



The Government Standard

Assessment Report
Customer Service Excellence

Gloucester City Homes

Assessment Summary

Overview

Overall Self-assessment	Satisfactory
Overall outcome	Successful

Gloucester City Homes was created in 2005 to manage social housing on behalf of Gloucester City Council. From the evidence presented for this application and from observations and discussions held during the visit it is clear that from the very beginning customers have been at the heart of everything that the service aims to achieve. Performance has significantly improved since then and the style of management is closely allied to the principles of the Customer Service Excellence Standard. No areas of partial compliance have been identified and ten elements have been commended as 'Compliance Plus' - an exceptional result.

Rolling Programme 1 - 2010 (RP1/10)

The service continues to improve, this year's visit coinciding with the handover of repair services to a new contractor. The involvement of users in the procurement and selection processes involved has been impressive. GCH has fully embraced CSE and taken it to new levels. Your culture, image, service delivery and systems all revolve around customer service and define your role in the community of Gloucester. Your application is again fully compliant with the CSE standard and a total of sixteen areas of 'Compliance Plus' have been identified - a superb achievement.

Rolling Programme 2 - 2011 (RP2/11)

The service has again demonstrated significant improvements and has improved service delivery against a background of reduced resources. This has been recognised by the Audit Commission who have awarded a 3 star 'excellent' rating following the most recent inspection. In addition they stated that the service had 'excellent prospects for improvement'. There have also been other accolades over the year with particular emphasis on communications and publications. GCH continues to fully embrace CSE and provides a model for using the Standard to drive service improvements. The application was fully compliant with the CSE standard. In addition to the previously identified sixteen areas of 'Compliance Plus' all of which continue, a further eight elements have been identified as being worthy of Compliance Plus designation – an unprecedented achievement.

1: Customer Insight

Criterion 1 self-assessment	Strong
Criterion 1 outcome	Successful

You have made identifying and understanding your users an integral part of managing services. This ensures that service provision and development plans closely reflect the needs and aspirations of your tenants and leaseholders. One tenant commented 'they treat me like a customer not a number'.

RP1/10 This year has seen the introduction of the Youth Engagement Plan and a more structured approach to tenant involvement.

RP2/11 You have continued to develop customer insight with particular emphasis on anti-social behaviour and have refined your profiling of BME, young, disabled and elderly groups.

2: The Culture of the Organisation

Criterion 2 self-assessment	Strong
Criterion 2 outcome	Successful

You were able to demonstrate that customer focus is built into the culture of the service. Staff take genuine pride in their work and can be seen to take a team approach to providing a high quality service. They are encouraged in this by the Customer Service Champions one of whom summed it up when she told the assessor " I really enjoy working here".

RP1/10 The 'We're listening roadshow' is taking consultation and engagement out to local communities.

Communication between staff at all levels is excellent.

RP2/11 The roadshow turned out to be the largest feedback exercise yet and proved to be a great success. Staff continue to be highly motivated and are clearly proud to be working for GCH.

3: Information and Access

Criterion 3 self-assessment	Strong
Criterion 3 outcome	Successful

Information provision is good, with comprehensive handbooks for tenants and leaseholders. A post-letting visit for all tenants ensures that information is understood. Your website provides clear information about services, standards and contact details, with commendable detail on how the service is managed for those who want it. Most people contact the service by phone and the customer contact centre enjoys high satisfaction levels.

RP1/10 Tenant Times has been expanded and revamped to provide more of what readers have asked for. Access channels now include GCHTV, Facebook and Twitter.

RP2/11 The scale, quality and design of new publications this year has been notable. Access channels have been further extended to include Nintendo Wii and YouTube. The Project Solace Project involving the joint use of staff and data to tackle anti-social behaviour is commended.

4: Delivery

Criterion 4 self-assessment	Strong
Criterion 4 outcome	Successful

You are good at listening to and asking for comments, feedback and complaints about the service. User views are captured in many ways and your system of exception reporting is designed to make sure that problems are resolved and suggestions actioned. All users receive regular copies of Tenants Times that details action taken in a 'You Said - We Did' format. You have set clear standards for all of your main services in consultation with users. You are also aiming for all your homes to comply with the Decent Homes Standard by 2012. Progress on this front was boosted by your good Audit Commission Report in 2007 (two stars) that unlocked access to major capital funding. Dips in performance on maintenance and repair works have been vigorously addressed.

RP1/10 You continue to perform at a high level and can demonstrate that users' views are captured and translated into service improvements.

RP2/11 Your ambition to reach Audit Commission 3 star accreditation has been achieved, providing independent confirmation of the quality of your customer care and service delivery.

5: Timeliness and Quality of Service

Criterion 5 self-assessment	Insufficient
Criterion 5 outcome	Successful

Your customer service standards are comprehensive and concentrate on the issues that are important to users. It was noted that you always try to identify individuals' needs at the first point of contact and take responsibility for keeping them informed if the service is not completed at the first point of contact. Users were keen to stress the good relationships that they enjoyed with staff and contractors. One group said "they go the extra mile".

RP1/10 Again, your performance is excellent. Users are directly involved with monitoring performance. Those met during the assessment were very satisfied with the quality of service they were experiencing.

RP2/11 The customer-focused culture of GCH is again very apparent. Tenants were able to confirm that performance overall has been as high as ever despite significant funding pressures.

1: Customer Insight

1.1: Customer Identification

1.1.1: We have an in-depth understanding of the characteristics of our current and potential customer groups based on recent and reliable information.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

155: Gathering diversity information Assessor Acceptance: Yes

This form is used for gathering information from our customers. We currently hold 89% of this data. GCH staff are involved in quarterly diversity blitz days to target the collection of diversity information from customers where no information is held.

2: Diversity Project Assessor Acceptance: Yes

The purpose of the Diversity Project is to ensure that standards on diversity are continually improved. Project plans are written taking into account inspection recommendations, relevant key lines of enquiry, changing legislation, best practice research and from customer feedback.

215: Diversity breakdown of actively involved tenants Assessor Acceptance: Yes

We carry out analysis of our actively involved tenants by using the diversity information available to us. This ensures that our actively involved tenants are reflective of our customer base. Where we identify a shortfall in any particular area we ensure this is addressed through RED days.

218: Maiden Assessor Acceptance: Yes

GCH uses MAIDEN information systems to enhance the understanding we have of our customers. This stores collection of social, economic and service data about the communities of Gloucestershire. We also actively participate with other agencies in gathering and understanding changing communities.

232: Demography - Gloucester City Homes Profile Assessor Acceptance: Yes

It is important that GCH understand the demography of the communities in which we deliver services. The attached information details the information we have gathered from our own and our partners sources to give a well formed picture of our communities.

3: Community cohesion project Assessor Acceptance: Yes

The community cohesion project enables GCH to identify key targets that enable us to develop a greater understanding of the profile of our communities and the life chances and opportunities of different groups.

1.1.1.1: We have an in-depth understanding of the characteristics of our current

You have comprehensive data on the numbers and characteristics of your main customer groups, broadly divided into tenants, leaseholders and sheltered housing tenants.

Rolling Programme 1 2010 (RP1/10)

Your database has been enhanced by the use of the MAIDEN information system.

Evidence Value: Fully Met

1.1.1.2: and potential customer groups

Your potential customers generally access your services initially through Gloucester City Council.

Working with the local authority you are aware of the characteristics and needs of these potential service users.

RP1/10

The MAIDEN system allows you to identify vulnerable groups and anticipate future demand for services.

'Compliance Plus'.

Rolling Programme 2 - 2011 (RP2/11)

The use of MAIDEN continues to assist with anticipating service demands. The recent joint working with Gloucester City Council and Police staff with controlled access to databases has also provided much more refined understanding of anti-social behaviour issues. 'Compliance Plus' is again appropriate here.

Evidence Value: Fully Met

1.1.1.3: based on recent and reliable information.

Data on users is constantly updated. The recent BME survey, carried out as part of your improving diversity and equalities project, has enabled you to refine your understanding of users' characteristics.

RP1/10

'Blitz days' have proved to be effective for quickly updating records.

Evidence Value: Fully Met

1.1.2: We have developed customer insight about our customer groups to better understand their needs and preferences.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

239: CUSTOMER KNOWLEDGE USER MANUAL Assessor Acceptance: Yes

GCH has implemented the new arcHouse Customer Knowledge module to support the collection of customer profile information and enhance our understanding of the diversity of our customers, enabling us to develop services that meet the needs of our communities and promote equality.

240: PRE TENANCY INTERVIEW - HOUSEHOLD ASSESSMENT FORM Assessor Acceptance: Yes

We carry out a pre-tenancy interview with all prospective residents and it is a condition that this is undertaken before a property is let to them. We complete as much information with the customer as possible before the on site letting with the Housing Officer

241: FOCUS GROUP POLICY & PROCEDURE Assessor Acceptance: Yes

We seek customer feedback to ensure that excellent services are provided. We gain this information in various ways such as service-based focus groups, surveys, and consultation exercises using publications such as tenants times and workshops in order to review our service standards.

242: VMS CUSTOMER SURVEY 2010 Assessor Acceptance: Yes

GCH recognizes the importance of independently validated feed back from customers and so, in June 2010 Vision Management Systems (VMS) were commissioned by GCH to carry out a confidential survey of tenants, using some of the standard Status survey questions previously used.

243: RESPECT - YOUR LIFE, YOUR CHOICE Assessor Acceptance: Yes

In partnership with the Police and the Safer Schools Partnership we have developed a project with local schools to look at preventing ASB for young people. This project is as a result of funding obtained through the Community Safety Partnership to deliver a prevention project for young people

244: ALL OF US TOGETHER STRATEGY Assessor Acceptance: Yes

Customer and Community mapping information is used as the basis for our Business plans and key strategies such as the Equality and All together Strategies together with ongoing feedback from customers. This is shared and agreed with Customer Forum before it is finally approved by the Board

1.1.2.1: We have developed customer insight about our customer groups

Your evidence here is very strong. A wide range of methods are used to gain insight about differing users' needs. It was apparent throughout the assessment that you live up to your Mission Statement summarised as "Tenants are at the heart of what we do. Customers drive our services
 RP2/11The pre-tenancy interview gives valuable insight at an individual level.

Evidence Value: Fully Met

1.1.2.2: to better understand their needs and preferences.

Your publication 'Telling Tales' - a selection of stories from the past told by residents of Gloucester City Homes sheltered housing schemes - has enabled staff to gain greater customer insight. It has also been much appreciated by residents and is commended as 'Compliance Plus'.
 RP1/10

Discussion with residents confirmed that you continue to be driven by users' needs and have extended opportunities for engagement. 'Compliance Plus' is still appropriate.

RP2/11

This was confirmed again in discussion with residents and has been further enhanced by the joint working with other agencies in tackling anti-social behaviour. 'Compliance Plus' is still appropriate.

Evidence Value: Fully Met

1.1.3: We make particular efforts to identify hard to reach and disadvantaged groups and individuals and have developed our services in response to their specific needs.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

1: BME survey results 2008 Assessor Acceptance: Yes

GCH is committed to delivering fair and equal services tailored to meet the diverse needs of our customers. We have a strong equality and diversity policy statement which is understood throughout the organisation and has been produced in consultation with our customers.

12: BME focus group 17th July 2008 Assessor Acceptance: Yes

We are developing the way in which we work with BME tenants and part of developing this approach and services tailored to meet their needs. To this end we have enabled BME to give their views on the services we currently provide.

13: Disability focus group 17th September 2008 Assessor Acceptance: Yes

We recently held disability focus groups that enables us to listen to our customer view of service accessibility and to enable our customers to take a active role in service delivery.

152: Gloucestershire county council small area survey Assessor Acceptance: Yes

GCH are working with the County Council to survey those people living in those most deprived areas (this is linked to the index of multiple deprivation). GCH are assisting in this process by holding a number of focus groups in Dec 08 that will identify the needs of those most disadvantaged.

153: Diversity database section relating to BME tenants Assessor Acceptance: Yes

This is a sample of data gathered from our diversity database that indicates those tenants with other ethnic origins, This data was used when a survey was carried out and also a customer focus group recently.

158: Aids and adaptations carried out to meet customers specific needs Assessor Acceptance: Yes

We use information gathered from occupational therapist on tenants need for medical adaptations and use this to carry out alterations to tenant's homes.

1.1.3.1: We make particular efforts to identify hard to reach

Your database and survey methodologies identify hard to reach groups such as BME, those living in 'deprived areas', those with different types of disabilities and young people.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

1.1.3.2: and disadvantaged groups and individuals

Disadvantaged groups such as those with disabilities and young people are also consulted about their needs and preferences.
 RP1/10 Not reviewed this year.

Evidence Value: Fully Met

1.1.3.3: and have developed our services in response to their specific needs.

Your Resident Involvement Strategy embraces hard to reach and disadvantaged groups and individuals. Focus groups are widely used and you can show that they strongly influence service delivery.
 RP1/10 Not reviewed this year.

Evidence Value: Fully Met

1.2: Engagement and Consultation

1.2.1: We have a strategy for engaging and involving customers using a range of methods appropriate to the needs of identified customer groups.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

15: Youth engagement action plan Assessor Acceptance: Yes

We have a comprehensive youth engagement action plan that enables the us to focus on engagement of young people this includes year 6 primary, 13-17 year, 17-25 and young parents. There has been a number of successes resulting that include the launch of two junior warden schemes.

16: Resident involvement and community engagement strategy Assessor Acceptance: Yes

GCH has a resident involvement strategy that provides a key element in Tenant and Leasehold participation of the future. The strategy enables Tenants and Leaseholders to get involved in their communities at a level at which they feel comfortable and is reviewed on an annual basis.

17: New tenant participation charter 2010 Assessor Acceptance: Yes

Our Tenant Charter was first launched in December 2006 and currently and in partnership with our tenants was fully reviewed in 2009 to include service standards and creation of the getinvolved@GCH concept that also involved a new email address for those tenants wishing to become involved.

19: Customer forum Assessor Acceptance: Yes

The Customer Forum looks at all the services that Gloucester City Homes provides. It meets bi-monthly to debate housing service/policy issues and recommend how they should be dealt with. Representatives attend from the various tenant groups across the city.

20: Marketing and communications strategy Assessor Acceptance: Yes

The purpose of this strategy is to develop clear and effective communications to promote the identity of Gloucester City Homes, the services it provides and its corporate mission, vision and values together with the 8 strategic aims of the company ensuring that customer needs are met.

6: Focus groups Assessor Acceptance: Yes

We hold over 20 focus groups annually to ensure that we focus on providing services customers want and how they want them. Focus groups ensure we are able to listen to customer views and enable customers to take an active role in service delivery.

1.2.1.1: We have a strategy for engaging and involving customers

All your consultation procedures are brought together in the Resident Involvement Strategy.

RP1/10

A new tenant participation charter has been launched this year.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

1.2.1.2: using a range of methods

A wide range of consultation methods are in use and ensure that all users' views are captured and acted upon.

RP1/10

Consultation procedures continue to be reviewed and modified as required.

Evidence Value: Fully Met

1.2.1.3: appropriate to the needs of identified customer groups.

