







REPORT ON PERFORMANCE INDICATORS FOR BOARD Quarter 2

1st JULY 2009 to 30th SEPTEMBER 2009


Key					
	Above target		Within tolerance of target		Below tolerance of target
	Improving		Consistent performance		Declining

Top quartiles indicated are for the all ALMO club in Housemark at 07/09/09

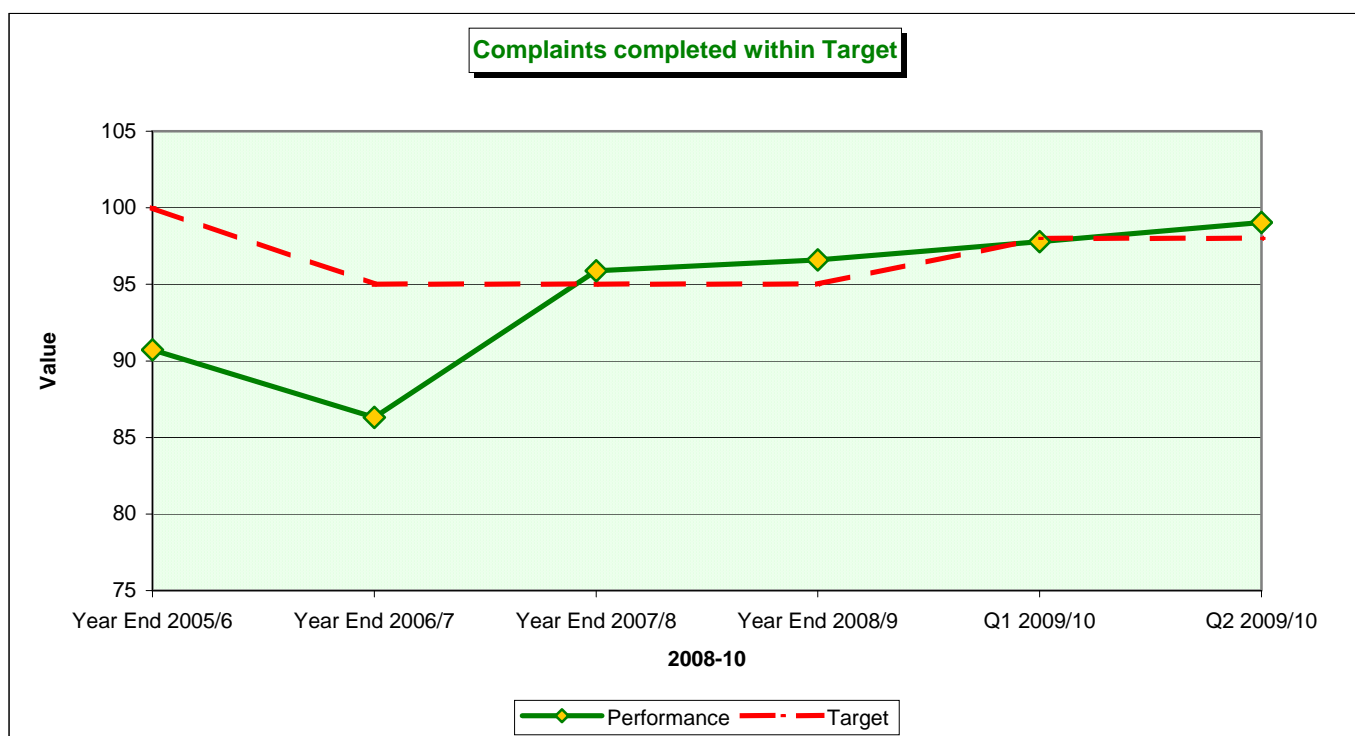
ACCESS, CUSTOMER CARE AND USER FOCUS Complaints Dealt Within Target

The percentage of complaints closed within agreed timescales. The target is 5 days unless an extension has been agreed in writing with the complainant

Responsible Officer: Diana Thomas, Customer Services

		Status
Target	98.00%	★
Top Quartile	-	
Quarter 2	99.04%	
Trend		

	Year End 2008/2009	Quarter 1	July	August	Sept	Quarter 2
Complaints closed in target	96.60%	97.78%	100%	100%	100%	99.04%



Year on Year	2005/06	2006/07	2007/08	2008/09
Out - turn	90.72%	86.32%	95.88%	96.60%

Customer Services Secondary Indicators	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target
Satisfaction - tenants overall	75.00%	Q3	Q3	85.00%
% of calls resolved at first point of contact with GCH	91.74%	95.40%	96.70%	85.00%
Overall satisfaction with Customer Services	84.00%	Q3	Q3	Continuous Improvement
How easy was it for you to contact GCH?	94.00%	Q2	Q3	Continuous Improvement

Commentary:

Percentage of Complaints dealt with within target:

- 100% of complaints were closed within target in Quarter 2
- Total number of complaints in the first half year is 104
- Complaints made about Cleaning are now allocated directly to ICM Ltd, who are expected to provide an answer within 3 working days, so that a final response can be made within target
- Complaints to Enterprise will be managed by GCH, after a response is provided. This is to ensure consistency in the quality and content of the response.

