

Value for Money Focus Group Minutes



Held at Parry Hall on 15 May 2008

Customer Attendees

There were 5 attendees: 3 males and 2 females; older age groups; white ethnic group; tenancies ranging from 8 months to 23 years; and from areas including Kingsholm, Podsmead, Tredworth and Saintbridge.

Gloucester City Homes Attendees

Name	Company Position	Telephone	Email
Carole May	Value for Money and Procurement Manager	01452 396519	carole.may@gloscityhomes.co.uk
Philip Amos	Resident Involvement Officer	01452 396080	philip.amos@gloscityhomes.co.uk

Background

Carole explained to the group what “value for money” means, and drew attention to the waste management budget. Last year this budget was over-spent largely because Gloucester City Homes was disposing of waste that Gloucester City Council could be collecting e.g. bulky items.

Suggestions for improvement

1. Encourage customer use of Council services

The group were asked for ideas on how Gloucester City Homes customers can be encouraged to make better use of Council services such as bulky items collection and discouraged from fly-tipping. Suggestions include:

- Increase publicity of council services: leaflets through doors; strong-worded letters.
- Recharge tenants who dump rubbish.
- Make an example of people who dump rubbish e.g. recharge them and make it public.
- 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.
- Questionnaire for children to ask their parents how they dispose of their rubbish and give prizes for returned forms.
- Improve joint working between Gloucester City Homes and the Council.

2. Waste recycling

The group were then asked for suggestions on alternative ways waste can be disposed to save money. These include:

- Make use of charities who collect reusable items e.g. Furniture recycling project, Emmaus, YMCA, clothes recycling charities.
- Charity shops
- Household recycling centre: provide people with details e.g. map.
- Ensure properties have green and brown recycling bins.
- Provide larger recycling bins where appropriate.
- Access external funding to help increase recycling.

3. Other suggestions

Other ideas to improve efficiency with waste disposal included:

- 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.
- Provide help for vulnerable people such as the elderly and disabled to dispose of rubbish.
- Introducing a gardening service should help people dispose of garden waste.

Philip Amos

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