You take particular care to involve all customer groups, holding over 20 focus groups annually. These are complemented by a bi-monthly Customer Forum.

RP1/10

Your Youth Engagement Action Plan is producing some excellent outcomes.

Evidence Value: Fully Met

1.2.2: We have made the consultation of customers integral to continually improving our service and we advise customers of the results and action taken.

Applicant Self Assessment: Satisfactory
 Compliance to Standard: Compliance Plus

Active Evidence

245: TENANTS DRIVING SERVICE IMPROVEMENTS Assessor Acceptance: Yes

A bi-annual performance report – Tenants Driving Services Improvements' (TDSI) is a tool for key customer feedback streams to be reported to managers and the Board.
 The report contains the results of an analysis of the complaints made, noting trends and service improvement actions

246: MATSON ONE STOP SHOP CONSULTATION Assessor Acceptance: Yes

It is apparent that the use of this facility is declining so we, in partnership with key stakeholders, are carrying out a full review of Matson One Stop Plus. This review has, to date, included a review of actual usage and outcomes for tenants as well as community consultation.

247: WE'RE LISTENING ROADSHOW REPORT Assessor Acceptance: Yes

In April 2010 we carried out the largest feedback exercise ever. We arranged for a roadshow to take place over three days on 15th, 16th and 17th April, with the Executive Management Team visiting 9 areas in order to gain feedback from residents

248: TENANTS' SCRUTINY Assessor Acceptance: Yes

Residents' scrutiny has been evolving in housing organisations, as part of wider resident involvement strategies to improve governance and performance. There will be great diversity in the ways that resident scrutiny is understood and established.

249: GETTING INVOLVED AT GCH Assessor Acceptance: Yes

Our Customer First Strategy and 3 year action plan is central to the company's aim of being a customer driven provider of excellent services that meet customer expectation. It links all existing customer service and involvement strands throughout the organisation such as our getinvolved@GCH

250: CUSTOMER FORUM CONSTITUTION Assessor Acceptance: Yes

The Customer Forum looks at all the services that GCH provides. It meets bi-monthly to debate housing service / policy issues and recommends how they should be dealt with. Representatives are voted for democratically and are representative of tenants and residents across the city

1.2.2.1: We have made the consultation of customers integral to continually improving our service

It is very clear that your services are 'customer driven'. The extent of your consultation and the ways in which it influences your service delivery and planning are commended as 'Compliance Plus'.

RP1/10 'Compliance Plus' is still appropriate here.

RP2/11 The success of the 'We're Listening Roadshow' as evidenced above justifies the continuation of 'Compliance Plus' here.

Evidence Value: Fully Met

1.2.2.2: and we advise customers of the results and action taken.

You take every opportunity to report results and action to users. The Tenant Times magazine distributed to all tenants and leaseholders quarterly carries a 'You said - we did' feature. You make good use of the local press to get messages across - the closure of a 'Crack House' was reported in the local paper during the assessment. This had been subject to many complaints from residents and the issue has been satisfactorily resolved after taking concerted action in liaison with the police.

RP1/10 Tenant Times has been improved in consultation with readers.

RP2/11 The Matson One Stop Show Consultation included a feedback phase. Local residents confirmed that they were aware of the outcome of the consultation and the reasons for it.

Evidence Value: Fully Met

1.2.3: We regularly review our strategies and opportunities for consulting and engaging with customers to ensure that the methods used are effective and provide reliable and representative results.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

27: Benchmarking Assessor Acceptance: Yes

In order to ensure that we are providing services that are achieving value for money we benchmark are services in order to effectively compare ourself with other social housing providers.

28: Kirkless peer review of service Assessor Acceptance: Yes

As part of the preparations for final inspection, we sought a peer review of GCH services linked to the follow up to indicative inspection, key lines of enquiry and performance. This has been carried out by Kirklees Neighbourhood Housing a 3* ALMO in October 2006.

29: Innovation Assessor Acceptance: Yes

GCH constantly strives to improve the services that are being provided and as such looks for innovative ways in which we deliver services and engage with our customers. An example of this is the ideas list for the resident involvement team.

30: Emerging issues (Floods) Assessor Acceptance: Yes

This evidence relates to a period last year when Gloucestershire was hit by severe flooding as a result of very heavy rainfall. This evidence shows how we contacts those tenants is need and responds to those requests on a individual basis.

31: Levels of participation Assessor Acceptance: Yes

We currently have 281 actively involved tenants. Ways in which our customer can be involved in service delivery range from focus groups, mystery shoppers, tenants inspectors, tenants and resident group officer level, contract monitoring, customer forum, GCH board, estate walkabout etc etc.

32: Emerging issues - Review of council housing finance Assessor Acceptance: Yes

As a result of a review of council housing finance we invited our customer to GCH in order to be involved with this debate a national level. Our director facilitated the group ensure that the materials were set at the right level to enable full understanding and involvement.

1.2.3.1: We regularly review our strategies and opportunities for consulting

Your Customer Focus Strategy is monitored and refined by tenants. Surveys are evaluated as a matter of course.
 RP1/10 Not reviewed this year.

Evidence Value: Fully Met

1.2.3.2: and engaging with customers to ensure that the methods used are effective and provide reliable and representative results.

The extent of your engagement with customers as evidenced above is exceptional. The involvement of tenants as inspectors for checking void properties before re-letting is commended as 'Compliance Plus'.
 RP1/10 Compliance Plus still appropriate.
 RP2/11 Your engagement with tenants is greatly assisted by the numerous street and block representatives who are prepared to help on a voluntary basis. 'Compliance Plus' still appropriate here.

Evidence Value: Fully Met

1.3: Customer Satisfaction

1.3.1: We use reliable and accurate methods to measure customer satisfaction on a regular basis.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

219: Your views count card Assessor Acceptance: Yes

Your views count cards are used to gather feedback from our customers at the earliest opportunity either at service delivery stage or just afterwards. This feedback enables us to gather additional information on customer satisfaction and shape our services as a result of customer feedback

220: Tenants driving service improvements Assessor Acceptance: Yes

This report identifies some of the innovative ways in which we gather and measure customer satisfaction on a regular basis. A good example of this has been attached "Your Views Count Cards" of which satisfaction is also reported on within the evidence.

33: Schedule of surveys and targets Assessor Acceptance: Yes

GCH is able to use reliable and accurate methods to gather customer feedback on a regular basis by ensuring that a timetable of surveys is in place. This schedule also identifies targets set for customer satisfaction in each of the service areas.

34: Report tenants driving service improvements Assessor Acceptance: Yes

We have introduced a process to monitor customer feedback that is used to capture residents' experience of service delivery, and to determine how that feedback can drive improvements to services. The results are analysed, action plans devised and implemented and changes to services made.

69: Customer comments, compliments and complaints procedure Assessor Acceptance: Yes

The purpose of this policy and procedures and to make it easy for customers to compliment, compliant and comment about our service. This also makes it easy for staff to be commended for their customer care, consider where comments could improve services and put things right that have gone wrong.

8: Mystery shoppers report for Neighbourhood Services Assessor Acceptance: Yes

We gain feedback from customers in various ways, mystery shopping enables us to identify where our service standards and procedures need to be improved as a direct result of our customers testing our services.

1.3.1.1: We use reliable and accurate methods to measure customer satisfaction on a regular basis.

Annual programming of surveys ensures that trends can be identified and measured.
 The independent professional contractors used for key survey work are required to use reliable and accurate methodology.
 RP1/10
 The wide distribution of the 'Your views count' cards, the personal follow up of late returns and the extent to which staff are involved in converting suggestions into service improvements combine to make this process worthy of commendation as 'Compliance Plus'.
 RP2/11
 The 'Your views count' cards have been and continue to be reviewed to ensure that the information gathered is accurate, relevant and cost-effective. This process is commended as 'Compliance Plus'.

Evidence Value: Fully Met

1.3.2: We analyse and publicise satisfaction levels for the full range of customers for all main areas of our service and we have improved services as a result.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliance Plus

Active Evidence

247: WE'RE LISTENING ROADSHOW REPORT Assessor Acceptance: Yes

The roadshow took the format of a campervan with a film crew asking residents to answer three questions. During the roadshow we made personal contact with over 1200 residents and have dealt with over 300 individual issues raised as a result of the roadshow.

251: YOUR VIEWS COUNT REPORT Assessor Acceptance: Yes

In order to continuously monitor tenant satisfaction with all of our services, we leave each tenant a 'Your Views Count' card on completion of any transaction for 27 service areas, including response repairs, customer services, gas servicing, on-site lettings etc

252: GCH WEBSITE Assessor Acceptance: Yes

GCH website offers a comprehensive form of information that is easily accessible for staff in order to develop their own knowledge of services and access information on-line services for tenants.

253: ASB SATISFACTION SURVEY Assessor Acceptance: Yes

GCH carry out a satisfaction survey at case closure as a way to get feedback from complainants of their experiences of how their case was dealt with and to enable GCH to improve the ASB service for the future.

254: GCH BOARD REPORT - Q3 2010/11 Assessor Acceptance: Yes

The Performance Management Framework provides a structure for GCH to manage services and identify areas for improvement. The indicators required under the management agreement have been agreed between the client team at Gloucester City Council and the Board of Gloucester City Homes.

255: GCH PUBLICATIONS FROM WEBSITE Assessor Acceptance: Yes

The GCH Marketing and Communications Strategy promotes a positive, consistent and professional image of GCH to all our stakeholders and keeps them fully informed about matters relating to services, performance, satisfaction and improvements

1.3.2.1: We analyse and publicise satisfaction levels for the full range of customers

Satisfaction levels are checked for all customer groups.

RP1/10 Not reviewed this year.

RP2/11 Satisfaction levels continue to be monitored for all customer groups. The extent to which results are published, in reception, in Tenants Times and on your website is commended as 'Compliance Plus'.

Evidence Value: Fully Met

1.3.2.2: for all main areas of our service

All main service areas are checked.

RP1/10 Not reviewed this year.

RP2/11 Satisfaction testing has been extended to the victims of anti-social behaviour.

Evidence Value: Fully Met

1.3.2.3: and we have improved services as a result.

Reaction reports are produced when any dissatisfaction is identified. Recent comments about repairs and gas maintenance in particular have been noted and action is in hand to improve service delivery in these areas.

RP1/10 Not reviewed this year.

RP2/11 You provided several examples of action taken to improve services as the result of comments and suggestions from tenants. One priority was the appearance of neighbourhoods and has been addressed through Community Pride and Big Tidy Up events.

Evidence Value: Fully Met

1.3.3: We include in our measurement of satisfaction specific questions relating to key areas including those on delivery, timeliness, information, access, and the quality of customer service, as well as specific questions which are informed by customer insight.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

25: Reaction reports following customer focus groups Assessor Acceptance: Yes

We carry out a number of focus groups that ask specific question around service delivery. Following each focus group a reaction report is created that details all feedback and actions required a result

37: Customer priorities Assessor Acceptance: Yes

We carry out a survey of our Tenants’ priorities and their perceptions of aspects of their environment annually. Tenants’ feedback drives service improvement and so the results will be reported back to operational managers who will address these in future service delivery improvement plans.

38: Customer services satisfaction survey Assessor Acceptance: Yes

On an annual basis we ensure that a survey to test customer services satisfaction is carried out, the results of which are acted upon by the relevant service manager to ensuring continual improvement in the services we deliver.

6: Focus groups Assessor Acceptance: Yes

We hold over 20 focus groups annually to ensure that we focus on providing services customers want and how they want them. Focus groups ensure we are able to listen to customer views and enable customers to take an active role in service delivery.

82: Mystery shop neighbourhood services evaluation Assessor Acceptance: Yes

We carry out a number of mystery shops that are aimed to test our service standards through tenants acting as mystery shoppers. Following each mystery shop an evaluation is carried out that details all feedback and actions required a result

9: Customer surveys - new tenants Assessor Acceptance: Yes

A key area of our performance management framework is to receive feedback from our customers on the quality of our service delivery. Another way of obtaining valuable feedback is via our two partners VMS Limited and MRUK Limited who carry out a number of annual service specific surveys.

1.3.3.1: We include in our measurement of satisfaction specific questions relating to key areas including those on delivery, timeliness, information, access, and the quality of customer service,

All these themes are covered in user surveys.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

1.3.3.2: as well as specific questions which are informed by customer insight.

The Customer Forum is used to identify other areas where users' views would be useful. The recent research into priorities for service development is a good example. As a result the top 10 priorities for action for GCH have been based on what tenants say. The first priority is carrying out repairs and the second is dealing effectively with anti-social behaviour. All 10 priorities have been summarised and made available to tenants in a credit card sized format.

RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

1.3.4: We set challenging and stretching targets for customer satisfaction and our levels are improving.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

200: Customer complaint trend analysis	Assessor Acceptance:	Yes
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This is a full and on-going analysis of complaint trends 2010.

211: Status survey targets for 2009 - 2012	Assessor Acceptance:	Yes
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GCH sets targets for its customer satisfaction surveys. This is an example of targets for the Status Survey set for 09/10, 10/11 and 11/12. we have made this challenging by increasing the number of surveys to annually rather than bi-annually as the statutory requirement states,

214: Tenants satisfaction survey targets 2009 -2012	Assessor Acceptance:	Yes
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GCH has set challenging targets for key service areas 2009 -2012 for response repairs, new tenancies, tenancy and estate management, customer services and income management,

220: Tenants driving service improvements	Assessor Acceptance:	Yes
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The report details how our satisfaction levels are improving through effective use of the new initiative Your Views Count Cards.

39: Customer satisfaction targets and trends	Assessor Acceptance:	Yes
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Customer satisfaction including complaint trend evaluation is reported within our performance monitoring framework and quality issues via the exception planing. On an annual basis this information is reported to Board where full analysis and performance targets are set.

41: Executive Management Team Monthly performance report	Assessor Acceptance:	Yes
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Our targets for services are based on best value performance indicators and challenging targets set internally. Our performance is monitored on a monthly basis and this details our ongoing improvement. This information is also published for our customers to view.

1.3.4.1: We set challenging and stretching targets for customer satisfaction

You have looked at targets set by three star ALMOs and consulted your tenants before setting your own targets. You are able to show that they are challenging. You have also raised targets for user satisfaction in key service delivery areas.

RP1/10

Targets have been reviewed.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

1.3.4.2: and our levels are improving.

Your evidence shows that customer satisfaction levels are consistently improving.

RP1/10

Satisfaction levels are again improving.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

1.3.5: We have made positive changes to services as a result of analysing customer experience, including improved customer journeys.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

256: GCH LOCAL OFFERS 2011 Assessor Acceptance: Yes

Our Local Offers Steering Group consists of representatives from each GCH Resident Group and Tenants Consultative Committee. The purpose of the group is to identify ideas for new local offers based on feedback from the communities they represent.

258: SELF SERVICE PORTAL Assessor Acceptance: Yes

GCH has introduced a new self-service portal (SSP) on the GCH website, My GCH, which enables tenants to view their Rent accounts and Repairs history online. The website has been fully customized in house and tailored for our users needs.