Complaints are spread across the company:

- Asset Management team have received the highest number 43 - 41.35%
- ICM have received 23 (22.12%) of the complaints year to date
- General complaints make up 45.19% of the cause for complaint
- Failure to provide a service also has a high incidence - 34.62%

Ongoing Action - It is imperative that team managers remain alert to complaints nearing their target date to ensure that these are closed appropriately.

Enhanced administrative processes have been introduced in Asset Management, which have led to an improvement in response to complaints - Asset Management have answered all but one of their complaints since July 2008 within target.

EMT has instructed that all responses must be signed off prior to being sent to the complainant to ensure that all responses meet the required standard. Ongoing quality checks by the Performance Manager ensure that service standards are maintained.

A full analytical and qualitative report was presented to Board in September 2009. This report will be updated quarterly

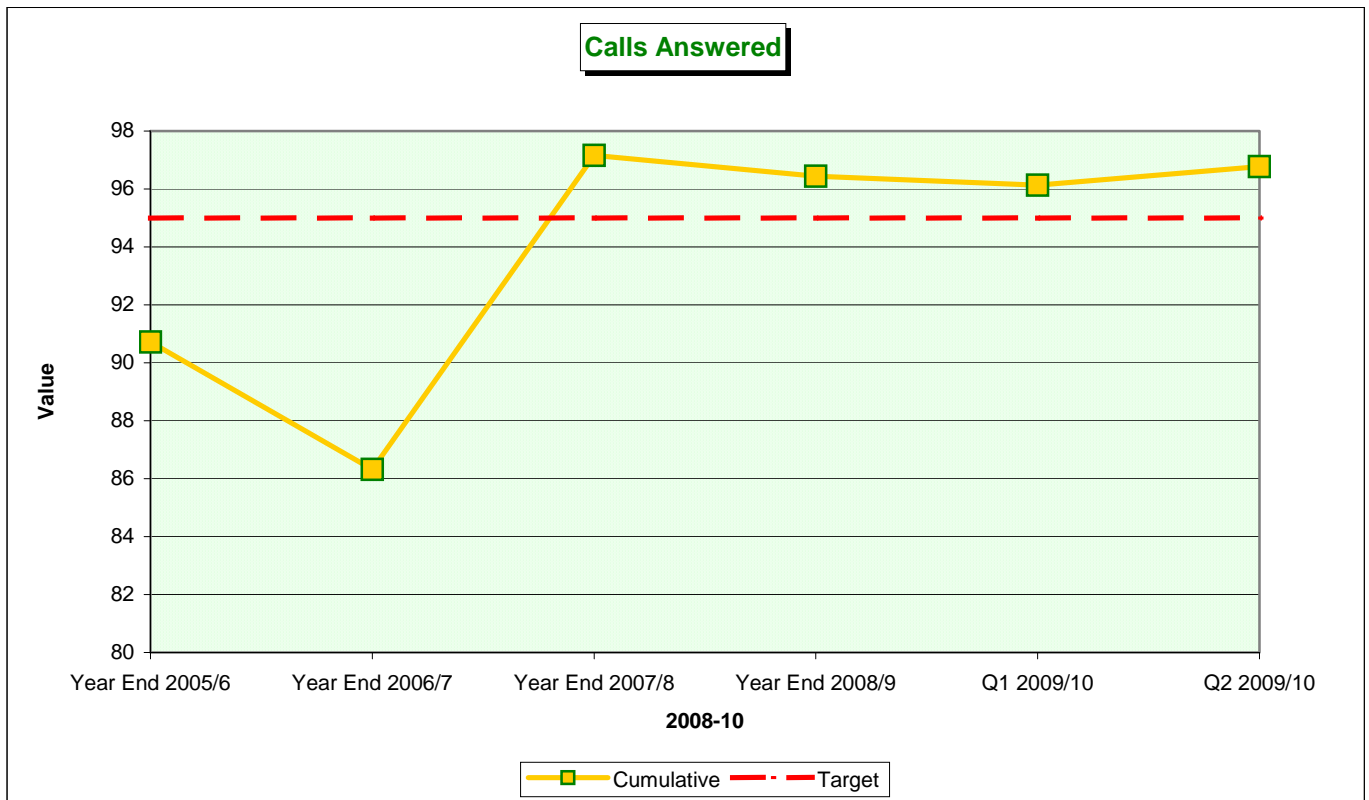
Number of calls to the Customer Contact Centre and Percentage answered

Calls answered as a percentage of those received by the GCH customer contact centre.

