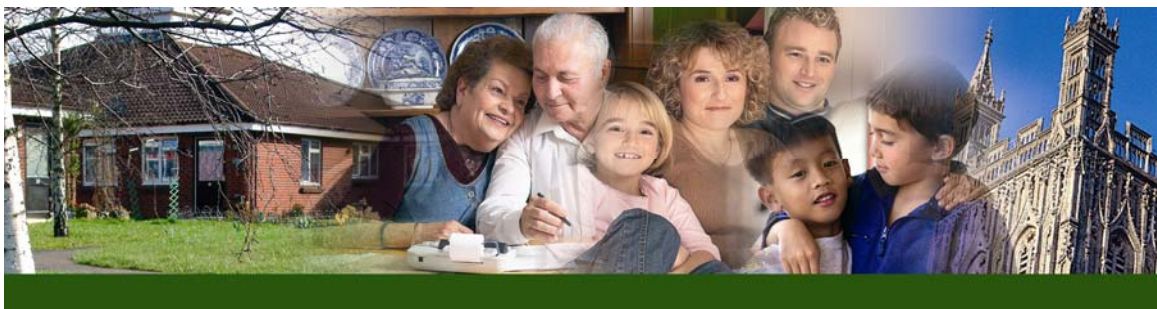


# Gloucester City Homes Consultancy






## Who's who at Gloucester City Homes

### **Tim Dare Chair, Board of Directors**

Tim brings experience of corporate management, business start ups, team building and development to the Board. He is Managing Director of a Cheltenham based firm specialising in management and board level recruitment. Tim's interest in community development drives his enthusiasm to be a Board member of Gloucester City Homes.

### **Ashley Green, Chief Executive**

Ashley has turned around a zero star housing department to a dynamic 2 star ALMO in just 18 months. He presents to the National Federation of ALMOs on Best Practice and achieving positive outcomes for tenants. Ashley has 20 years experience at senior executive level, and has been Chief Executive since 2005.




'GCH benefits from a clear and realistic vision that reflects local and national priorities and effective leadership from Board and senior managers.'

**Audit Commission Report June 2007**



### **Valerie Hayllor, Director of Services and Business Development**

Valerie is a housing professional who has worked with a wide a range of housing organisations, mainly in the South-East and West Midlands. She has 12 years Senior Executive Level experience within Housing Associations and is a Fellow of the Chartered Institute of Housing.



'Access arrangements have been transformed since GCH was established.'

**Audit Commission Report June 2007**





**John Mann, Head of Asset Management and Investment Services**

John has established an outsourced response repairs service for Gloucester City Homes and having established the GCH improvement partnership, is currently driving the delivery of a 40 million investment programme to ensure achievement of the Decent Homes Standard for our tenants.

**Anita Pope, Executive Manager of Diversity & Organisational Development**

Anita is responsible for driving the equalities agenda within Gloucester City Homes, ensuring that the company is a driving force in respect of equalities and diversities policies and practices. She has developed and implemented our Equalities Scheme.



‘Equality and diversity has a clear, corporate lead and awareness of diversity issues is high.’

**Audit Commission Report June 2007**



**Robert Wharton, Director of Resources and Company Secretary**

Rob ensures that Gloucester City Homes delivers efficient, value for money services through innovation, continuous development and challenging delivery.

**Jenny Wyatt, Head of Communications and Media**



‘Significant efficiencies have been delivered through services reviews and market testing.’

**Audit Commission Report June 2007**



'Performance in completing repairs, re letting empty homes and carrying out gas safety checks is good.'

**Audit Commission Report June 2007**

Jenny has developed and implemented Gloucester City Homes Communication Strategy, resulting in increased levels of customer satisfaction with the way they are kept informed about the organisation and its services.

'Communication is strong.'

**Audit Commission Report June 2007**




'the first organisation to go through the assessment process with CSE Assessment Services who are fully compliant'

**Customer Service Excellence Assessment Services March**




## About Gloucester City Homes

Gloucester City Homes is a dynamic company, established in December 2005 to manage 4,500 tenanted and leasehold properties on behalf of Gloucester City Council



GCH is a 2 star Arms Length Management Organisation; is wholly owned by the City Council and is non-profit making.

The company is managed by an unpaid Board of Directors consisting of five tenants, five councillors and five independent members who bring a wide range of skills and experience to the organisation.




The Board of Directors is supported by our Executive Management Team, who are paid professionals that help develop and implement our policies, manage our staff and ensure that we deliver the services we promise.

Our mission is:



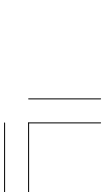

**‘to provide a better quality of life to every tenant and leaseholder of Gloucester City Homes by delivering exceptional services and providing decent homes in successful communities.’**

We have succeeded in achieving the **Customer Service Excellence Award, Investors in People Award, Equalities Framework Achieving Level**, along with **ISO 9001 accreditation** and a **Gold Award** for our Supporting People Service since our launch.



In 2007 we were delighted to be awarded 2 stars with promising prospects for improvement by the Audit Commission in their inspection of our services, having increased our rating from zero stars in just **18 months**.

Our success results from our implementation of an intensive improvement programme covering all aspects of the services we provide.