259: ANNUAL DELIVERY PLAN Assessor Acceptance: Yes

As a business we produce a 30 year HRA Business Plan, a 5 year Strategic Business Plan and an Annual Delivery Plan. These set out the priorities for the business over those time periods. They are developed by staff in consultation with residents and approved by the Board.

260: SERVICE IMPROVEMENT PLANS 2010/11 Assessor Acceptance: Yes

GCH operates through a comprehensive performance management system which is regularly reviewed by residents, the Board and key stakeholders. We use our systems to monitor our service improvement plans, our key performance indicators and delivery plan.

261: AUDIT COMMISSION REPORT 2010 Assessor Acceptance: Yes

The new rating reflects the fact that GCH has addressed the recommendations we made in the previous report. It is also focusing clearly on delivering its plans and improving its services. Customers feel that they get value for money from their rent and are very satisfied with services

335: CUSTOMER JOURNEY MAPPING Assessor Acceptance: Yes

GCH has started to create Customer Journey Maps for key customer contacts to review and anticipate any 'hotspots', potential process failures and confirm the expected positive outcomes for tenants customers

1.3.5.1: We have made positive changes to services as a result of analysing customer experience,

Reaction reports address any issues raised by focus groups. Analysis of customer experience helped you to move on from an Audit Commission rating of nil stars with poor performance to two stars with promising prospects for improvement.

RP1/10 Not reviewed this year.

RP2/11 The GCH Local Offers scheme has been developed to reflect tenants views on requirements and priorities for their areas. Compliance Plus.

Evidence Value: Fully Met

1.3.5.2: including improved customer journeys.

Through focus groups and especially through mystery shopping you map customers' journeys and take steps to improve them. Two recent examples are the introduction of an expanded ASB Respect Line service outside of normal office hours and the introduction of a cheaper and more comprehensive home contents insurance scheme for tenants.

RP1/10 Not reviewed this year.

RP2/11 Following customer journey mapping for the process of paying rent by direct debit you have identified and implemented improvements. These have been welcomed by tenants and provide you with a more accurate and efficient process. This is also commended as 'Compliance Plus'.

Evidence Value: Fully Met

2: The Culture of the Organisation

2.1: Leadership, Policy and Culture

2.1.1: There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

124: 8 key strategic aims Assessor Acceptance: Yes

GCH has recently reviewed the corporate aims and objectives – Aim 1 is now “To be a customer driven provider of excellent services”. This reflects our tenant’s key priorities.

17: New tenant participation charter 2010 Assessor Acceptance: Yes

The Tenant Participation Charter was recently revised based on customer feedback. The strategy supports the many different ways that we engage and consult our tenants.

19: Customer forum Assessor Acceptance: Yes

The customer forum looks at services that Gloucester City Homes provides. It meets bi-monthly to debate housing service/policy issues and recommend how they should be dealt with. Representatives attend from across all tenants and residents groups and customers in the City.

228: GCH staff undertaking ICS qualifications Assessor Acceptance: Yes

GCH is committed to developing customer service professionalism throughout the organisation and works in partnership with the Institute of Customer Services to ensure that staff are supported in their development to achieve either communications, solutions or innovations levels of the qualification.

230: New response repairs partner Lovell Assessor Acceptance: Yes

Following Morrison contract ceasing GCH secured a short-term repairs partner in place (Enterprise) whilst we carried out a full new repairs partner tender evaluation process. During this process GCH staff and customer were fully involved that resulted in Lovell Respond being awarded the contract.

234: Were listening roadshow Assessor Acceptance: Yes

The concept of were listening was developed to enable our executive managers to demonstrate that they are listening to our customer. All GCH staff will be involved in promotion of the three day roadshow and all EM will be attending the roadshow where customers will also be interviewed.

2.1.1.1: There is corporate commitment to putting the customer at the heart of service delivery

Your commitment is clearly articulated in your Mission Statement. It was also confirmed in discussion with a wide cross-section of staff and users.

RP1/10

Additional evidence this year shows that your new response repairs partner was selected in consultation with users. You are also working in partnership with the ICS to develop customer service professionalism throughout GCH.

Evidence Value: Fully Met

2.1.1.2: and leaders in our organisation actively support this and advocate for customers.

Activities that support customer focus are welcomed and encouraged by senior managers. It was also noted that all staff are enthusiastic about customer focus and are willing to get involved with the many user-focused events that are organised during the year. These range from working with tenants and leaseholders to establish and develop local groups to putting on the Christmas pantomime.

RP1/10 The We're Listening Roadshow is involving senior managers meeting users on estates across Gloucester and is commended as 'Compliance Plus'.

RP2/11 The regular publication of 'Chief Exec's News' is one example of how customer care is advocated at the highest level. Compliance Plus appropriate again this year.

Evidence Value: Fully Met

2.1.2: We use customer insight to inform policy and strategy and to prioritise service improvement activity.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliance Plus

Active Evidence

262: RESIDENTS' BUSINESS PLAN 2010 Assessor Acceptance: Yes

A residents business plan has been developed with our tenants and leaseholders that has also helped form our strategic and service delivery plans.

263: EQUALITY STRATEGY 2010/2013 Assessor Acceptance: Yes

We have developed a robust strategic framework incorporating our single equality scheme which is updated and reviewed annually by the Board and Customer Forum. In 2010 we produced our 3rd Equality strategy which takes account of external factors, up to date legislation and best practice

264: ANNUAL REPORT FOR TENANTS Assessor Acceptance: Yes

In response to the TSA's regulatory framework we have developed an Annual Report to Tenants on delivering local offers. This report was written, designed and created with full input from the Offers Steering Group, Customer Forum and the Reading Panel

265: CUSTOMER COMPLAINTS REVIEW PANEL Assessor Acceptance: Yes

The Complaints Review Panel is made up of customers and has been introduced to provide a "critical friend" reviewing all aspects of the complaint process.

266: CUSTOMER FIRST STRATEGY Assessor Acceptance: Yes

Our Customer First Strategy and 3 year action plan is central to the company's aim of being a customer driven provider of excellent services that meet customer expectation.

267: RESIDENT INVOLVEMENT & COMMUNITY ENGAGEMENT STRATEGY Assessor Acceptance: Yes

Diversity goals have been set for customer engagement and involvement across focus groups, surveys, customer events and are analysed across a number of diversity strands. These targets can be found in the Equality and Resident and Community Involvement strategies as well as service improvement plans

2.1.2.1: We use customer insight to inform policy and strategy

Your evidence, confirmed in discussion, shows that all your service planning and delivery is systematically informed by customer insight.

RP1/10 Not reviewed this year.

RP2/11 Customer insight is embedded into policy-making processes.

Evidence Value: Fully Met

2.1.2.2: and to prioritise service improvement activity.

The top ten priorities for 2008/2009 have been developed in consultation with tenants. They have been published and you have publicly committed yourselves to them.

RP1/10 Not reviewed this year.

RP2/11 The Residents' Business Plan is developed and approved by residents and feeds into the GCH plans. This is commended as 'Compliance Plus'.

Evidence Value: Fully Met

2.1.3: We have policies and procedures which support the right of all customers to expect excellent levels of service.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

126: Tenants handbook Assessor Acceptance: Yes

Handed out during all on-site lettings, the Tenants handbook provides information on every aspect of every service provided by GCH.

127: Equality and diversity policy religious belief Assessor Acceptance: Yes

The Religious Belief policy was developed following recognised best practice and has been approved by the board, which includes tenant representatives. It was introduced to ensure fairness of treatment, and an excellent level of service regardless of religion.

128: Sexual orientation policy Assessor Acceptance: Yes

The Sexual Orientation policy was developed following recognised best practice and has been approved by the board, which includes tenant representatives. It was introduced to ensure fairness of treatment, and an excellent level of service regardless of sexual orientation.

18: Customer service standards Assessor Acceptance: Yes

The Customer Service Standards were developed in consultation with our customers to provide them with the right to an excellent standard of service.

69: Customer comments, compliments and complaints procedure Assessor Acceptance: Yes

This provides customers with the right to complain if they are dissatisfied with the service that they have received, or the opportunity to provide feedback if they wish to do so.

2.1.3.1: We have policies and procedures which support the right of all customers to expect excellent levels of service.

All required policies are in place and have been developed in consultation with users. Information on what customers are entitled to are set out in handbooks and on the GCH website.

RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

2.1.4: We ensure that all customers and customer groups are treated fairly and this is confirmed by feedback and the measurement of customer experience.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

130: Mystery shops 2009 Assessor Acceptance: Yes

On an annual basis we ensure that all service areas are mystery shopped in order to ensure that we are delivering standards outlined within our service standards. This details of the number of mystery shop carried out annually are detailed within the attached evidence.

219: Your views count card Assessor Acceptance: Yes

Your views count cards are used to gather feedback from our customers at the earliest opportunity either at service delivery stage or just afterwards. This feedback enables us to gather additional information on customer satisfaction and shape our services as a result of customer feedback

6: Focus groups Assessor Acceptance: Yes

Focus groups are carried out annually to ensure that we focus on providing services customers want and how they want them. Focus groups ensure we are able to listen to customer views and enable customers to take an active role in service delivery. Attached list of 2010 focus groups planned.

73: Complaints focus group minutes Assessor Acceptance: Yes

We invited a number of customers who had complained recently in order to explore the service and their satisfaction with how they were treated. Attendance at this focus group was low however other focus groups held throughout the year has given opportunity to explore the customer experience.

8: Mystery shoppers report for Neighbourhood Services Assessor Acceptance: Yes

Following each completed mystery shop a full analysis of feedback is carried out and presented within a final report that details recommendations for remedial action.

2.1.4.1: We ensure that all customers and customer groups are treated fairly

This is checked and confirmed by mystery shopping.
 RP1/10
 Mystery shopping has been improved following benchmarking with other services.

Evidence Value: Fully Met

2.1.4.2: and this is confirmed by feedback and the measurement of customer experience.

Feedback confirms that users feel they are treated fairly. Tenants and leaseholders met during the assessment also confirmed that they were very satisfied in this respect.
 Discussion with the Lovells representative revealed the sensitivity with which consultation and planning of major improvements was conducted.

RP1/10
 The use of Focus Groups has been developed and can demonstrate that all groups are treated fairly.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

2.1.5: We protect customers’ privacy both in face-to-face discussions and in the transfer and storage of customer information.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

268: ARCHOUSE CUSTOMER VERIFICATION	Assessor Acceptance:	Yes
We have developed a Customer Verification process which underpins our customer relationship management (CRM) and is embedded in all our workflows.		
269: ASB INFORMATION SHARING PROTOCOL	Assessor Acceptance:	Yes
Gloucestershire County Council and many of our partner agencies have adopted these principles and standards as their baseline approach to information sharing.		
270: CONFIDENTIALITY AGREEMENT	Assessor Acceptance:	Yes
The 1998 Data Protection Act requires Gloucester City Homes (GCH) to obtain guarantees from all involved residents who need to have access to personal or confidential information to carry out their role.		
271: ACCESS TO INFORMATION & DATA PROTECTION POLICY	Assessor Acceptance:	Yes
The Data Protection Act recognises the rights of individuals to privacy. Gloucester City Homes has a duty to comply with the legislation and recognises that personal information is confidential and that unauthorised disclosure is a breach of contract and an offence under the act.		
272: BUSINESS CONTINUITY PLAN	Assessor Acceptance:	Yes
This document describes controls and measures in place to mitigate any risks against failure of ICT Services to Gloucester City Homes. It describes the disaster recovery plans in the event of a failure of service to Gloucester City Homes		
273: IT SECURITY POLICY	Assessor Acceptance:	Yes
Security and control of ICT is an important part of the work of GCH. It demonstrates our own commitment to proper systems, organisation and probity within GCH, as well as the careful stewardship of residents' and customers' data and information.		

2.1.5.1: We protect customers’ privacy both in face-to-face discussions

This was confirmed by staff and during observations of the main reception area.
 RP1/10 Not reviewed this year.
 RP2/11 No change.

Evidence Value: Fully Met

2.1.5.2: and in the transfer and storage of customer information.

Security of storage, transfer and sharing of both personal and general data is subject to an information policy. This is issued to all staff and training is provided where required.
 RP1/10 Not reviewed this year.
 RP2/11 Your information sharing protocol with Gloucester Council and the Police in relation to anti-social behaviour is commended as 'Compliance Plus'.

Evidence Value: Fully Met

2.1.6: We empower and encourage all employees to actively promote and participate in the customer focused culture of our organisation.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

133: Institute of Customer Service - innovations Assessor Acceptance: Yes

It is a corporate objective that all front line staff will have achieved one of the ICS awards by Mar 2010. These awards encourage staff to consider ways in which they can drive forward service improvements to our customers.

134: Customer services champions Assessor Acceptance: Yes

Each team has identified a customer service champion who is actively working to improve customer services as part of a project team. In addition this member of staff is expected to actively encourage their team members to deliver excellence in customer service.

135: Customer services week Assessor Acceptance: Yes

GCH participates annually in the National Customer Services week in recognition of the importance of customer service in the organisation.

136: Policies and procedures accessible via Intranomic Assessor Acceptance: Yes

All organisational policies and procedures are held on the internal intranet. Staff are able to access these to ensure consistency in decision making, but are also empowered and supported in making decisions that provide excellent customer service.

141: Income management blitz days Assessor Acceptance: Yes

GCH has a culture of ensuring that services are managed effectively with all staff encouraged to support the service delivery through blitz days. The purpose of blitz days is to focus on a particular area of the business.

86: Podsmead Community action day Assessor Acceptance: Yes

We ensure that all staff are involved with and participate within community action days. The resident involvement team ensure that they invite staff to attend each action day and this year many staff members have been involved with the action days and very positive about their experience of this.

2.1.6.1: We empower and encourage all employees to actively promote

Every section has a Customer Service Champion. They encourage and facilitate customer focus and meet on a regular basis to discuss progress and share best practice.

RP1/10 Not reviewed this year.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

2.1.6.2: and participate in the customer focused culture of our organisation.

Staff spoken to during the assessment were very positive about the customer focused culture of the service. One of the tenant representatives stated that staff were prepared "to go the extra mile".

RP1/10 Not reviewed this year.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

2.2: Staff Professionalism and Attitude

2.2.1: We can demonstrate our commitment to developing and delivering customer focused services through our recruitment, training and development policies for staff.

Applicant Self Assessment: Satisfactory
 Compliance to Standard: Compliance Plus

Active Evidence

132: Employee information pack Assessor Acceptance: Yes

The employee information pack contains information in terms of a quick guide to what we do, our mission, vision and values, board structure and Gloucester City Council. This pack also includes information on housekeeping, health and safety, training/development, customer service standards etc.

133: Institute of Customer Service - innovations Assessor Acceptance: Yes

It is a corporate objective that 80% all front line staff will have achieved one of the ICS awards by March 2010. These awards encourage staff to consider ways in which they can drive forward service improvements to our customers.

134: Customer services champions Assessor Acceptance: Yes

Each team has identified a customer service champion who is actively working to improve customer services as part of a project team. In addition this member of staff is expected to feedback to the team and actively encourage their team members to deliver excellence in customer service.

