.

## **What do we do well?**

The group were asked to name things we do well. Answers included:

- Well publicised service.
- Polite and helpful workers.
- Good standards at Kingsholm.
- Action days are well organised and a lot is achieved.
- Workers were excellent during the flood crisis e.g. distributing water and “going the extra mile”.
- Issues are responded to promptly.
- Overall an improvement from last year.

## **What do we not do so well?**

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

- Underground car park at Westgate is dirty.
- Some bin areas are messy e.g. Fountain Square.

**What can we do to improve?**

The group were asked for ideas in regard to improving the Estate Services. Answers included:

- More workers: have a designated team for every estate and improve holiday cover.
- Use the Estate Service Worker team to carry out ground maintenance instead of Accord.
- Recruit multi-skilled workers.
- Enable residents to have more involvement over allocation of workers to tasks.
- Provide an “odd-job” service to all residents.

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**20/08/2007**