Responsible Officer: Diana Thomas, Customer Services

		Status
Target	95.00%	★
Top Quartile	-	
Quarter 2	96.77%	
Trend	↗	

	Year End 2008/09	Quarter1	July	August	Sept	Quarter 2
Calls answered	96.44%	96.13%	96.03%	98.12%	97.77%	96.77%
Total Calls Taken	73,978	19,579	10,839	7,927	10,193	49,117



Year on Year	2005/06	2006/07	2007/08	2008/09
Out - turn	90.72%	86.32%	97.16%	96.44%

The table below shows the costs per dwelling per week of this service element

Service Area	Cost in 2009/10	Weekly rent equivalent
Customer Services	£ 191,280	£ 0.81

Commentary:

Number of calls to the Customer Contact Centre and percentage dropped

- The number of calls year to date is 49,117 - 32.35% higher than the first half of 2008/09
- 96.77% of calls have been answered within target
- The customer service team continues to maintain their performance target.

The quality of the response provided by GCH is rated highly by tenants in the last Customer Services survey completed in March 2009. 84% of respondents stated that they were very or fairly satisfied with the service they received from Customer Services.

94% of respondents to the recent survey stated that it was easy to contact Gloucester City Homes, and 92% stated that the staff were professional, courteous and listened to their enquiry.

The Team Leader continues to monitor call handling on a monthly basis.

Ongoing Action:

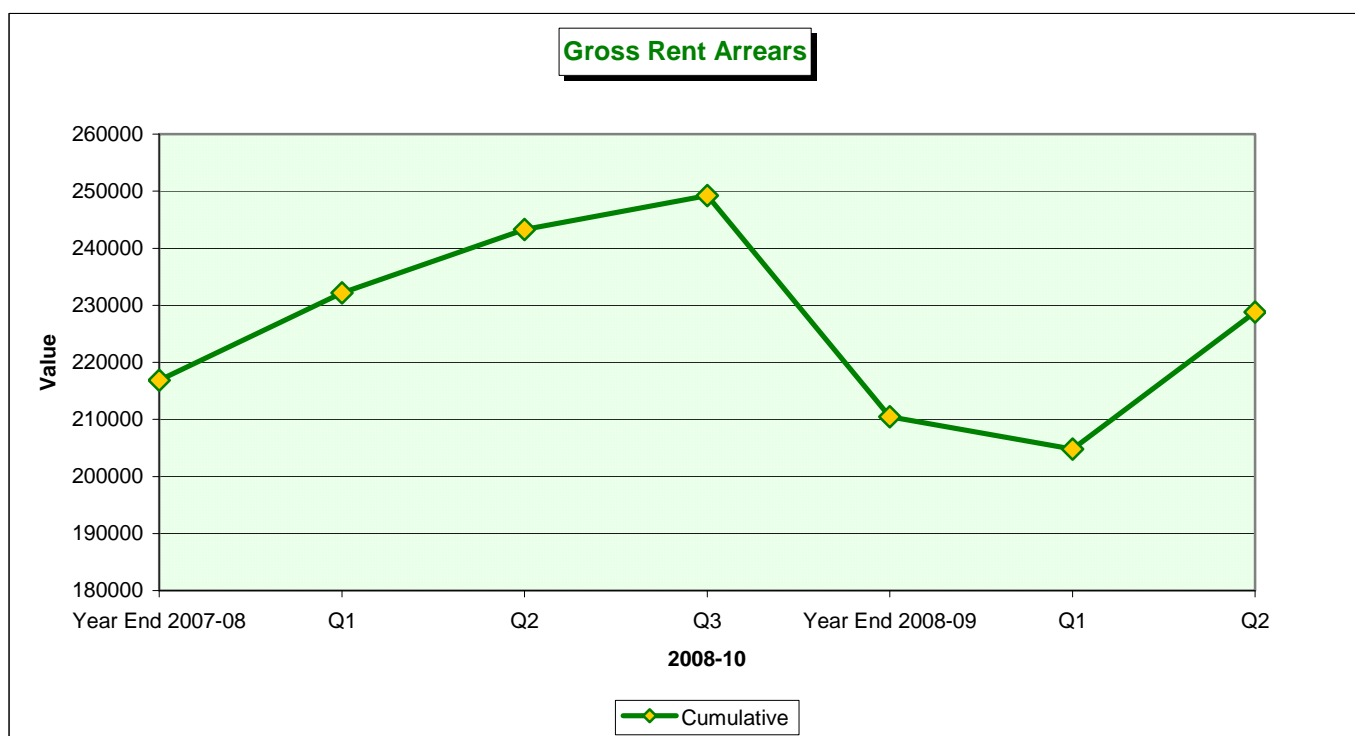
To continue monitoring the quality of call transfers. Contingency plans have been developed to minimise the impact of sickness