137: Competency framework Assessor Acceptance: Yes

GCH has recently established a competency framework for all staff and managers monitored through appraisals. A core competency is that of customer focus and this is reinforced through the relevant job specifications.

235: Staff training record form Assessor Acceptance: Yes

Each member of staff as their individual training record form that details qualifications, training received, membership of professional bodies as well as development and involvement opportunities.

236: Training and development strategy Assessor Acceptance: Yes

Performance and development reviews are completed on an annual basis and reviewed on a quarterly basis. Training needs identified from the review are collated centrally by human resources and used when identifying appropriate training to take place during the year.

2.2.1.1: We can demonstrate our commitment to developing and delivering customer focused services through our recruitment,

The recruitment process is built around a competency framework that emphasises attitudes to and competencies in customer care and customer focus. Users have an input at the interviewing stage. The outcome is to reinforce and develop the customer focused culture of the service.

This is commended as 'Compliance Plus'.

RP1/10 'Compliance Plus' still appropriate.

RP2/11 It was noted during the assessment that training is provided for tenants who, as part of the recruitment process, sit on interview panels. This is commended as 'Compliance Plus'.

Evidence Value: Fully Met

2.2.1.2: training and development policies for staff.

All customer-facing staff should have achieved an ICS award by March 2010. Customer Service Champions are able to maintain a high profile for customer focus and this is helped by active involvement with National Customer Services Week.

RP1/10

The training and development strategy and training record keeping have been improved since the last assessment.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

2.2.2: Our staff are polite and friendly to customers and have an understanding of customer needs.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

261: AUDIT COMMISSION REPORT 2010	Assessor Acceptance:	Yes
Customers feel that they get value for money from their rent and service charges and are very satisfied with services. We are very pleased to offer Gloucester City Homes as a model of excellence to other housing organisations and as a benchmark of positive practice.'		
274: CUSTOMER SERVICE CHAMPIONS	Assessor Acceptance:	Yes
Each team has identified a customer service champion who is actively working to improve customer services as part of a project team. In addition this member of staff is expected to actively encourage their team members to deliver excellence in customer service		
275: SUPPORTED HOUSING POLICY & PROCEDURE	Assessor Acceptance:	Yes
All staff have been trained in positive listening skills, and will not rush conversations. Supported Housing Policy outlines how to treat clients with respect at all times, and to work at the clients pace at all times.		
276: 5 A'S FOR SUPPORTING PEOPLE	Assessor Acceptance:	Yes
A recent supporting people review highlighted that residents were listened to and had a valued input in the way the service was delivered		
277: INVESTORS IN PEOPLE - GOLD AWARD	Assessor Acceptance:	Yes
In February 2010 GCH attained the Investors in People Gold award, recognising its commitment to developing and valuing its workforce. It has a strong Learning and Development Strategy in place and delivers high quality, cost effective learning and development opportunities		
278: CUSTOMER CARE SERVICE STANDARDS	Assessor Acceptance:	Yes
The Customer Service Standards have been developed from comments and suggestions made by customers and from what we have learnt from best practise gathered from around the country. Standards are advertised so that customers are aware of the service they can expect from us		

2.2.2.1: Our staff are polite and friendly to customers

This is confirmed by mystery shopping and surveys. It was also observed to be the case during the assessment and was strongly corroborated in discussion with tenants and leaseholders. One tenant said "I am treated as a person - not just a number".

RP1/10 Not reviewed this year.

RP2/11 The accolades received during the year and evidenced here are summarised by the Audit Commission - "We are pleased to offer Gloucester City Homes as a model of excellence to other housing organisations and as a benchmark of positive practice". The helpfulness and dedication of staff was commented on by many tenants met during the assessment. 'Compliance Plus ' is appropriate here.

Evidence Value: Fully Met

2.2.2.2: and have an understanding of customer needs.

This is confirmed by regular surveys. Residents at a sheltered home visited during the assessment were very complimentary about the sensitive and caring service that they enjoyed.

RP1/10 Not reviewed this year.

RP2/11 Confirmed in discussion.

Evidence Value: Fully Met

2.2.3: We prioritise customer focus at all levels of our organisation and evaluate individual and team commitment through the performance management system.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

137: Competency framework Assessor Acceptance: Yes

GCH has recently established a competency framework for all staff and managers. A core competency is that of customer focus and this is reinforced through the relevant job specifications.

142: Staff appraisal Assessor Acceptance: Yes

Annual appraisals are carried out on an annual basis. Our appraisal ensure that customer focus is maintained throughout and is demonstrated via competencies, this also forms part of the staff performance monitoring system.

43: Performance management framework Assessor Acceptance: Yes

The performance management framework includes an annual appraisal, quarterly review and bi-monthly work plan. A core element of this framework is for staff to consider how they have contributed to customer service and for performance in this area to be monitored and developed.

2.2.3.1: We prioritise customer focus at all levels of our organisation

Customer focus is a priority within the GCH Mission Statement. This is reinforced by management processes and the appointment of Customer Service Champions.

RP1/10 Not reviewed this year.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

2.2.3.2: and evaluate individual and team commitment through the performance management system.

Annual appraisals of all staff build on quarterly reviews and bi-monthly work plans. Contribution to customer service is a core element of the appraisals. Team performance is also assessed and recognised.

RP1/10 Not reviewed this year.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

2.2.4: We can demonstrate how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

134: Customer services champions Assessor Acceptance: Yes

Each team has identified a customer service champion who is actively working to improve customer services as part of a project team. In addition this member of staff is expected to actively encourage their team members to deliver excellence in customer service.

144: Resident involvement and community engagement project Assessor Acceptance: Yes

GCH has a culture of staff involvement through the project management framework. Each project group consists of at least one staff member from each service areas. The purpose of this is to ensure that staffs insight and experience can be used in each service area development.

179: Chat with the chief action plan Assessor Acceptance: Yes

On a bi-monthly basis a selection of staff are nominated by their line managers to attend chat with the chief, staff members can also make a request to attend this session. Chat with the chief enables staff to gives ideas, raise issues etc that are then acted upon e.g. into procedure change.

196: Think tank staff sessions Assessor Acceptance: Yes

Staff are encouraged to participate in a Think Tank on a particular topic or area of the business. These session are aimed to ensure that staff have the opportunity to discuss issues and discuss creative ways in which to address them.

229: Rewards for good ideas Assessor Acceptance: Yes

At GCH staff are encouraged to contribute ideas that ensure continued improvement to services to the customer through a rewards for good ideas scheme. There have been a number rewards in recognition for going above the line of duty e.g. Obtaining customer service excellence.

2.2.4.1: We can demonstrate how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning.

Staff views are actively sought in a number of ways as evidenced. Those spoken to were confident that their views were captured and that they were able to influence service development. Staff with work experience in other organisations rated GCH very highly in this respect.

RP1/10

The bi-monthly 'Chat with the Chief' was observed during the assessment. It provides a very effective channel of communication and is commended as 'Compliance Plus'.

RP2/11 Staff involvement in contributing to policy development continues to be strongly encouraged.

'Compliance Plus' again appropriate here.

Evidence Value: Fully Met

2.2.5: We value the contribution our staff make to delivering customer focused services, and leaders, managers and staff demonstrate these behaviours.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliance Plus

Active Evidence

277: INVESTORS IN PEOPLE - GOLD AWARD Assessor Acceptance: Yes

In February 2010 GCH attained the Investors in People Gold award, recognising its commitment to developing and valuing its workforce. It has a strong Learning and development strategy in place and delivers high quality, cost effective learning and development opportunities

279: COMPETENCY FRAMEWORK Assessor Acceptance: Yes

We have a competency framework that is used in the performance and development of all GCH staff. Customer focus, integrity and respect are a key element within the competency framework.

280: CEO BRIEFINGS Assessor Acceptance: Yes

Chief Executive briefings are carried out monthly and all staff are required to attend. The briefing is part of the core briefing communication for staff and includes a briefing on Board, Customer Forum and Leaseholder Forum decisions, key corporate messages from EMT and TMT, and other information.

281: EMPLOYEE OF THE YEAR AWARD Assessor Acceptance: Yes

The GCH Employee of the Year award is presented at our annual staff conference; this award commemorates one of our colleagues, Melanie Robinson, who died in 2009 following a brave battle with cancer.

282: LEARNING & DEVELOPMENT STRATEGY Assessor Acceptance: Yes

GCH has a strong Learning and Development Strategy in place and delivers high quality, cost effective learning and development opportunities and events annually responding to both the needs identified in the business plan and staff appraisal process.

283: STAFF SUGGESTION SCHEME Assessor Acceptance: Yes

GCH has introduced an innovative approach to encouraging staff to provide creative ideas and feedback to the organisation.

2.2.5.1: We value the contribution our staff make to delivering customer focused services,

Your customer service awards are very successful in recognising and rewarding (and sometimes embarrassing) staff. This is commended as 'Compliance Plus'.

RP1/10 Staff continue to be valued for their contributions. Compliance Plus still appropriate.

RP2/11 This year has seen the introduction of the Melanie Robinson award for 'Employee of the Year'. This is commended as 'Compliance Plus'.

Evidence Value: Fully Met

2.2.5.2: and leaders, managers and staff demonstrate these behaviours.

It was evidenced and confirmed by observation and discussion that customer focus is demonstrated by staff at all levels in the service.

RP1/10 Again strongly confirmed.

RP2/11 Continuing as before.

Evidence Value: Fully Met

3: Information and Access

3.1: Range of Information

3.1.1: We make information about the full range of services we provide available to our customers and potential customers, including how and when people can contact us, how our services are run and who is in charge.

Applicant Self Assessment: Strong

Compliance to Standard: Compliance Plus

Active Evidence

18: Customer service standards Assessor Acceptance: Yes

Service standards detail service standards across all areas of the business clearly communicating the full range of services available to our customers and potential customers. This is also available to customers on our website.

20: Marketing and communications strategy Assessor Acceptance: Yes

The marketing and communications strategy promotes a positive, consistent and professional image of GCH to all our stakeholders and keeps all of our stakeholders fully informed about matters relating to GCH, its services, performance and decisions it takes.

224: Facebook Assessor Acceptance: Yes

We have introduced new innovative ways in which our customer can access information about GCH. We have recently introduced the use of facebook in order to provide an information way in which we can communicate with our tenants.

225: Twitter Assessor Acceptance: Yes

This is another example of an innovative way in which our customer can access information about GCH. We have recently introduced the use of facebook in order to provide an information way in which we can communicate with our tenants.

226: GCHTV Assessor Acceptance: Yes

We have now introduced GCHTV that enables our customers to access a wide range of information and also the ability to report issues such as repairs, This service is available all day and everyday increasing accessibility to information about the range of services and also services.

85: Access to information sheet Assessor Acceptance: Yes

This explains how customers can gain access to information that we hold at Gloucester City Homes.

3.1.1.1: We make information about the full range of services we provide available to our customers and potential customers,

All service and contact information is made widely available. The website is useful here and is shortly to be improved following consultation with users. Free internet access is available in the main reception area.

RP1/10 The introduction of information services through interactive TV and on Facebook is commended as 'Compliance Plus'.

RP2/11 The use of Facebook, Twitter and interactive TV is increasing. You have also started to use YouTube to communicate with users. 'Compliance Plus' still appropriate here.

Evidence Value: Fully Met

3.1.1.2: including how and when people can contact us,

This is covered by the service standards that are made available as above.

RP1/10 No change.

Evidence Value: Fully Met

3.1.1.3: how our services are run and who is in charge.

This is provided in detail on the website and in outline in the Annual Report. More information is given on wall displays in the reception area.

RP1/10 This information has been improved over the past year.

Evidence Value: Fully Met

3.1.2: Where there is a charge for services, we tell our customers how much they will have to pay.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

284: RENT NOTICES Assessor Acceptance: Yes

To ensure that you receive reasonable notice of any change GCH will:
 • always give you at least 4 weeks’ notice of any change to your rent or other charges.

285: RENT STATEMENTS Assessor Acceptance: Yes

GCH provides accurate and timely information about rent and service charge accounts to service users, for example quarterly rent and service charge statements.

286: SECTION 20 PROCEDURE Assessor Acceptance: Yes

Section 20 of the Landlord and Tenant Act 1985 (as amended) states that consultation with Leaseholders is required if the company enters into a long term agreement with a contractor that is for more than 12 months, and may cost the Leaseholder above £100 per annum.

287: LEASEHOLDER HANDBOOK Assessor Acceptance: Yes

Leasehold and Shared Ownership handbooks are provided by Gloucester City Homes to clearly explain the services provided to our residents and to clarify their rights and responsibilities under the Lease.

288: RENT & SERVICE CHARGE LEAFLET FOR TENANTS Assessor Acceptance: Yes

We produce an annual leaflet for all customers, setting our rent, support and service charge, setting policy and how rents and service charges are calculated and collected.

289: GCH WEBSITE - YOUR RENT Assessor Acceptance: Yes

We have a comprehensive website that enables our tenants to access a range of information across all services, including information about rents and service charges. The website has recently been improved and redesigned in consultation with residents.

3.1.2.1: Where there is a charge for services, we tell our customers how much they will have to pay.

Information on all charges is provided as evidenced. A recent revision to rents was communicated directly to every user concerned. You have also used a blitz approach to rent arrears. This offered support and advice to those owing rent but also achieved significant payments and resulted in you maintaining performance.
 RP1/10 Not reviewed this year.
 RP2/11 The presentation of information about rents on your website has been improved. Rent and service charge statements are sent out quarterly in an improved format.

Evidence Value: Fully Met

3.2: Quality of Information

3.2.1: We provide our customers with the information they need in ways which meet their needs and preferences, using a variety of appropriate channels.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

224: Facebook Assessor Acceptance: Yes

We have introduced new innovative ways in which our customer can access information about GCH. We have recently introduced the use of facebook in order to provide an information way in which we can communicate with our tenants.

225: Twitter Assessor Acceptance: Yes

This is another example of an innovative way in which our customer can access information about GCH. We have recently introduced the use of facebook in order to provide an information way in which we can communicate with our tenants.

226: GCHTV Assessor Acceptance: Yes

We have now introduced GCHTV that enables our tenants to access our services via their own TV. This service provides a range of information to our tenants as well as enabling them to contact us or report a repair for example.

233: New improved tenants times Assessor Acceptance: Yes

We have now developed our tenants times in partnership with our customers to improve the way in which information is presented to them. Our customers have been involved in selection of the design company, the design and on an on-going basis deciding of the content fully.

234: Were listening roadshow Assessor Acceptance: Yes

We have developed a new way in which we can domstrate that we are listening to our customers which also acts as another way in which to gather feedback and for customers to access GCH. The were listening concept is new and involve staff on 12-14th (promotion) and EMT on 15th-17th April (roadshow)

237: Stakeholders survey Assessor Acceptance: Yes

A survey of GCH Stakeholders has been completed to assess perceptions of GCH and the value key stakeholders place on the role and services that it provides. This information from our customers is essential for ensuring that communication methods used are appropriate and understandable.

