

Assessment Report

Gloucester City Homes



Report Author

John Holland

Visit Start Date

22/03/2010



Introduction

This report has been compiled by John Holland and relates to the assessment activity detailed below:

Visit ref/Type/Date/Duration	Certificate/Standard	Site address
7333340 Continuing Assessment (Surveillance) 22/03/2010 1 day(s) No. Employees: 106	FS 511240 ISO 9001:2008	Gloucester City Homes Atlantic Suite Southgate House Southgate Street Gloucester GL1 1UW United Kingdom

The following sites/projects were also incorporated into the assessment:

including a visit to Sherborne House sheltered accommodation

The objective of this continuing assessment was to monitor that the quality management system was being effectively implemented in line with the requirements of ISO 9001:2008. Areas audited were identified from the 3 year plan.

Management Summary

The areas assessed during the course of the visit were found to be effective, subject to the observations in the text of this report.

There were no outstanding nonconformities to review from previous assessments.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Areas Assessed & Findings

Management Systems

Top level management and control information is being used for the strategic decision making as part of the management review process, and Board Level overview. The internal audit regime has been structured around the operational processes, and additional auditors trained, Example reports were seen, these demonstrated that the new auditors are seeking a good sample of objective evidence, and verifying operations in detail. Conclusions being drawn are reasonable and practical, with the aim of process improvement. Corrective actions are being extracted for monitoring centrally, and to ensure that effective actions are being taken promptly.

The organisation was pleased to be able to report on several areas of performance success, including achieving 80% of properties now classed as being to the Decent Homes standard. A new maintenance partner is in the process of starting up, but the home improvement partner is performing well. The Housing Revenue account was stated as having been balanced. A significant achievement was recently being awarded the IIP Gold Award.

Warden Management - Sheltered Housing

A visit was undertaken to Sherborne House, to interview 3 of the Community Scheme Managers (Wardens) and to witness the records associated with operating the service.

The aim is to provide an unobtrusive service for monitoring the safety and security for vulnerable, typically elderly, residents.

From the conversations it was clear that the people involved enjoyed their work. Although the majority of the skills required are interpersonal, they each appreciated the discipline of the simple systems that had been implemented consistently in each Sheltered Scheme. These enable relief Wardens to immediately locate files, keys, information etc within any Scheme. However, the principle of partner Wardens in normally adopted to ensure cover is maintained by familiar people.

Example records were selected to demonstrate the resident's file contents. These were as listed in the Procedures. The daily contact register incorporated the notes with the preferred contact day/ method, and the evidence of when contact had been made. There was a lot of emphasis placed on the respect for privacy in this regard, an a witness contact phone call demonstrated the friendly nature of this communication.

An important aspect of the service was to facilitate, and where appropriate to organise social activities for the benefit of the residents. A programme of daily activities was offered, with periodic special events. These were very much enjoyed by the residents and the staff alike.

Planned Maintenance and Supplier Monitoring

The main focus falls within the Better Homes initiative, with budget monitoring essential for the £9M annual spend. The primary focus is on kitchens, bathrooms, electrics and heating. Most of the upgrades are on individual properties, following survey and specification. General output specifications have been developed with the primary contractor, Lovell. The exceptions were for the two CHP Combined Heat and Power systems, including the one at Westgate.

Preliminary project design was by Jones King Partnership, with a detailed specification developed later. As Lovell already had the Strategic Provider Framework contract this project was deemed to form a part of it. Project pre-start meeting with the residents and other interested parties was 26/2/2009, and the contractor start-up meeting was 15/5/2009. Progress monitoring was approximately weekly, with detail challenges monitored as progress continued.

Supplier monitoring was conducted in a number of ways including by tenant satisfaction responses to phone calls. Performance against programme target was closely monitored, and the planned 10% physical inspection system utilised. This was not monitored in a specific record, but the relevant Manager gave assurances that the achievement rate was significantly higher and therefore was not an issue.

The overall supplier performance reporting was at the Partnering Board meeting, and progress reports were presented for each one, including Mitie, Lovell, Connaught and Enterprise. There was a delay to the gas servicing in January, as a lot of Technicians were diverted to repair duties during the protracted cold weather. Otherwise the reports were positive.

Assessment Participants

On behalf of the organisation:

Name	Position
Lynne Phillips	Performance and QA Manager
Ashley Green	Chief Executive
Anita Pope	Executive Manager
Rob Wharton	Director of Resources
Paul Masters	Policy & Development Manager
Nicki Summerell	Housing Officer
Deborah Donovan	Project Analyst
Deb Preece	Housing Officer
Di Wilks	Supported Housing Manager
Mike Vizor	Community Scheme Manager & Team Leader
Gwynne Brown	Community Scheme Manager
Sally Elway	Community Scheme Manager
John Mann	Head of Asset Management
Michael Hill	Investment Manager

The assessment was conducted on behalf of BSI by:

Name	Position
John Holland	Team leader

Continuing Assessment

The programme of continuing assessment is detailed below.

Site Address	Certificate Reference/Visit Cycle	
Gloucester City Homes Atlantic Suite Southgate House Southgate Street Gloucester GL1 1UW United Kingdom	FS 511240	
	Visit interval:	6 months
	Visit duration:	7 hours
	Next re-certification:	01/09/2009

Re-certification by Strategic Review will be conducted on completion of the cycle, or sooner as required. The review will focus on the strengths and weaknesses of your Management System.

Certification Assessment Plan

Business area/Location	Date (mm/yy):	Visit 1	Visit 2	Visit 3	Visit 4	Visit 5	Visit 6
		03/10	09/10	03/11	09/11	03/12	09/12
	Duration (days):	1	1	1	1	1	1
Top Management: stakeholder focus, policy, business plan, QMS review, Objectives & targets, resource planning, budget setting, risk management.				✓			✓
QMS: internal audit, corrective action, monitoring of processes, management review		✓		✓		✓	
Customer feedback, surveys, complaint management			✓		✓		✓
Human resources, working environment, equipment, IT and data security					✓		
Planned repairs		✓		✓		✓	
Responsive repairs			✓		✓		
Property transfers and void management				✓			
Management of suppliers and partners		✓			✓		
Rent Accounts and arrears			✓			✓	
Right to buy, leaseholder management			✓			✓	
Wardens management (Supported Housing)		✓					
Estate Service Worker management			✓				
Strategic Review of 3 years performance							✓

Next Visit Plan

Visit objectives:

Continuing assessment visit for ISO 9001:2008

Visit scope:

As below

Date	Assessor	Time	Area/Process	Clause
16/09/2010	John Holland	0900	Opening Meeting 16 September	
		0930	Customer feedback, surveys, complaint management	
		1030	Estate Service Worker management	
		1130	Right to buy, leaseholder management	
		1230	lunch	
		1315	Rent Accounts and arrears	
		1400	Responsive repairs	
		1500	Write up	
		1630	Closing meeting	

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Notes

The assessment was based on sampling and therefore nonconformities may exist which have not been identified.

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