

ReAction Report For Value for Money Focus Group 15/05/08

At this focus group meeting, we asked our customers to suggest ideas on how we can improve our service in regards to Value for Money – especially in terms of waste management. Our response to the issues raised and the action we plan to take is as follows.

You Said:	Our Reply:
1. Encourage customer use of Council services and discourage fly-tipping	
<ul style="list-style-type: none"> Increase publicity of council services: leaflets through doors; strong-worded letters. 	<p>We are currently working in partnership with Street care and Enterprise to raise awareness of the current facilities available e.g. Free bulky item collect.</p> <p>GCH Neighbourhood Services are writing all residents in problem areas</p>
<ul style="list-style-type: none"> Recharge tenants who dump rubbish. 	<p>GCH are currently recharging residents for rubbish clearance by the Estate Service Team, and are working with GCC enforcement officers to identify and take legal action against those responsible.</p>
<ul style="list-style-type: none"> Make an example of people who dump rubbish e.g. recharge them and make it public. 	<p>As above</p>
<ul style="list-style-type: none"> Education: educate children in schools e.g. art competitions; educational film about the hazards/unsightliness of dumped rubbish; pictures for GCH calendar; staff and tenants visiting school assemblies; drama production - invite parents and children along. 	<p>Thank you for your suggestion. Gloucester City Homes is taking part in the National Big Tidy-up event in September 2008. We intend to invite children from local schools to participate</p>
<ul style="list-style-type: none"> Questionnaire for children to ask their parents how they dispose of their rubbish and give prizes for returned forms. 	<p>We are working in partnership with Gloucester City Council's streetcare team and will ensure that this suggestion is forward to the relevant team.</p>
<ul style="list-style-type: none"> Improve joint working between Gloucester City Homes and the Council. 	<p>GCH to maintain regular monthly meetings with GCC and Enterprise.</p>
2. Promote waste recycling	
<ul style="list-style-type: none"> Make use of charities who collect reusable items e.g. Furniture recycling project, Emmaus, YMCA, clothes recycling charities. 	<p>GCH currently have a programme for reusing suitable items of furniture in our homeless properties.</p> <p>We intend to promote these charities in our Tenant Times and staff newsletter.</p>
<ul style="list-style-type: none"> Encourage use of charity shops. 	<p>Investigate placing an article in our Tenants Times and staff newsletter.</p>

REACTION



<ul style="list-style-type: none"> Household recycling centre: provide people with details e.g. map. 	Resident Involvement to promote these details along with “Big Tidy” campaign
<ul style="list-style-type: none"> Ensure properties have green and brown recycling bins. 	GCH have communicated this to GCC who are investigating.
<ul style="list-style-type: none"> Provide larger recycling bins where appropriate. 	As above
<ul style="list-style-type: none"> Access external funding to help increase recycling. 	This is currently part of the Gloucester Environment Project.
3. Other suggestions	
<ul style="list-style-type: none"> Provide a skip at regular intervals – a “rubbish amnesty”. This has worked well in Tredworth in the past. Explore sponsorship from other organisations e.g. advertise on the skips. This could be tried in a pilot area. 	This is currently part of the Gloucester Environment Project. In addition this is being investigated as part of the “Big Tidy” campaign in September. Discussions have taken place with Enterprise and Streetcare for consideration as a future programme.
<ul style="list-style-type: none"> Provide help for vulnerable people such as the elderly and disabled to dispose of rubbish. 	This is a service that is currently available through Estate Service Team, Scheme Managers and Streetcare.
Introducing a gardening service should help people dispose of garden waste.	A garden service provided by R.E. Daniels offering 3 Grades of service was launched in June 2008. This provided is an independent and they collect the reduced fees charged direct. GCH residents who qualify will continue to receive the free “one off” garden tidy by the Estate Services Team.

If you have any further questions or comments please do not hesitate to contact us:

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