3.2.1.1: We provide our customers with the information they need in ways which meet their needs and preferences,

Information is made widely available. All new users receive a handbook containing essential information. Tenant Times is sent to all users quarterly and provides key information in an attractive format. This is commended as 'Compliance Plus'.
 RP1/10 Tenant Times has been revamped in consultation with readers. Compliance Plus is still appropriate.
 RP2/11 Tenant Times continues to 'sparkle' and continues to be well worthy of 'Compliance Plus' designation.

Evidence Value: Fully Met

3.2.1.2: using a variety of appropriate channels.

Other channels available are the website, advice available through staff on estates or at service points and by phone to the customer call centre. Tenant groups are also empowered to give support and advice or direct queries to the right place.
 RP1/10 GCHTV, Facebook and Twitter have all been introduced since the last assessment.

Evidence Value: Fully Met

3.2.2: We take reasonable steps to make sure our customers have received and understood the information we provide.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

290: PUBLICATIONS GROUP AND READING PANEL	Assessor Acceptance:	Yes
Our vision is to develop clear and effective communications to promote the identity of Gloucester City Homes, the services it provides, and its corporate mission, values and vision together with the 8 strategic aims of the company, ensuring that we meet the diverse needs of all our residents		
291: COMMUNICATIONS SATISFACTION	Assessor Acceptance:	Yes
We carried out a Communications Survey in July 2010 when a Communications Your Views Count card was sent out to all residents in a Tenant Times mail out. Overall resident satisfaction with communications from GCH has increased from 90% to 92% over the year.		
292: GCH WEBSITE - HOW TO CONTACT US	Assessor Acceptance:	Yes
Tenants can access the service through the website, GCHTV on the Looking Local Service on Sky, Virgin, mobile phone or Nintendo Wii. Tenants can report issues to us on line using both of these methods.		
293: GCHTV	Assessor Acceptance:	Yes
Tenants can access the service through the website, GCHTV on the Looking Local Service on Sky, Virgin, mobile phone or Nintendo Wii. Tenants can report issues to us on line using both of these methods. Other ways to contact us are through Twitter, Facebook and You Tube.		
294: COMMUNICATOR OF THE YEAR	Assessor Acceptance:	Yes
Gloucester City Homes is delighted to announce that it has been awarded the Communicator of the Year Award in the Citizen and Gloucestershire Echo Business Awards 2010.		
295: POST LET VISITS	Assessor Acceptance:	Yes
We carry out a home visit to all new tenants no more than four weeks after they have been let a property, to ensure that they have read, and understood, the information that was relayed to them at letting stage, also to ensure that all information that should have been issued has been complete		

3.2.2.1: We take reasonable steps to make sure our customers have received

You do check that users receive and understand the information you provide. Customer call centre staff always ask callers at the end of the call "is there anything else I can help you with?".
 RP1/10 Not reviewed this year.
 RP2/11 The post-let visit is used to ensure that tenants have received the information provided.

Evidence Value: Fully Met

3.2.2.2: and understood the information we provide.

The post -let visit is appreciated by users and is commended as 'Compliance Plus'.
 RP1/10 Tenants continue to be very satisfied with the information they receive. Compliance Plus is still appropriate.
 RP2/11 The new Tenants' Handbook has been completely revised in consultation with users and is colour themed to make it easier to reference. The extent of overall improvements to information provision especially in terms of design and consultation with users is commended as 'Compliance Plus'.

Evidence Value: Fully Met

3.2.3: We have improved the range, content and quality of verbal, published and web based information we provide to ensure it is relevant and meets the needs of customers.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

162: Ensuring customers receive and understand information we provide	Assessor Acceptance:	Yes
To ensure customers are able to understand the information we send them we ensure that on each letter we ask our customers to make contact if they would like the information explained or provided in another format.		
183: Monthly new tenancies survey exception report	Assessor Acceptance:	Yes
This is an example of the exception report following our monthly new tenants survey.		
184: Tenants times editorial panel	Assessor Acceptance:	Yes
GCH has an editorial panel that consists of staff, tenants and leaseholders in place to discuss and agree the content of the quarterly Tenants Times. The Tenants Times is sent to all tenants		
212: Monitoring of calls in the customer services call centre	Assessor Acceptance:	Yes
The Customer Services Team Leader as part of her role listens to calls received in the call centre. The purpose of this activity is to listen for the quality of information being given, the professionalism and assist in identification of any training needs within the team		
91: Reading panel list and feedback	Assessor Acceptance:	Yes
This is a list of reading panel members. Our reading panel is sent information to check the content and quality of leaflets, policies etc before publishing.		
94: Tenants times survey	Assessor Acceptance:	Yes
Tenants times is a quarterly newsletter sent to all tenants and leaseholders. This was received and reviewed following feedback to ensure that the content and quality meets our customer needs.		

3.2.3.1: We have improved the range, content and quality of verbal,

The quality of verbal information given by the call centre is monitored by the Customer Services Team Leader. The open plan office layout at GCH headquarters helps to ensure consistency and quality of information provision.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

3.2.3.2: published

The quality of information in Tenant Times is checked by an editorial panel. There is also a reading panel to oversee the content and quality of leaflets and other publications.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

3.2.3.3: and web based information we provide to ensure it is relevant and meets the needs of customers.

The website is user-friendly and is currently being updated in consultation with users.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

3.2.4: We can demonstrate that information we provide to our customers is accurate and complete, and that when this is not the case we advise customers when they will receive the information they requested.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

120: Agenda for publications group Assessor Acceptance: Yes

The publications group is responsible for setting the content and style of tenants times as well as ensuring that every aspect of the publication is correct and complete.

121: Minutes of publications group Assessor Acceptance: Yes

This is an example of the minutes from a publications group as above.

131: Access to information policy Assessor Acceptance: Yes

This policy deals with access to information by customers and staff on themselves and by staff for customers allowing access,

18: Customer service standards Assessor Acceptance: Yes

We have a comprehensive set of service standards that ensures everyone in our diverse multi-cultural community, including those with special needs, are not excluded from any aspect of service we provide. These service standards outline the level of service customers can expect when contacting GCH.

85: Access to information sheet Assessor Acceptance: Yes

This leaflet explains how customers can get access to information that we hold at Gloucester City Homes.

91: Reading panel list and feedback Assessor Acceptance: Yes

This is a list of reading panel members. Our reading panel is sent information to check the content and quality of leaflets, policies etc before publishing.

3.2.4.1: We can demonstrate that information we provide to our customers is accurate and complete,

Your evidence confirms that you check the accuracy of all the information you provide to users.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

3.2.4.2: and that when this is not the case we advise customers when they will receive the information they requested.

It was observed that your protocols for call handling include logging queries that cannot be immediately answered. You have set a standard of 24 hours for such calls to be returned with full information or an update.

RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

3.3: Access

3.3.1: We make our services easily accessible to all customers through provision of a range of alternative channels.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

15: Youth engagement action plan Assessor Acceptance: Yes

This document outlines an action plan for developing youth involvement in year 6 primary, 13-17 year olds, 17-25 year olds and also young parents.

17: New tenant participation charter 2010 Assessor Acceptance: Yes

Our Tenant Charter was first launched in December 2006 and currently we are in the process of reviewing a 3rd version. The tenants charter sets out council tenants and other local residents rights to participate in decisions about their communities and the local service they receives.

224: Facebook Assessor Acceptance: Yes

We have introduced new innovative ways in which our customer can access information about GCH. We have recently introduced the use of facebook in order to provide an information way in which we can communicate with our tenants.

225: Twitter Assessor Acceptance: Yes

This is another example of an innovative way in which our customer can access information about GCH. We have recently introduced the use of facebook in order to provide an information way in which we can communicate with our tenants.

226: GCHTV Assessor Acceptance: Yes

We have now introduced GCHTV that enables our tenants to access our services via their own TV. This service provides a range of information to our tenants as well as enabling them to contact us or report a repair for example.

74: Breakdown of customer contact type Assessor Acceptance: Yes

This evidence outcomes how customer access our services through the various channels and the various channels available to access us. As Facebook and Twitter are relatively new this has not been collated within this report however will demonstrate this on visit.

3.3.1.1: We make our services easily accessible to all customers through provision of a range of alternative channels.

Users can access services by phone, e-mail, letter, personal visit , and through the website.
 RP1/10 Access has been further improved by the use of GCHTV, Facebook and Twitter.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

3.3.2: We evaluate how customers interact with the organisation through access channels and we use this information to identify possible service improvements, and offer better choices

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

246: MATSON ONE STOP SHOP CONSULTATION Assessor Acceptance: Yes

It is apparent that the use of this facility is declining so therefore in partnership with key stakeholders are carrying out a full review of Matson One Stop Plus. This review has to date included a review of actual usage and outcomes for tenants as well as community consultation.

247: WE'RE LISTENING ROADSHOW REPORT Assessor Acceptance: Yes

In April 2010 we carried out the largest feedback exercise ever. We arranged for a roadshow to take place over three days on 15th, 16th and 17th April that saw the Executive Management Team visiting 9 areas in order to gain feedback from residents on what's important in their homes and communities

296: FIRST POINT OF CONTACT Assessor Acceptance: Yes

The Customer services team aim to resolve 90% of enquiries at first point of contact including giving basic information on how to get involved. The Customer Service Manager monitors all calls that are received, and made, by the customer service team.

297: CUSTOMER CONTACT Assessor Acceptance: Yes

We monitor all customer contact to ensure that we are able to resource and provide services at a time when residents need them. We use our trend analysis to enable us to meet resident demands and allow us to use our resources effectively and efficiently.

298: WEB SITE AND GCHTV USAGE Assessor Acceptance: Yes

There are a number of ways in which our tenants can access our services through telephone, email, fax, website, GCHTV, Twitter, Facebook, online services, freephone and landline numbers. We analyse the use of our web-site and GCHTV regularly

299: CONTACT WITH GCH - WE'RE LISTENING ROADSHOW Assessor Acceptance: Yes

Following customer consultation we have extended our opening hours on week days to 8:30am - 5:30pm. On an on-going basis we ensure that statistics are gathered in order that we can monitor the effectiveness of this service extension.

3.3.2.1: We evaluate how customers interact with the organisation through access channels

Customer contact is monitored and analysed. The telephone is the most popular method.

RP1/10 Not reviewed this year.

RP2/11 You are continuing to monitor all access channels.

Evidence Value: Fully Met

3.3.2.2: and we use this information to identify possible service improvements,

Some work is now being done to identify and analyse avoidable calls to the customer call centre. It is anticipated that this may lead to improved information provision through other channels like the website. This, in turn, offers the prospect of improving the quality of service to more 'essential' phone callers.

RP1/10 Not reviewed this year.

RP2/11 Monitoring of usage identified declining use of Matson One Stop Plus.

Evidence Value: Fully Met

3.3.2.3: and offer better choices

You offer the option of paying rent by direct debit. The regular prize draw for tenants in credit with rent accounts is very popular.

RP1/10 Not reviewed this year.

RP2/11 Matson One Stop Plus has been subject to extensive review and options for alternative service delivery developed.

Evidence Value: Fully Met

3.3.3: We ensure that where customers can visit our premises in person facilities are as clean and comfortable as possible.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

100: Premises project scope	Assessor Acceptance:	Yes
GCH was established in Dec 2005. As part of a fundamental service review to close decentralised housing offices, a premises project was set up, to ensure staff had appropriate office space and also that customers have can enjoy a clean, comfortable and accessible environment when visiting GCH.		
101: Options appraisal	Assessor Acceptance:	Yes
GCH office is located in the city centre close to all main bus routes. Our customer reception is fully DDA complaint, and offers private interview facilities for customers.		
102: Assessment by association for the blind	Assessor Acceptance:	Yes
The Blind association have risk-assessed the reception for access facilities.		
103: Assessment by deaf association	Assessor Acceptance:	Yes
The Deaf association have both risk-assessed the reception for access facilities and have hearing loop available in both reception areas.		
104: Risk assessment of Matson One Stop Plus	Assessor Acceptance:	Yes
A full risk assessment of Matson one stop has been undertaken to ensure that risks are identified and minimised as well as ensuring that the office is accessible i.e. DDA compliancy and also comfortable.		
105: Risk assessment Southgate House	Assessor Acceptance:	Yes
A full risk assessment of GCH Southgate House has been undertaken to ensure that risks are identified and minimised as well as ensuring that the office is accessible i.e. DDA compliancy and also comfortable.		
202: Customer contact via various channels	Assessor Acceptance:	Yes
Statistics are gathered on a on-going basis with regards to channel usage. The attached details how many customers access us via telephone calls, visits to southgate house, home visits and visits to Matson One Stop Plus.		

3.3.3.1: We ensure that where customers can visit our premises in person facilities are as clean and comfortable as possible.

The facilities at Southgate House are excellent. Your firmly managed clear desk policy helps to create an overall atmosphere that is calm and professional.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

3.4: Co-operative working with other providers, partners and communities

3.4.1: We have made arrangements with other providers and partners to offer and supply co-ordinated services, and these arrangements have demonstrable benefits for our customers

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

106: Community strategy Assessor Acceptance: Yes

This strategy is about the future of Gloucester to help employers, organisations and communities work together to secure the social, economic and environmental well being of the City. GCH also works as part of the Local Strategic Partnership and Family Intervention Project.

107: Partnership agreement with Kingsholm TCC Assessor Acceptance: Yes

We have developed a partnership agreement with Kingsholm Tenant Consultative Committee (KTCC) in order to formalise the way in which we work together to provide high quality services that Kingsholm TCC has delegated management responsibility for. GCH currently funds KTCC through this agreement.

108: GL Communities service level agreement Assessor Acceptance: Yes

This service level agreement highlights the services that GL Communities will provide to the customers of GCH. The benefits this agreement brings are increased engagement with residents, local approach to partnership working between stakeholders and build capacity.

111: Strategic partnering framework Assessor Acceptance: Yes

This document outlines an agreement at strategic level with our decent homes partners.

227: Partnership agreement with housing benefit Assessor Acceptance: Yes

This agreement highlights the services both GCH and Housing Benefits, Investigations and welfare rights services will provide to the customers of GCH. It cements, an already strong working relationship, by clearly showing the roles and responsibilities of both parties.

238: 6 month report from GL Communities on outcomes achieved Assessor Acceptance: Yes

This report identified the outcomes achieved against objectives set within the GCH and GL Communities service level agreement. This SLA is reviewed on a 6 monthly basis in terms of progress against objectives identified.

3.4.1.1: We have made arrangements with other providers and partners to offer and supply co-ordinated services,

Discussions with partners confirmed that you have good working arrangements on a day to day basis and also at a more strategic level.
 RP1/10 Confirmed again in discussion.

Evidence Value: Fully Met

3.4.1.2: and these arrangements have demonstrable benefits for our customers

The benefits provided to your users are clearly evidenced and are reflected in the tidy and fresh appearance of many areas of your estates.

RP1/10 The more structured and increasing use of volunteers is commended as 'Compliance Plus'.
 RP2/11 Project Solace (Ev305) is also relevant here. Your joint working with Police and Gloucester City Council to tackle anti-social behaviour has brought widely recognised benefits to tenants and other stakeholders. 'Compliance Plus'.