INCOME MANAGEMENT Current Rent Arrears

The gross value of the current rent arrears. This applies for current secure tenants, introductory tenants, mesne profit accounts and shared equity properties

Responsible Officer: Sam Chambers, Income Management Services

	Year End 2008/09	Quarter1	July	Aug	Sept
Balance of current rent arrears	£ 210,452	£204,809	£ 246,798	£ 214,133	£ 228,804



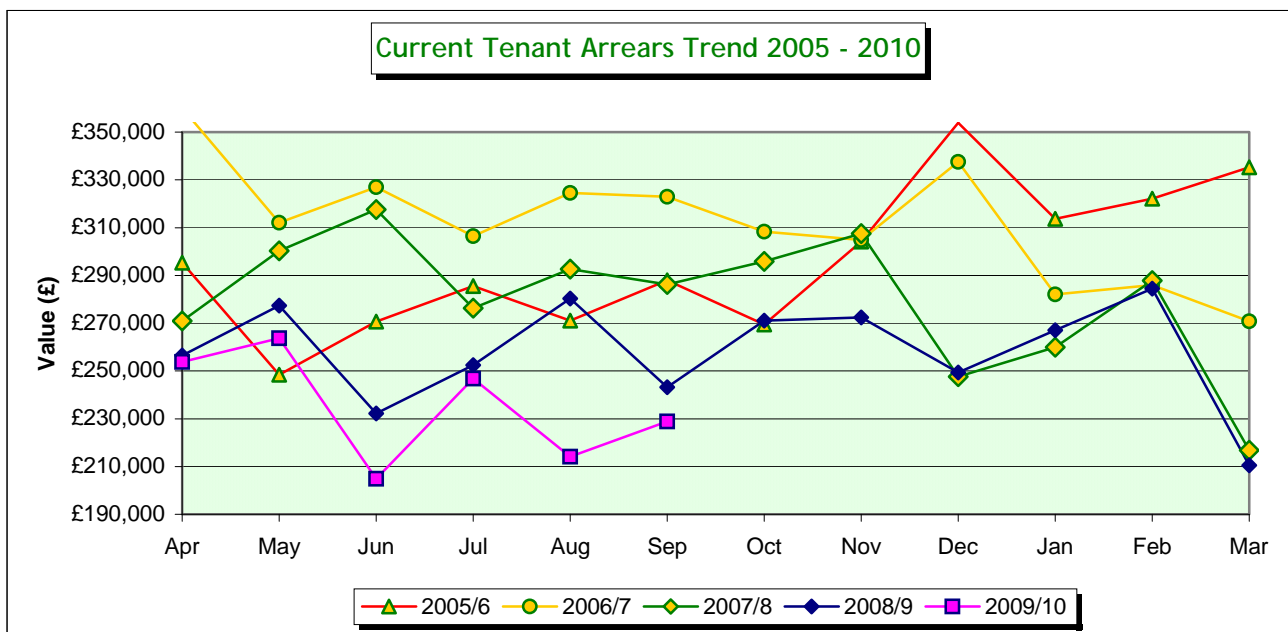
Commentary:

Arrears are £228,804 at the end of September

The level of arrears is £14,4539 lower than at the end of September 2008.

The table below indicates out-turn figures year on year

	1999/00	2000/01	2001/02	2002/03	2003/04
Out - turn (£)	£505,570	£421,550	£346,374	£374,559	£327,646
	2004/05	2005/06	2006/07	2007/08	2008/09
Out-turn (£)	£274,129	£335,289	£270,759	£216,866	£210,452



Arrears have increased to £228,804 at the end of September - there is no rent-free week in September as there has been in previous years, though there have been 2 rent-free weeks in the first half year. Historically arrears always increase after a month with a rent-free week

The level of arrears is £14,453 lower than at the end of September 2008 despite there being no rent free week.

GCH increased awareness of Direct Debit as a method of payment by running a prize draw specifically to promote this method of payment.