## Our Service Improvement and Business Development Team

Our Service Improvement and Business Development team has excellent project management skills, and a proven track record in delivering outcomes for tenants and turning organisations around.

The team is proud to have succeeded in transforming the service provided to GCH customers from no stars with poor prospects for improvement, to 2 stars with promising prospects for improvement in just 18 months.



### Involving our customers

'GCH has made improvements that are delivering direct and highly visible benefits to residents and there is a positive track record of responding to previous inspections and external challenge.'

**Audit Commission Report June 2007**

Customer involvement is at the heart of our work to continually improve our services, with customers driving all aspects of the service improvement programme, via the Customer Forum, focus groups on a range of issues, attendance at project groups on all aspects of the programme and a wide range of other opportunities to get involved in shaping services for the future.



This wide range of involvement opportunities provides customers with the options that enable them to get involved in the way that suits them best. We also use a diverse range of mechanisms to obtain customer feedback, using the results of independent customer surveys, comments, compliments and complaints to continually improve our service delivery.

We are committed to continually developing new and innovative ways to engage with tenants and groups who traditionally we have

'Residents engage in service development and delivery in a broad range of ways.'

### **Audit Commission Report June 2007**

been less successful in involving.

Gloucester City Homes Resident Involvement Team, consists of 3 Resident Involvement Officers and is headed by our Head of Customer Services & Community Investment..

Staff in all parts of the organisation are also actively engaged in ensuring tenants are involved in both service and delivery and decision-making.

#### **What we can offer**

As a 2 star housing organisation, GCH is able to provide a range of

advice, support and services to other housing providers, on a consultancy basis.

The areas we offer our consultancy services are:

- Strategy
- Policy
- Project management
- Service delivery
- Performance management
- Peer review

We are also seeking to develop partnerships to manage properties on behalf of other organisations and identify opportunities to develop new social housing options.

We can offer the expertise of our Service Improvement and Business Development Team and key personnel from other areas of the organisation, to support you in building on your existing strengths and develop your services to meet the expectations of your customers.

We would be happy to discuss your requirements with you and invite you to contact us for further information on our consultancy services.






## Strategy and policy

Our vision is "to be a first class social housing agency, delivering modern, efficient, high quality customer-focused services so that we can provide an excellent quality of life for our tenants and leaseholders in their homes and their community."

Our Business Plan has been developed to ensure that the company progresses towards meeting our vision and sets out our strategic short-term and long-term objectives to achieve this.



'GCH's strategies provide clear direction for the future and illustrate their ambition.'

**Audit Commission Report June 2007**



## Project Management

GCH has implemented an intensive and comprehensive service improvement programme using the Prince 2 methodology to manage the process.

Projects involve staff from all levels within the organisation and are regularly monitored and reviewed to ensure objectives are achieved and outcomes are delivered.



'...the organisation is committed to continuous improvement.'

**Audit Commission Report June 2007**



## Service delivery

At GCH, our aim is to provide a better quality of life to every tenant and leaseholder of Gloucester City Homes by delivering exceptional services and providing decent homes in successful communities.'

As a two star housing organisation, we have a proven record of providing high quality housing services to our customers.

We do this by delivering services directly to our customers in their homes and communities, ensuring that our services are tailored to meet the diverse needs of all our customers.



We seek to develop strong communities through our partnerships with other agencies.

As an extension of this role, we aim to start delivering some key housing and asset management services on behalf of other local housing providers under short, medium or long term arrangements.

'There is a customer-focused approach to service delivery with services tailored to meet customers' needs.....access arrangements have been transformed since GCH was established.'

**Audit Commission Report June 2007**




## Performance Management

GCH has developed and implemented a robust performance management framework to ensure that the company meets its targets and achieves continuous improvement.

The performance management framework provides all staff with a clear focus to attain and achieve top quartile performance.

Our customers are involved in performance management with regular reports on overall performance presented to Customer Forum and information on local performance reported to resident groups.



**‘There is a strong approach to performance management and high-quality future plans.’**

### **Audit Commission Report June 2007**





#### **Peer review**

GCH was inspected by the Audit Commission in March 2007 and was awarded 2 stars with promising prospects for improvement.

We can now carry out pre – inspection preparation and peer review services to other housing organisations. Our approach is to share and demonstrate best practice and integrate continuous improvements into an organisation.

A team of our expert staff will visit and use a range of measures to assess your organisation. These will include progress against KLOEs and former inspection reports, staff interviews and tenant focus groups. We will provide an assessment of your organisation and identify an improvement plan.

We will share our experiences as practitioners and providers of direct housing services and investment in communities.



## How to contact us

Contact us by phone, text, email, online, in person or in writing using the following contact information:

Customer Services Team  
Gloucester City Homes  
Atlantic Suite  
Southgate House  
Southgate Street  
Gloucester  
GL1 1UW

Customer Services Line: 0800 408 2000

Fax: 01452 396599

Text: 0778 148 2656

Minicom: 01452 396161

Email: [customer.services@gloscityhomes.co.uk](mailto:customer.services@gloscityhomes.co.uk)

[www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)

You can also contact us using our online reporting forms.

Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this leaflet explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000

### Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

### Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

### Gujerati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

### Polish

Aby uzyskać ten dokument w innym języku lub formie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

### Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