Evidence Value: Fully Met

3.4.2: We have developed co-ordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

300: CO-LOCATION WITH PARTNERS	Assessor Acceptance:	Yes
We have developed close working arrangements with our key partners to ensure the highest possible delivery of customer-focused services. This includes the co-location of some of our partners' staff within our own offices at Southgate House.		
301: FINANCIAL INCLUSION - CREDIT UNION	Assessor Acceptance:	Yes
GCH is closely involved with the establishment of the new Gloucestershire Credit Union. The Income manager is a director on the Credit Union Board. It supports sustainable lending and borrowing for our customers.		
302: MEMO OF UNDERSTANDING WITH SUPPORT PARTNERS	Assessor Acceptance:	Yes
We have a number of MOUs in place to ensure support is readily available to our customers and we develop our own learning through our partners experience e.g.; Knightstone, Keyring. Our staff work closely with support agencies and vulnerable customers to ensure they access the right level of support		
303: CONTRACT EQUALITY SCHEME	Assessor Acceptance:	Yes
We have made our contract equality scheme and our tender documentation more robust to ensure that our partner organisations and contractors deliver the same service commitments.		
304: GL COMMUNITIES	Assessor Acceptance:	Yes
This service level agreement highlights the services that GL Communities will provide to the customers of GCH. The benefits this agreement brings are increased engagement with residents, local approach to partnership working between stakeholders and build capacity.		
305: PROJECT SOLACE	Assessor Acceptance:	Yes
GCH works in partnership with Gloucestershire Police to resolve ASB and take a joint approach to resolving community concerns and increasing the communities' confidence around ASB. Introducing Project Solace has strengthened the commitment of both organisations to work in partnership		

3.4.2.1: We have developed co-ordinated working arrangements with our partners that ensure customers have clear lines of accountability for quality of service.

Staff working for contractors are required to follow your customer service standards. Your arrangements with Lovells in particular are impressive and are reflected in high levels of satisfaction with the Decent Homes Programme. This is commended as 'Compliance Plus'.
 RP1/10 The arrangements for handover from Morrisons to Lovells merit 'Compliance Plus' here.
 RP2/11 Your pioneering Project Solace must be mentioned here. The co-location of Police and Gloucester City Council staff with your staff at Southgate House have made a major difference to tackling anti-social behaviour in Gloucester. This is commended as 'Compliance Plus'.

Evidence Value: Fully Met

3.4.3: We interact within wider communities and we can demonstrate the ways in which we support those communities.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

115: Neighbourhood Project funding agreement and targets Assessor Acceptance: Yes

This document outlines performance targets in each of the five delivery areas as agreed in partnership with our neighbourhood project. Each neighbourhood project is visited monthly to check progress and performance is reported on a quarterly basis.

16: Resident involvement and community engagement strategy Assessor Acceptance: Yes

Our resident involvement strategy sets out how we work with our tenants and residents and how we support the community as a whole.

165: Working within the stronger communities project Assessor Acceptance: Yes

GCH works within the stronger communities project which aims to create stronger communities in Gloucester through partnership working with the community and community stakeholders and partners. The community and partners each bring different perspectives and are mutually supportive of each other.

194: Number of referrals to agencies Assessor Acceptance: Yes

In carrying out day-to-day services i.e. rent arrears, tenancy management we carry out a number of referrals for our tenants to agencies within the community in order to provide support where required for areas such as money/debt advice, garden works that contribute to the community as a whole.

197: GCH support of charities Assessor Acceptance: Yes

GCH supports a number of charities with staff raising over £1,000 for various good causes both locally and nationally in 2008. We are supporting the introduction of Workplace Giving as one way of staff being able to contribute on a regular basis.

203: GCH community funding scheme approved grants Assessor Acceptance: Yes

Gloucester City Homes has allocated £5,000 for sponsorship of suitable local community projects during 2008/9. We can give individual grants up to a maximum of £500 to fund a particular project or activity. Applications from non-profit making organisation for projects in art, sport, health etc.

3.4.3.1: We interact within wider communities and we can demonstrate the ways in which we support those communities.

This part of your application is very strongly evidenced. Community involvement is a common theme throughout your service. The ways in which it is planned, managed, monitored and developed with such extensive staff and user engagement is commended as 'Compliance Plus'.

RP1/10 Compliance Plus remains entirely appropriate here.

RP2/11 Compliance Plus again this year. The Shine Academy, training of Young Wardens and Community Pride Days are typical examples of your comprehensive and innovative approach to community engagement.

Evidence Value: Fully Met

4: Delivery

4.1: Delivery standards

4.1.1: We have challenging standards for our main services, which take account of our responsibility for delivering national and statutory standards and targets.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

182: Investors in people	Assessor Acceptance:	Yes
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Gloucester City Homes (GCH) complies with the requirements of the Investors in People Standard and has been The Gold award for investors in people. GCH is one of only 9 organisations in the South West and 128 across the UK to have achieved Gold Status, putting it in the top 1% of all 40,000 liP or

201: ISO inspection report	Assessor Acceptance:	Yes
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The objective of the assessment was to conduct a certification assessment for ISO 9001:2000 to ensure that all elements of the proposed scope and entire requirements of the management standard are effectively addressed by the organisation's management system. GCH was accredited with this award.

41: Executive Management Team Monthly performance report	Assessor Acceptance:	Yes
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GCH has set challenging targets for all services that incorporates both our responsibility for delivering quality services to our customers, whilst achieving national and statutory performance standards and targets such as best value performance indicators.

43: Performance management framework	Assessor Acceptance:	Yes
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A key area of our performance management framework is to receive feedback from our customers on the quality of our service delivery. Independent systems are in place to monitor service standards and benchmark delivery with top performing ALMO's.

44: Quality management report	Assessor Acceptance:	Yes
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The management report enables us to identify quality improvement issues, identify solutions and track progress and outcomes as a result of feedback.

48: Customer Service Standard	Assessor Acceptance:	Yes
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We have a comprehensive range of service specific standards so that all of our customers can monitor our performance and delivery against them. They set a clear level of service for our staff to deliver and our customers to receive. Set by the customer, national and statutory standards and targets.

4.1.1.1: We have challenging standards for our main services,

Challenging standards are set for all your main services. These are detailed in various documents and clearly published on the website.

RP1/10

Your standards continue to be challenging.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.1.1.2: which take account of our responsibility for delivering national and statutory standards and targets.

Your standards reflect the National Decent Homes standard and are linked to Best Value performance indicators.

RP1/10

No change.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.1.2: We monitor and meet our standards, key departmental and performance targets, and we tell our customers about our performance.

Applicant Self Assessment: Satisfactory

Compliance to Standard: Compliant

Active Evidence

254: GCH BOARD REPORT - Q3 2010/11 Assessor Acceptance: Yes

The Quarterly performance report is a reporting tool on key performance areas whereby progress on meeting targets and acting on customer feedback is reported to the Board and Client. These stakeholders can ensure that GCH is focusing on tenants' key priorities and resources are allocated accordingly

306: SERVICE STANDARDS MONITORING MATRIX Assessor Acceptance: Yes

The Customer Service Standards have been developed from comments and suggestions made by customers and from what we have learnt from best practise gathered from around the country. Standards are advertised so that customers are aware of the service they can expect from us.

307: KEY PERFORMANCE INDICATORS - PARTNERING BOARD Assessor Acceptance: Yes

Monthly reports are provided to the Executive Management Team, the Client, the Asset Management Partnering Board and Customer Forum. These contain critical indicators, which focus on the elements of the service that are most important to our customers

308: PUBLISHING PERFORMANCE Assessor Acceptance: Yes

Performance is regularly reported to Customers through Tenant Times, Improvement News, on our Website, at Reception and to our Board and staff via Performance reports

309: PERFORMANCE MANAGEMENT IN TENANT TIMES Assessor Acceptance: Yes

Customers have access to performance information in reception, on the web and in Tenant Times / Leaseholder News.

310: INTERNAL QUALITY AUDITORS Assessor Acceptance: Yes

GCH has 12 Internal Auditors, trained by BSI, who are available to carry out both planned and ad-hoc internal quality audits of policies and procedures. They test outcomes for customers and compliance to service standards

4.1.2.1: We monitor and meet our standards, key departmental and performance targets,

You have a very thorough approach to performance management. You are always aware of your current performance in all key areas of the service.

RP1/10 Not reviewed this year.

RP2/11 Performance is reported on monthly. 12 Internal Auditors are available to carry out planned and ad-hoc audits at any time.

Evidence Value: Fully Met

4.1.2.2: and we tell our customers about our performance.

Performance updates are published in every edition of Tenant Times. A summary is included in the Annual Report.

RP1/10 Not reviewed this year.

RP2/11 Performance is also published in Leaseholder News and in the reception area at Southgate House.

Evidence Value: Fully Met

4.1.3: We consult and involve customers, citizens, partners and staff on the setting, reviewing and raising of our local standards.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

16: Resident involvement and community engagement strategy Assessor Acceptance: Yes

GCH has a Resident Involvement Strategy that enables Tenants and Leaseholders to get involved in their communities at a level at which they feel comfortable.

18: Customer service standards Assessor Acceptance: Yes

Our service standards are currently reviewed via customer focus groups on an annual basis. All feedback obtained from these groups is reported back to the relevant service manager and services changes are considered and implemented as a direct result of this feedback.

19: Customer forum Assessor Acceptance: Yes

The Forum commenced in May 2007 and ensures that all avenues of tenant involvement at a local level feeds into it. The Forum plays a key role in terms of the strategic and wider reaching issues of GCH as well as monitoring the success of tenant involvement and the success of the Tenants charter.

204: Partnering board minutes Assessor Acceptance: Yes

Partnering board takes place on a monthly basis. The meeting is attended by GCH officers, tenants and also contract partners. The purpose of this meeting is to discuss progress on the contract but also to work together in order to review and improve services provided to tenants.

6: Focus groups Assessor Acceptance: Yes

GCH holds over 20 focus groups annually to ensure that we review existing services and identify future requirements to meet tenant needs and aspirations.

8: Mystery shoppers report for Neighbourhood Services Assessor Acceptance: Yes

Tenant Mystery shoppers have been fully trained and support GCH to test how our service is working at the "sharp end", giving us invaluable feedback on how we can improve. This approach enables GCH to understand what customers think about our services.

9: Customer surveys - new tenants Assessor Acceptance: Yes

A number of service specific surveys are carried out annually to gather feedback from our customers and identify any service improvement required. Following each survey an exception report is completed that identifies any service improvements required as a result.

4.1.3.1: We consult and involve customers, citizens, partners and staff on the setting, reviewing and raising of our local standards.

User representatives are consulted at all times when standards are reviewed.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.2: Achieved Delivery and Outcomes

4.2.1: We agree with our customers at the outset what they can expect from the service we provide.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

110: Major works tenant compact Assessor Acceptance: Yes

This compact is designed to ensure that tenants can influence and be involved in the decision making process. Thus they can influence how we deliver major refurbishment. As a result they should receive the highest quality services and products with minimal disruption during the process.

156: Pre-tenancy interview Assessor Acceptance: Yes

The pre-tenancy appointment is made with every prospective tenant being re-housed from the Waiting List or as a Homeless applicant. The Pre-offer letter contains a paragraph advising that when they are Accepting Subject to View the property, a pre-tenancy appointment will be made at GCH.

17: New tenant participation charter 2010 Assessor Acceptance: Yes

The tenant participation charter has been fully reviewed with our tenants and now incorporates a series of guarantees to both our active and non-active tenants in terms of the service and support they will received from Gloucester City Homes,

18: Customer service standards Assessor Acceptance: Yes

As above, this is communicated on our website. The full range of service standards was determined from comments and suggestions made by customers in residents groups, focus groups, working groups, customer surveys, feedback forms, compliments, comments and complaints.

186: Letter following point contact for ASB report Assessor Acceptance: Yes

A letter is sent to the complainants that details and the agreed action plan that also encloses a copy of a leaflet concerning ASB.

195: Leaflet on anti-social behaviour Assessor Acceptance: Yes

This leaflet demonstrates how we agree with our tenants from first contact concerning ASB what service they can expect to receive in relation to our service standards.

4.2.1.1: We agree with our customers at the outset what they can expect from the service we provide.

Suitable procedures are in place to ensure that for all service delivery streams users are aware of what they can expect from the outset. This was confirmed in discussion with users during the visit.

RP1/10 Customer service guarantees have been updated as part of the new tenant participation charter.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.2.2: We can demonstrate that we deliver the service we promised to individual customers and that outcomes are positive for the majority of our customers.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

242: VMS CUSTOMER SURVEY 2010 Assessor Acceptance: Yes

GCH recognizes the importance of independently validated feedback from customers and so, in June 2010 Vision Management Systems (VMS) were commissioned by GCH to carry out a confidential survey of tenants, using some of the standard Status survey questions previously used.

257: ACHIEVEMENTS 2009/10 Assessor Acceptance: Yes

Each year GCH publishes an 'Achievements' report that outlines the overall achievements of the company and also those for each service area. These achievements reflect a range of service improvements aligned to Customer priorities

261: AUDIT COMMISSION REPORT 2010 Assessor Acceptance: Yes

GCH has a strong customer focus which is reflected in easy access to services that are available at times which suit customers, service standards developed in consultation with them, an effective customer contact team, good provision of information, and an appetite for seeking customer feedback

276: 5 A'S FOR SUPPORTING PEOPLE Assessor Acceptance: Yes

A recent supporting people review highlighted that residents were listened to and had a valued input in the way the service was delivered
 We have been awarded 5 A's for our Supporting People services.

311: EQUALITIES STANDARD ACHIEVING LEVEL Assessor Acceptance: Yes

We have attained a number of awards and accreditations, which confirm the ethos of the organisation. These include the "Achieving" Level of the new Equalities Framework; the DWP's "Being Positive About Disability" Standard and we are a Stonewall Diversity Champion.

312: ISO ACCREDITATION Assessor Acceptance: Yes

The Chief Executive of Gloucester City Homes has overall responsibility for the Quality Management System review process and ISO accreditation. GCH was first inspected for accreditation of ISO9001 in December 2006 and bi-annually since then

4.2.2.1: We can demonstrate that we deliver the service we promised to individual customers

You check that the services you provide deliver the quality you specify.
 RP1/10 Not reviewed this year.
 RP2/11 This point is fully evidenced in your Achievements 2009/10 report to stakeholders.

Evidence Value: Fully Met

4.2.2.2: and that outcomes are positive for the majority of our customers.

Responses from surveys, focus groups and special events confirm that the majority of users are very happy with the services they receive.
 RP1/10 Not reviewed this year.
 RP2/11 This was confirmed in discussion with tenants' representatives and strongly by reports from ISO, the Audit Commission and several other independent agencies.

Evidence Value: Fully Met

4.2.3: We can demonstrate that we benchmark our performance against that of similar or complementary organisations and have used that information to improve our service.

Applicant Self Assessment: Strong

Compliance to Standard: Compliant

Active Evidence

28: Kirkless peer review of service	Assessor Acceptance:	Yes
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Prior to audit commission inspection in March 07 Kirkless Neighbourhood Housing undertook an appraisal of our services against the Key Lines of Enquiry (AC defined) and reported findings and improvements required as a result. GCH took this on board and acted on each recommendation.