Arrears letters policy & procedures will be reviewed to increase usefulness (to be done at the next focus group)

Up to date top quartile and benchmarking data is available on-line from Housemark.

GCH will track the top quartile performance for arrears collection month on month and at each quarter end.

The target for performance will be determined by the latest top quartile figures available to ensure continuous improvement

Ongoing Blitz days continue to have a positive response.

Mobile working has been implemented and currently used by the Income Team.

The table below shows the costs per dwelling per week of this service element

Service Area	Cost in 2009/10	Weekly rent equivalent
Income Management	£ 229,530	£ 0.97

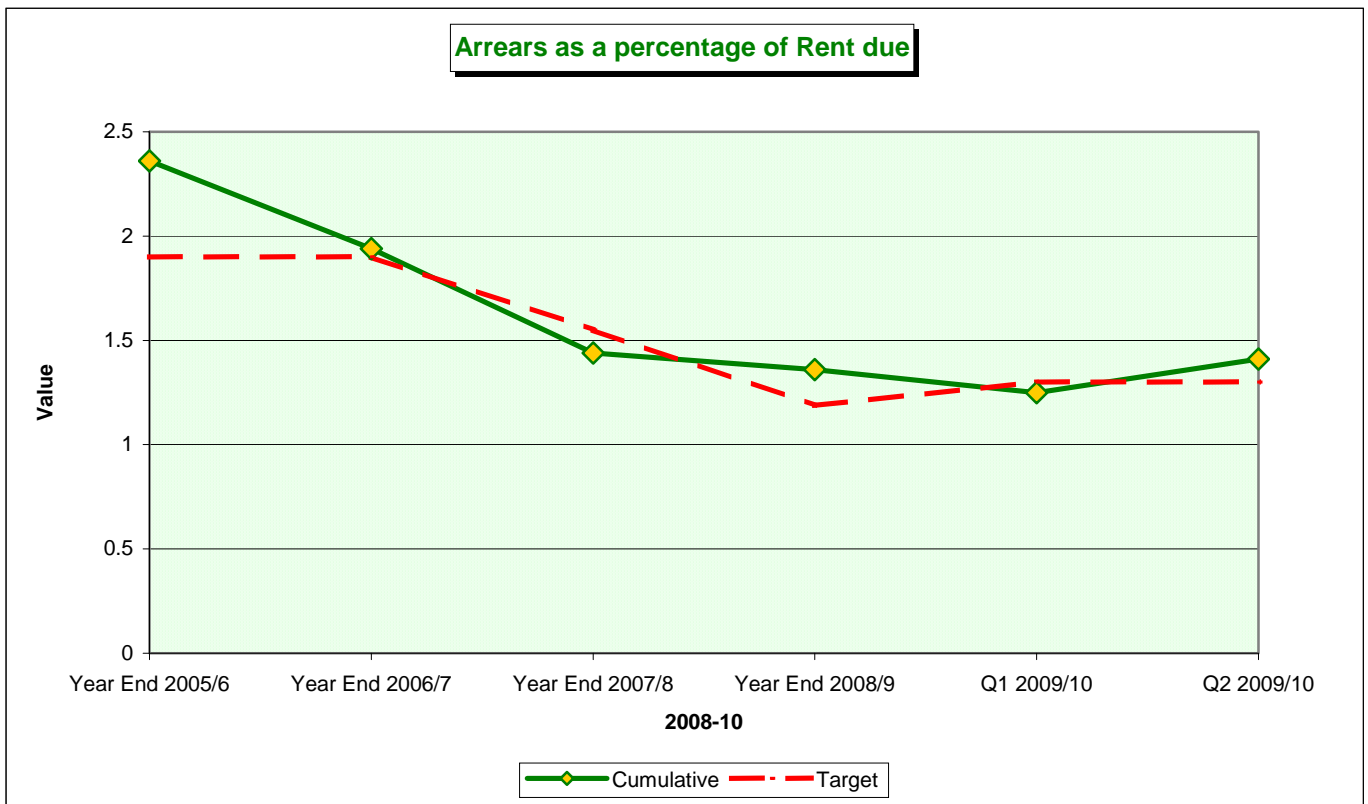
Rent arrears as a proportion of total rent due

This figure represents the total gross rent arrears as a proportion of the total debit (charge) raised

Responsible Officer: Sam Chambers, Income Management Services

		Status
Target	1.30%	●
Top Quartile	1.94%	★
Quarter 2	1.41%	
Trend	↘	

	Year End 2008/09	Quarter1	July	August	Sept
Proportion of rent due	1.36%	1.25%	1.52%	1.32%	1.41%



Commentary:

Arrears as a proportion of rent due have reduced to 1.41%, which is above the target of 1.30%. Top quartile performance from House-mark is 1.94%

The equivalent performance for September 2008 was 1.64% of debit.

