



Focus Groups

Value for Money: 😊 😊 😊

Level of Impact: ✅ ✅

What are they?	What has happened? (Outputs)	So what? (Outcomes and impact)	Value for money (Resources and costs)
<p>A small random sample of residents who give focused, qualitative feedback to Trident.</p> <p>Purpose and Aims</p> <ul style="list-style-type: none"> To seek a broad range of views and to achieve an active form of involvement or consultation on specific issues. 	<p>We arranged a number of Focus groups to seek views on the following areas:</p> <ul style="list-style-type: none"> Service Standards. The Best Value review on Voids and Allocations. The Void Standard. Tenants Handbook and Service Leaflets. Trident's Short Notice Inspection and Action Plan. 	<p>Improved Services</p> <p>The following changes were implemented:</p> <p>Service Standards</p> <ul style="list-style-type: none"> Improvements in customer service by ensuring residents are efficiently transferred to the appropriate staff member when contacting Trident. Promoting the procedure and response times relating to complaints. Feedback highlighted a need for resident involvement in the monitoring of service standards. A programme of mystery shopping and telephone surveys will be developed in 2009/2010. <p>Tenants Handbook and Leaflets</p> <ul style="list-style-type: none"> The Tenants Handbook has been revised, updated and reduced in size. The handbook is available to view on Trident's website. 	<p>Budget: £700</p> <p>Input:</p> <p>Staff Commitment: (includes preparation, writing reports and facilitating).</p> <p>Staff involved included representatives from Neighbourhoods and Services, Asset Management and Organisational Development.</p> <p>Residents' Time: 4 half day Focus Groups with 8 residents per session.</p>

Focus Groups cont...

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		<ul style="list-style-type: none"> Residents' input resulted in changes to the service leaflets (content, colors, images and font sizes) and the development of an 'Approved by Customers' logo. <p>Void Standard</p> <ul style="list-style-type: none"> The Void standard was updated and suggestions were received to involve residents in conducting void inspections. This will commence in 2009/2010. <p>Short Notice Inspection (SNI) Action Plan</p> <ul style="list-style-type: none"> Residents were able to share their views on the services they receive from Trident with the Audit Commission. The Trident Short Notice Inspection Action Plan was reviewed and commented on by residents. 	