59: Analysis of benchmarking costs	Assessor Acceptance:	Yes
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In 2006/07 GCH achieved efficiency savings of £1m to feed into Gloucester City Council's statutory return. This was excellent performance against a forward-looking target for the year of £405,000. In April 2007, GCH submitted a Forward Looking efficiency saving for 2007/08 of £1,024,000.

60: Audit commission final report	Assessor Acceptance:	Yes
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GCH was inspected by the Audit Commission who, in June 2007 assessed Gloucester City Homes as a good two star service that had promising prospects for improvement. Within 18 months, the company had turned around a poorly performing nil star service through improvements in service delivery.

61: ALMO club housemark Report – August 2008	Assessor Acceptance:	Yes
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GCH inputs key performance data including unit costs in order to benchmark our performance against others. An example of this relates to Income Management, which identifies that performance is in the top quartile for 2007/2008.

62: ALMO Unit Cost Benchmarking Project	Assessor Acceptance:	Yes
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GCH inputs key performance data including unit costs in order to benchmark our performance against others. Another example of this is with ALMO unit costs benchmarking report.

4.2.3.1: We can demonstrate that we benchmark our performance against that of similar or complementary organisations

You have undertaken detailed benchmarking with Kirkless Neighbourhood Housing.

RP1/10 Not reviewed this year.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.2.3.2: and have used that information to improve our service.

The benchmarking exercise was followed by action on identified poorer performing areas. This helped you to achieve your current Audit Commission two star status.

RP1/10 Not reviewed this year.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.2.4: We have developed and learned from best practice identified within and outside our organisation, and we publish our examples externally where appropriate.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

28: Kirkless peer review of service Assessor Acceptance: Yes

Prior to our audit commission inspection in March 2007 Kirkless carried out an appraisal of our service and reported findings and suggested improvements as a result. This was published internally to staff, Board and Customer Forum and used to improve services.

60: Audit commission final report Assessor Acceptance: Yes

Following our audit commission inspection this was published on the audit commission website, GCH website, Federation of ALMOs and published in Tenant Times.

63: Resident involvement team learning from best practice Assessor Acceptance: Yes

As part of GCH's continuous improvement we ensure that we carry out best practice research on an on-going basis as well as visit other best performing ALMOs and housing associations.

64: Customer services learning from best practice Assessor Acceptance: Yes

As above

4.2.4.1: We have developed and learned from best practice identified within

You share best practice between estates and there is a healthy dialogue with tenants across the city.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.2.4.2: and outside our organisation,

The peer review with Kirkless provided some excellent leads for service improvement. You are also active in the Housemark Benchmarking Club.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.2.4.3: and we publish our examples externally where appropriate.

Good examples have been noted in the local press, Tenant Times and the Audit Commission Report.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.3: Deal effectively with problems

4.3.1: We identify any dips in performance against our standards and explain these to customers, together with action we are taking to put things right and prevent further recurrence.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

119: Performance management in tenants times Assessor Acceptance: Yes

On a quarterly basis our performance is reported in tenants times to ensure that we communicate how we are performing in key service areas in a way in which is meaningful and that reaches all our customers.

187: Publicising our performance and rectification required Assessor Acceptance: Yes

We publicise our full performance report on a quarterly basis via our web-site. This report identifies our performance against key targets, dips in performance and also a plan of action in order to rectify any issues within service areas if required.

25: Reaction reports following customer focus groups Assessor Acceptance: Yes

Following each focus group a set of minutes and a reaction report created in order to capture the areas of service that need to be improved and any actions in place to rectify performance issues. The following link identifies all focus groups minutes and react reports publicised on GCH website.

41: Executive Management Team Monthly performance report Assessor Acceptance: Yes

On a monthly basis data is collected and reported in key performance areas. Any areas of poor performance are identified and corrective actions put in place. These form an action plan to remedy.

80: Business continuity plan Assessor Acceptance: Yes

This business continuity plans is in place to ensure that in th event of an emergency that effecive plans are in place to deal with the situation and also to ensure that procedures are in place to ensure that customers are kept informed.

4.3.1.1: We identify any dips in performance against our standards

Exception reports are created for all incidences of negative feedback or poor performance.
 RP1/10 No change.

Evidence Value: Fully Met

4.3.1.2: and explain these to customers,

Issues identified in this way are reported back to users in various ways as evidenced above and confirmed in discussion with tenants.

RP1/10 Extensive arrangements were made to maintain essential services to users during the periods of heavy snowfall experienced last winter. Compliance Plus is still appropriate.

RP2/11 Following the much more severe winter conditions experienced in 2010/2011 exceptional efforts were made to maintain and prioritise services. Compliance Plus appropriate again.

Evidence Value: Fully Met

4.3.1.3: together with action we are taking to put things right and prevent further recurrence.

Action taken is reported back as at 4.3.1.2 above and also in Tenant Times. Your encouragement of comments from users and robust procedures for resolving issues and explaining action taken are commended as 'Compliance Plus'.

RP1/10 As before.

Evidence Value: Fully Met

4.3.2: We have an easy to use complaints procedure, which includes a commitment to deal with problems fully and solve them wherever possible within a reasonable time limit.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

313: COMPLAINTS POLICY & PROCEDURE Assessor Acceptance: Yes

The complaint management process has been introduced to provide consistency and accuracy for dealing with all customer complaints, compliments and comments.

314: COMPLAINTS REVIEW PANEL Assessor Acceptance: Yes

The Complaints Review Panel will provide an opportunity for the complainant to have the decision that has been made in respect of their complaint reviewed independently. The panel will consists of at least 2 GCH Board members, 1 of whom will be a tenant.

315: SATISFACTION FOR COMPLAINTS Assessor Acceptance: Yes

In order to continuously monitor tenant satisfaction with all of our services, we leave each tenant a 'Your Views Count' card on completion of any transaction for 27 service areas, including complaints

316: COMPLAINTS LEAFLET Assessor Acceptance: Yes

We have a range of leaflets and information that identifies that level of service our customers will receive and what the next steps are. One specific leaflet is 'Your Views Count' which tells our customers how to complain, comment and compliment GCH services.

318: ISO ACCREDITATION - COMPLAINTS Assessor Acceptance: Yes

Our complaints procedure was audited for our ISO re-accreditation in September 2010. The inspector commented that responses are very prompt and include comprehensive feedback on the resolution of the issue raised

4.3.2.1: We have an easy to use complaints procedure,

Your complaints process is easy to access and use,...

Evidence Value: Fully Met

4.3.2.2: which includes a commitment to deal with problems fully

...contains a commitment to resolve problems,...

Evidence Value: Fully Met

4.3.2.3: and solve them wherever possible within a reasonable time limit.

...and sets out clear time limits for action.

RP1/10 Not reviewed this year.

RP2/11 The procedure has now been thoroughly revised and is easier to use as explained in the leaflet 'Your Views Count'. The setting up of Complaints Review Panel involving a tenant representative is commended as 'Compliance Plus'.

Evidence Value: Fully Met

4.3.3: We give staff training and guidance to handle complaints and to investigate them objectively, and we can demonstrate that we empower staff to put things right.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

205: Compliants - managers training pack Assessor Acceptance: Yes

This is an example of the training pack issued to managers that gives comprehensive guidance of how to deal with complaints objectively.

208: Staff induction to focus system for compliments, complaints and comments Assessor Acceptance: Yes

All GCH and have a comprehensive induction programme that includes induction into customer services. Whilst spending time in the Customer Call Centre the new staff member is introduced to the customer contact system "focus" in order to give an overview of how compliments, complaints are processed.

22: Compliants analysis Assessor Acceptance: Yes

The effectiveness of the compliments, comments and complaints system is analysed fully by: Daily monitoring and chasing by our Customer Services Team to ensure responses are within target times

69: Customer comments, compliments and complaints procedure Assessor Acceptance: Yes

GCH ensures that where appropriate staff are involved with the collation of information to be able to assist in complaints management. GCH senior management team are responsible ensuring that responses are offer consistency and quality.

70: Internal quality audit of complaints process Assessor Acceptance: Yes

This demonstrates an internal quality audit of the complaints process.

71: Compliants training Assessor Acceptance: Yes

In May 2008 training was delivered to the Asset Management Team where issues were identified with regards to the quality and consistency of complaints management, as a result this has improved this area of the service and continues to be monitored in line with our complaint management procedure.

4.3.3.1: We give staff training and guidance to handle complaints

All staff have received training on complaint handling.
 RP1/10 Not reviewed this year.

Evidence Value: Fully Met

4.3.3.2: and to investigate them objectively,

Your recently introduced managers training pack gives guidance on handling and investigating complaints objectively.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.3.3.3: and we can demonstrate that we empower staff to put things right.

Staff confirmed in discussion that they are encouraged to put things right where they are able to do so.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.3.4: We learn from any mistakes we make by identifying patterns in formal and informal complaints and comments from customers and use this information to improve services and publicise action taken.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

151: Report to GCH board on ombudsman Complaint handling process following administrative error. Assessor Acceptance: Yes

This report advises the Board of the actions taken to improve the complaint management process in response to an administrative failure, which led to an enquiry from the Local Government Ombudsman not being dealt with in an effective and timely manner.

219: Your views count card Assessor Acceptance: Yes

Your views count cards have been developed to capture feedback from our tenants at the point of service delivery. Cards have been produced for each service area which are collated and input by the customer service team in order that remedial action can be taken and performance can be monitored.

221: Learning from customer complaints 2009 Assessor Acceptance: Yes

This report identifies and reports any trends in formal complaint process. As well as identifying and publicising the actions and improvements we also monitor these service improvement and action plans by checking back with our customers.

41: Executive Management Team Monthly performance report Assessor Acceptance: Yes

Performance is reported on a monthly basis, for any areas of poor performance an action plan is formulated. This information is publicised via our website and in our reception.

57: Satisfaction surveys feedback Assessor Acceptance: Yes

Satisfaction surveys enable us to identify strengths and weaknesses in services. Where areas of weakness is identified an exception report is created to address issues.

4.3.4.1: We learn from any mistakes we make by identifying patterns in formal

Complaints are recorded and analysed.

Evidence Value: Fully Met

4.3.4.2: and informal complaints and comments from customers

The exceptions project captures informal feedback from all sources.

Evidence Value: Fully Met

4.3.4.3: and use this information to improve services and publicise action taken.

Where action is required this is discussed with the customer complaints focus group. Summaries are published in Tenant Times. Reports are also put onto the website and displayed in the main reception area. RP1/10

Your evidence is strengthened by the introduction of new comment cards and an annual summary report of complaints.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

4.3.5: We regularly review and improve our complaints procedure, taking account of the views of customers, complainants and staff.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

245: TENANTS DRIVING SERVICE IMPROVEMENTS Assessor Acceptance: Yes

A bi-annual performance report – Tenants Driving Services Improvements’ (TDSI) is a tool for key customer feedback streams to be reported to managers and the Board. The report contains the results of an analysis of the complaints made, noting trends and service improvement actions

317: CUSTOMER COMPLAINTS QUALITY REVIEW PANEL Assessor Acceptance: Yes

The Complaints Review Panel is made up of customers and has been introduced to provide a “critical friend” reviewing all aspects of the complaint process. To look at the quality of the response

319: COMPLAINTS FOCUS GROUP Assessor Acceptance: Yes

We seek customer feedback to ensure that excellent services are provided to tenants. We gain this information in various ways such as service-based focus groups, surveys, and consultation exercises using publications such as tenants times and workshops in order to review our service standards

320: COMPLAINTS PERFORMANCE Assessor Acceptance: Yes

Complaints management is a priority and both performance in responding to complaints and service improvements derived from the analysis of complaint trends is reported in depth

321: COMPLAINTS E - LEARNING PANEL Assessor Acceptance: Yes

Complaints management is the responsibility of every staff member at GCH. We have created a mandatory e-learning package which everyone must complete

334: LOCALISM BILL - IMPACT ON COMPLAINTS PROCEDURE Assessor Acceptance: Yes

The impact and the implications that the Localism Bill and the regulation of Housing Providers will have on GCH complaints process has been analysed and a briefing note prepared for Board and managers at GCH

4.3.5.1: We regularly review and improve our complaints procedure,

You have recently reviewed and improved your complaints procedure.
 RP1/10 Not reviewed this year.
 RP2/11 The procedure has been reviewed and simplified this year.

Evidence Value: Fully Met

4.3.5.2: taking account of the views of customers, complainants and staff.

The review took account of stakeholders' views. The customer complaints focus group should ensure that users' views continue to be expressed.

RP1/10 Not reviewed this year.
 RP2/11 Staff and users were involved in the review. As part of the review an e-learning package has been introduced for all staff. This is commended as 'Compliance Plus'.

Evidence Value: Fully Met

4.3.6: We ensure that the outcome of the complaint process for customers (whose complaint is upheld) is satisfactory for them.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

145: Complaint example with feedback Assessor Acceptance: Yes

This is an example of a complaint response as well as feedback returned from our customer with regards to their satisfaction.

207: Developing a customer panel to review customer complaints Assessor Acceptance: Yes

GCH in within early stages of developing a customer complaints panel. The first meeting took place on 5th March in order to discuss the concept and initiate planning and implementation of this. The review panel will consist of the customer services team leader and also tenants/leaseholders.

55: Customer complaints focus group minutes November 2008 Assessor Acceptance: Yes

In order to understand more about our complaint handling we invited a selection of those tenants who had made a complaint recently to attend a focus group to discuss their experiences within this process and also to obtain feedback on the service they received.

69: Customer comments, compliments and complaints procedure Assessor Acceptance: Yes

Part of complaints process is checking customer satisfaction following a complaint response. Following each compliant closure feedback is gathered from our customers.

4.3.6.1: We ensure that the outcome of the complaint process for customers (whose complaint is upheld) is satisfactory for them.

Complainants' views are sought after the resolution of every complaint.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

5: Timeliness and Quality of Service

5.1: Standards for Timeliness and Quality

5.1.1: We set appropriate and measurable standards for the timeliness of response for all forms of customer contact including phone calls, letters, e-communications and personal callers.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

122: Call handling performance Assessor Acceptance: Yes

We have ensured that appropriate targets are set in order to monitor our performance in receiving of calls from our customers. Call handling performance is monitored on a on-going basis with daily, weekly informal monitoring as well as formal performance reporting on a monthly basis.

18: Customer service standards Assessor Acceptance: Yes

We have developed service standards from comments and suggestions made by customers to develop a range of service specific standards that details timescales for delivery of services.

219: Your views count card Assessor Acceptance: Yes

Your views count cards are used to gather feedback from our customers on all aspects of our service delivery. Although this has launched recently we have already obtained meaningful feedback and intend to set on-going satisfaction targets for which performance can be monitored against.

46: Standards on website Assessor Acceptance: Yes

The Gloucester City Homes website publicises our service standards that outlines details with regard to timeliness and quality that tenants can expect in all service areas.