Year on Year Trend	2005/06	2006/07	2007/08	2008/09	Benchmark 08/09	GCH Position	Benchmark Q1 - 09/10	GCH Position
Out - turn	2.36%	1.94%	1.44%	1.36%	1.36%	8 th / 48	1.94%	3 rd / 42

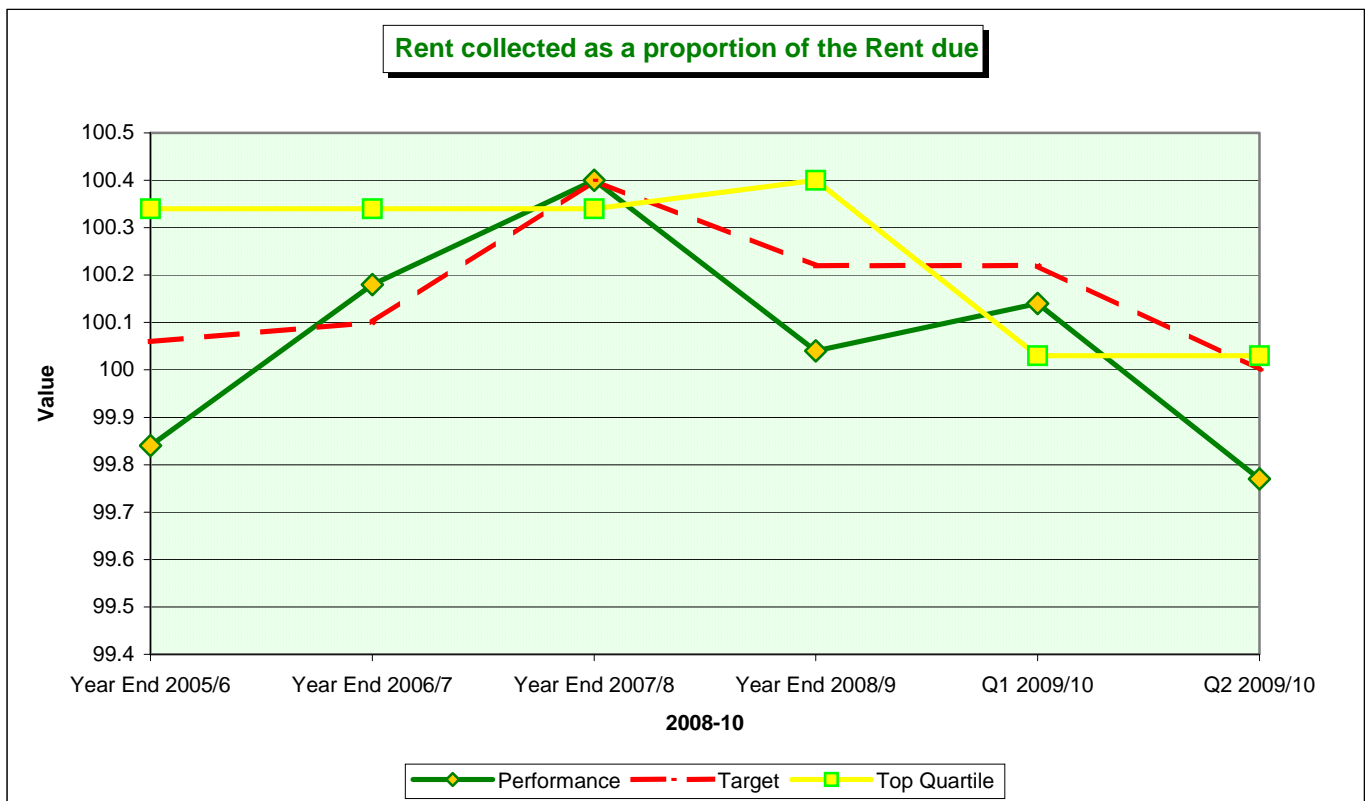
Rent collected as a proportion of rent due, excluding arrears brought forward

Rent collected as a proportion of rent due, excluding arrears brought forward. This indicates total collections including housing benefit as a proportion of the total debit raised

Responsible Officer: Sam Chambers, Income Management Services

		Status
Target	100.00%	●
Top Quartile	100.03%	●
Quarter 2	99.77%	
Trend	➡	

	Year End 2008/09	Quarter1	July	Aug	Sept
Proportion collected excluding arrears brought forward	100.04%	100.14%	99.33%	99.94%	99.77%



Commentary:

Arrears collected as a proportion of rent due excluding arrears - **99.77%** is just below a reduced top quartile of **100.03%** at quarter 2

The equivalent performance for September 2008 was 99.66%.

Year on Year Trend	2005/06	2006/07	2007/08	2008/09	Benchmark 08/09	GCH Position	Benchmark Q1 - 09/10	GCH Position
Out - turn	99.84%	100.18%	100.40%	100.04%	100.04%	5 th / 26	100.03%	6 th / 28

Status

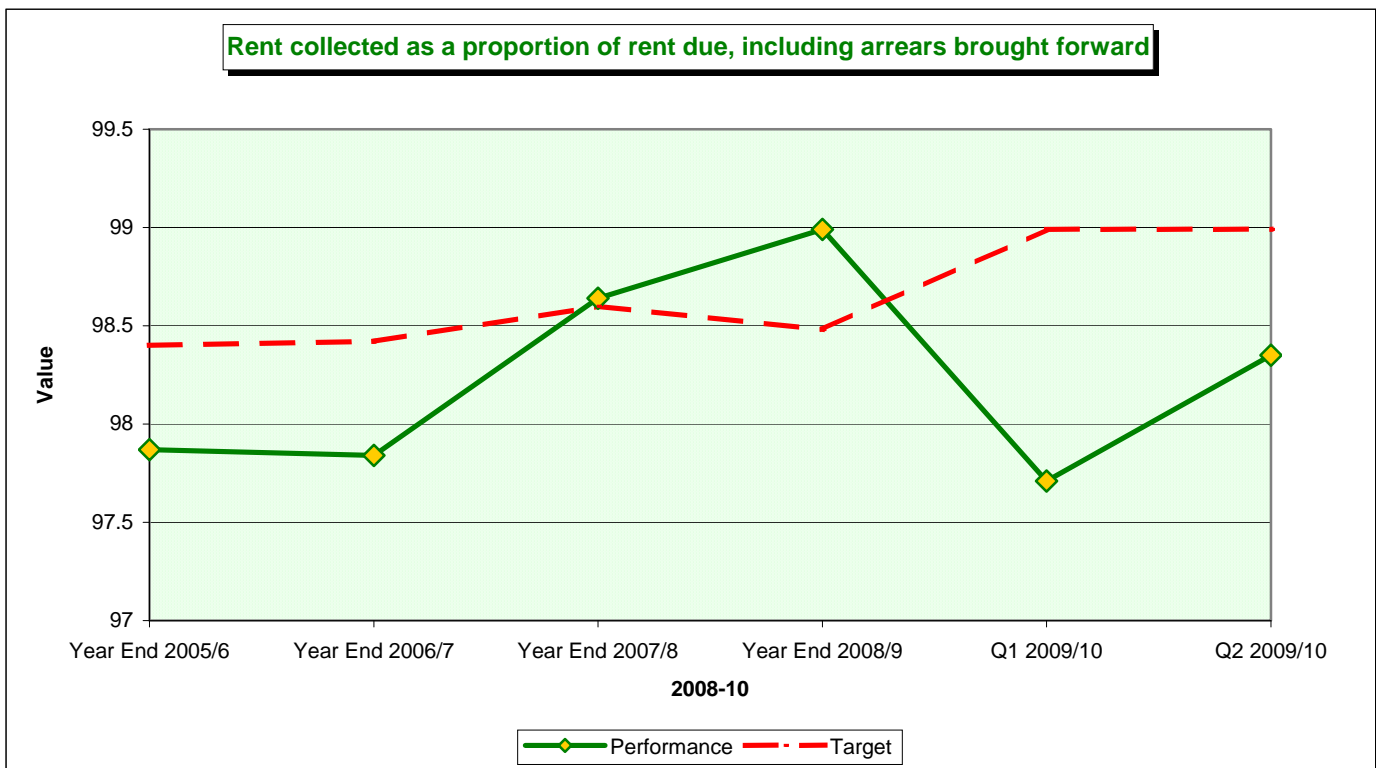
Rent collected as a proportion of rent due, including arrears brought forward

Rent collected as a proportion of rent due, including arrears brought forward. This indicates total collections including housing benefit as a proportion of the total debit raised

Target	98.99%	●
Top Quartile	98.47%	●
Quarter 2	98.35%	
Trend	↗	

Responsible Officer: Sam Chambers, Income Management Services

	Year End 2008/09	Quarter1	July	August	Sept
Proportion collected excluding arrears brought forward	98.99%	97.71%	96.62%	98.29%	98.35%




Commentary:

Arrears collected as a proportion of rent due including arrears is 98.35%. This figure is distorted during the year since the arrears carried forward are a significant proportion of the total amount to be collected.