47: Leaflet on Standard Assessor Acceptance: Yes

A leaflet has been produced which outlines details of timeliness and quality of service which tenants can expect when using any service provided by Gloucester City Homes. This can be downloaded from the company website and also in each tenants handbook.

5.1.1.1: We set appropriate and measurable standards for the timeliness of response for all forms of customer contact including phone calls, letters, e-communications and personal callers.

You have set appropriate standards for all forms of customer contact.
 RP1/10 You are using comment cards to seek user views on your standards.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

5.1.2: We set comprehensive standards for all aspects of the quality of customer service to be expected in all dealings with our organisation.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

110: Major works tenant compact	Assessor Acceptance:	Yes
The major works compact details how GCH will communicate and consult with our customer during major works in their homes.		
17: New tenant participation charter 2010	Assessor Acceptance:	Yes
The Tenant Participation Charter was recently revised based on customer feedback. The strategy supports the many different ways that we engage and consult our tenants.		
20: Marketing and communications strategy	Assessor Acceptance:	Yes
The strategy enables GCH to communicate with all tenants in a clear and understandable way which enables consistency and uniformity in the way in which information is provided both internally and externally.		
48: Customer Service Standard	Assessor Acceptance:	Yes
We have developed the customer service standards from comments and suggestions made by customers in residents groups, focus groups, customer surveys, feedback forms and compliments, comments and complaints. We have also learnt from best practice gathered from around the country.		
49: Focus on what the customer wants	Assessor Acceptance:	Yes
Methods have been developed for listening to the views of tenants. Please refer to pages 14 to 21 of the Customer Service Standards.		

5.1.2.1: We set comprehensive standards for all aspects of the quality of customer service to be expected in all dealings with our organisation.

These are set out in the published Customer Service Standards. They cover all aspects of your services.
 RP1/10 Your evidence has been extensively refreshed since the last assessment.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

5.2: Timely Outcomes

5.2.1: We advise our customers and potential customers about our promises on timeliness and quality of customer service.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliance Plus

Active Evidence

322: CUSTOMER SERVICE STANDARDS	Assessor Acceptance:	Yes
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The Customer Service Standards have been developed from comments and suggestions made by customers and from what we have learnt from best practise gathered from around the country. Standards are advertised so that customers are aware of the service they can expect from us.

323: TENANTS HANDBOOK	Assessor Acceptance:	Yes
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We have produced a range of leaflets that give details to our tenants on the service they can expect to receive. The leaflets are contained in our Tenants Handbook and are also available separately.

324: DVD	Assessor Acceptance:	Yes
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GCH has produced a Welcome DVD for all new tenants. This is included in the pack of information provided to new tenants. A full version is available to download or view on the web-site

325: NEW TENANTS WELCOME MEETING	Assessor Acceptance:	Yes
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Gloucester City Homes introduced welcome lunches in Aug 2009 with presentations for groups of new tenants offering background on GCH and the chance to meet a range of managers and staff.

326: SHELTERED HANDBOOK	Assessor Acceptance:	Yes
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A sheltered housing handbook is issued to all new tenants of supported housing at the letting stage in order to give them relevant and up-to-date information on our services.

327: REPAIRS HANDBOOK	Assessor Acceptance:	Yes
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Our repairs handbook explains to residents when different types of repairs should be completed.

5.2.1.1: We advise our customers and potential customers about our promises on timeliness and quality of customer service.

The Customer Service Standards are widely published and easily accessible for users. They include promises on timeliness and explain the quality of service that can be expected.

RP1/10 Not reviewed this year.

RP2/11 The DVD issued to new tenants which is also downloadable and viewable from your website is commended as 'Compliance Plus'.

Evidence Value: Fully Met

5.2.2: We identify individual customer needs at the first point of contact with us and ensure that an appropriate person who can address the reason for contact deals with the customer.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

75: Customer services manual Assessor Acceptance: Yes

GCH has a Customer Service Manual that includes procedures in dealing with customers covering all service areas.

77: Pre-tenancy interview procedures Assessor Acceptance: Yes

Each applicant offered a property managed by Gloucester City Homes is invited to attend a pr-tenancy interview. The purpose of this interview is to ensure that potential tenants are maximising their income. They are aware of the responsibilities and that relevant referrals are made.

78: Customer services survey January 2008 Assessor Acceptance: Yes

In order to check that we are meeting customer"s needs we ensure that a customer service survey of our tenants is carried out on an annual basis.

5.2.2.1: We identify individual customer needs at the first point of contact with us

Most contact is by phone to the Customer Call Centre. Customer needs are identified at that point.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

5.2.2.2: and ensure that an appropriate person who can address the reason for contact deals with the customer.

Most queries can be resolved by the Call Centre staff. Where this is not the case the query is referred to another officer. If, exceptionally, this is not possible, the query is logged and a response is promised within 24 hours. This was observed to be working well at the time of the visit.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

5.2.3: We promptly share customer information with colleagues and partners within our organisation whenever appropriate and can demonstrate how this has reduced unnecessary contact for customers.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

173: New tenancies information shared with partners Assessor Acceptance: Yes

On a weekly basis a list of new tenancies are sent to our partners such as Morrison and Lovell to advise them of new tenants moving into properties that enables them to ensure that their records are maintained correctly and reduces the need to contact the customer twice or more for record updating.

174: HB memorandum of understanding Assessor Acceptance: Yes

We have a memorandum of understanding with HB that enables us to share information in order to resolve tenancy and housing benefits queries. The benefit of this agreement is that it enables partners to access relevant information reducing the need to contact tenants to resolve minor issues.

175: Refferals to agencies Assessor Acceptance: Yes

Tenants who access services are able to be referred to other agencies to receive support such as the CAB, money advice and other support providers. GCH has developed a referral form that is completed at GCH that reduces the need for the tenant to approach agencies and also makes process efficient.

188: Gas servicing spreadsheet Assessor Acceptance: Yes

We share information with our gas servicing partner in order to reduce the number of contacts between GCH and Morrison ensuring that an efficient/effective service is provided. By sharing this information it reduces the need for a number of unnecessary contacts for gas servicing access.

79: Visit by two database shared with partners Assessor Acceptance: Yes

Our visit by two list identifies those tenants who pose a risk to our partners, this identifies exactly what the risk is and also if any particular measures should be in place.

5.2.3.1: We promptly share customer information with colleagues and partners within our organisation whenever appropriate

Your evidence confirms that by sharing information within the service and with selected partners...

Evidence Value: Fully Met

5.2.3.2: and can demonstrate how this has reduced unnecessary contact for customers.

...you are able to provide a more efficient service for your customers.

RP1/10 Not reviewed this year.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

5.2.4: Where service is not completed at the first point of contact we discuss with the customer the next steps and indicate the likely overall time to achieve outcomes.

Applicant Self Assessment: Weak
 Compliance to Standard: Compliant

Active Evidence

18: Customer service standards Assessor Acceptance: Yes

These are the general customer service standards we have developed with the help of feedback from our tenants made through such sources as compliments, comments and complaints, focus groups, satisfaction surveys, feedback forms, mystery shopping, residents groups, and project groups

69: Customer comments, compliments and complaints procedure Assessor Acceptance: Yes

We have a customer comments, compliments and complaints procedure that clearly outlines the next steps the customer can take should they not be satisfied with their first point response.

5.2.4.1: Where service is not completed at the first point of contact we discuss with the customer the next steps

Phone enquiries are followed up within 24 hours if an immediate response cannot be made.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

5.2.4.2: and indicate the likely overall time to achieve outcomes.

Repair, maintenance and improvement works are all explained to users with indications of time scales for completion.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

5.2.5: We respond to initial enquiries promptly, if there is a delay we advise the customer and take action to rectify the problem.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

328: CALL CENTRE STATISTICS Assessor Acceptance: Yes

Procedures are in place for a day time call centre that aims to answer 90% of enquiries at first point of contact and respond to 95% of all calls with 10 seconds

329: OUT OF HOURS SERVICE Assessor Acceptance: Yes

Our out of hours call centre for repairs is set up to deal with repair and other emergencies, such as ASB or decent homes issues out of hours, life link or pay rent a message can be left about all other enquiries which are passed to the manager of the daytime call centre next working day

330: MOBILE WORKING Assessor Acceptance: Yes

We have introduced mobile working so that our officers can take services to customers in their own homes. Housing Officers are equipped with laptops and mobile broadband to provide tenancy management and lettings services, technical surveyors use PDAs to record void and repairs inspections

331: COMPENSATION POLICY Assessor Acceptance: Yes

Our Compensation Policy sets out a formal structure for awarding compensation which acknowledges that, in some circumstances, GCH has failed to meet its own service standards and has a process of redress for customers

332: COLD WEATHER ADVICE Assessor Acceptance: Yes

GCH maintains a Cold Weather Advice page to advise customers of relevant information during cold spells and has linked this to several sites for Utility companies and boiler manufacturers

333: LETTER LOGGING Assessor Acceptance: Yes

Our service standard for responding to letters is five working days. We ensure that all letters requiring a response are logged and that performance against our service standard is monitored. Our average performance from 2007 to date is 3.5 days to respond to a letter

5.2.5.1: We respond to initial enquiries promptly,

Observation and discussion with staff and users confirmed that responses are generally prompt.
 RP1/10 Not reviewed this year.
 RP2/11 Call centre enquiries are consistently and promptly answered. Letters are answered on average in 3.5 days.

Evidence Value: Fully Met

5.2.5.2: if there is a delay we advise the customer and take action to rectify the problem.

It was also noted that you keep customers informed when problems do occur. The recent major floods in Gloucester provided good evidence of this.
 RP1/10 Not reviewed this year.
 RP2/11 Key fobs can now be programmed on site avoiding the need for tenants to call into your office as was previously the case.

Evidence Value: Fully Met

5.3: Achieved Timely Delivery

5.3.1: We monitor our performance against standards for timeliness and quality of customer service and we take action if problems are identified.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

122: Call handling performance Assessor Acceptance: Yes

This information is extracted from our Telephony reporting tool. It is the system which has been put in place to monitor the service standard for customer access in terms of calls received. Performance is reported and monitored monthly formally and daily by the team coordinator.

221: Learning from customer complaints 2009 Assessor Acceptance: Yes

This evidence outlines service improvements and changes implemented as a direct result of customer complaints in 2009.

231: Services and Operations Committee Assessor Acceptance: Yes

Services and operations committee is made up of staff, GCH board members and tenants. They lead and monitor the company's performance management framework, the company's financial planning and budgetary control systems and the provision of our Human Resources framework and associated policy.

54: Service standards monitoring matrix Assessor Acceptance: Yes

All service standards are monitored through a matrix that outlines mechanisms that enable us to monitor performance against each service standard.

65: Exceptions project Assessor Acceptance: Yes

The purpose of the exceptions project is to ensure that all feedback received translates into direct service improvements.

5.3.1.1: We monitor our performance against standards for timeliness

Comprehensive monitoring of all timeliness standards is in place.

RP1/10

The Services and Operations Committee now has a major role in monitoring performance...

Evidence Value: Fully Met

5.3.1.2: and quality of customer service

Customer service is checked by surveys and mystery shopping.

RP1/10...and quality of customer service.

Evidence Value: Fully Met

5.3.1.3: and we take action if problems are identified.

All feedback is analysed and remedial action taken if required.

RP1/10 This is explained in your report 'Learning from customer complaints'.

RP2/11 Not reviewed this year.

Evidence Value: Fully Met

5.3.2: We are meeting our current standards for timeliness and quality of customer service and we publicise our performance against these standards.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

251: YOUR VIEWS COUNT REPORT Assessor Acceptance: Yes

Our Your Views Count surveys indicate high levels of satisfaction with both the timeliness and quality of all services

252: GCH WEBSITE Assessor Acceptance: Yes

GCH website offers a comprehensive form of information that is easy accessible for staff in order to develop own knowledge of services and access information on on-line services for tenants.

254: GCH BOARD REPORT - Q3 2010/11 Assessor Acceptance: Yes

The Performance Management Framework provides a structure for GCH to manage services and identify areas for improvement. The indicators required under the management agreement have been agreed between the client team at Gloucester City Council and the Board of Gloucester City Homes.

264: ANNUAL REPORT FOR TENANTS Assessor Acceptance: Yes

In preparing this report we have worked closely with tenants through the Tenants' Publications Group and the Customer Forum, who considered and recommended the design and content. It has also been read and approved by the Reader's Group as being clear, relevant and accessible.

307: KEY PERFORMANCE INDICATORS - PARTNERING BOARD Assessor Acceptance: Yes

Monthly reports are provided to the Executive Management Team, the Client, the Asset Management Partnering Board and Customer Forum. These contain critical indicators, which focus on the elements of the service that are most important to our customers

308: PUBLISHING PERFORMANCE Assessor Acceptance: Yes

Customers have access to performance information in reception, on the web and in Tenant Times / Leaseholder News.

5.3.2.1: We are meeting our current standards for timeliness

You are performing well against timeliness standards - 95% of phone calls are answered within five rings.
 RP1/10 Not reviewed this year.
 RP2/11 Performance continues to be good.

Evidence Value: Fully Met

5.3.2.2: and quality of customer service

You are also recording high levels of satisfaction with the quality of customer service. This was confirmed by the many service users interviewed during the assessment.
 RP1/10 Not reviewed this year.
 RP2/11 Again this is a strong feature of the whole service.

Evidence Value: Fully Met

5.3.2.3: and we publicise our performance against these standards.

Performance against customer service standards is published quarterly on your website and in the main reception area.
 RP1/10 Not reviewed this year.
 RP2/11 Your performance is clearly illustrated in the Annual Report for Tenants.

Evidence Value: Fully Met

5.3.3: Our performance in relation to timeliness and quality of service compares well with that of similar organisations.

Applicant Self Assessment: Strong
 Compliance to Standard: Compliant

Active Evidence

60: Audit commission final report Assessor Acceptance: Yes

In June 2007 the Audit Commission assessed Gloucester City Homes as a good two star service that had promising prospects for improvement inspected GCH. Within 18 months, the company had turned around a poorly performing nil star service through improvements in service delivery.

61: ALMO club housemark Report – August 2008 Assessor Acceptance: Yes

GCH inputs key performance data including unit costs in order to benchmark our performance against others. An example of this relates to Income Management, which identifies that performance is in the top quartile for 2007/2008.

83: Performance report to board Assessor Acceptance: Yes

This report outlines first quarter and half year performance for 2008/2009 and compares this with first quarter and half year performance for 2007/2008 and year end performance for 2007/2008

84: Benchmarking report to board Assessor Acceptance: Yes

This report summarises the findings of the 2007/08 Benchmarking exercise undertaken through Housemark; and the Performance Indicator Report for the year end 2007-2008., with recommendations arising from the study.

5.3.3.1: Our performance in relation to timeliness

Your performance in relation to timeliness is in the top quartile compared with other ALMOs.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met

5.3.3.2: and quality of service compares well with that of similar organisations.

The 2007 Audit Commission Report provides independent confirmation of your good comparative performance and also the significant improvements achieved since 2005.
 RP1/10 Not reviewed this year.
 RP2/11 Not reviewed this year.

Evidence Value: Fully Met