This indicator always climbs cumulatively through the year, as arrears brought forward become a smaller proportion of the total rent due as ongoing charges are added to the total debit.

Year on Year	2005/06	2006/07	2007/08	2008/09	Benchmarking 08/09	
					GCH	Position
Out - turn	97.87%	97.84%	98.64%	98.99%	98.99%	6 th / 62

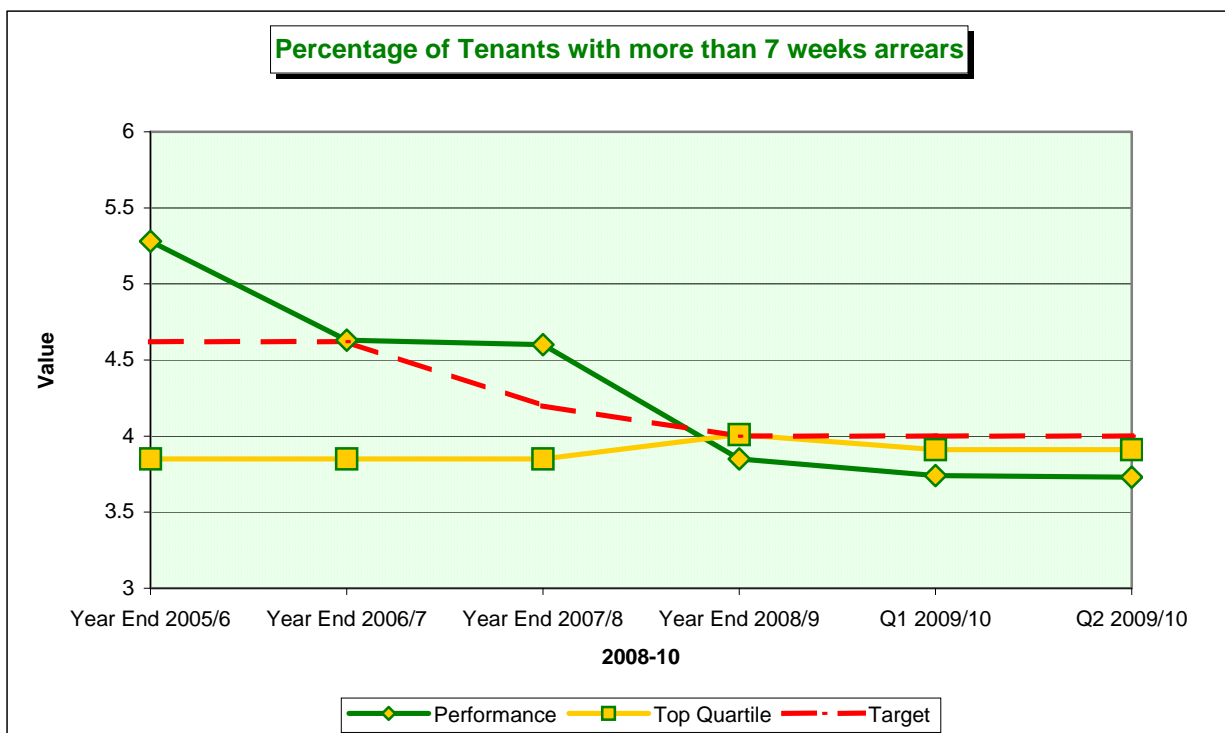
Percentage of Tenants with more than 7 weeks arrears

		Status
Target	4.00%	★
Top Quartile	3.88%	★
Quarter 2	3.73%	
Trend		

Percentage of tenants with more than 7 weeks rent arrears as a proportion of the average number of secure tenancies

Responsible Officer: Sam Chambers, Income Management Services

	Year End 2008/09	Quarter1	July	August	Sept
Proportion at quarter end	3.85%	3.74%	3.76%	3.75%	3.73%



Commentary:

This indicator remains fairly consistent and comprises mostly those tenants with long - term arrears, which are being managed by ongoing suspended possession orders, deductions from benefits and further court action.

The percentage of tenants with more than 7 weeks nett arrears is reducing and is just 0.23% from target. 3.73% of all secure tenants represents 165 tenancies in this category.

Year on Year	2005/06	2006/07	2007/08	2008/09	Benchmark 08/09	GCH Position	Benchmark Q1 - 09/10	GCH Position
Out - turn	5.28%	4.63%	4.60%	3.85%	3.96%	14 th / 63	3.92%	12 th / 55

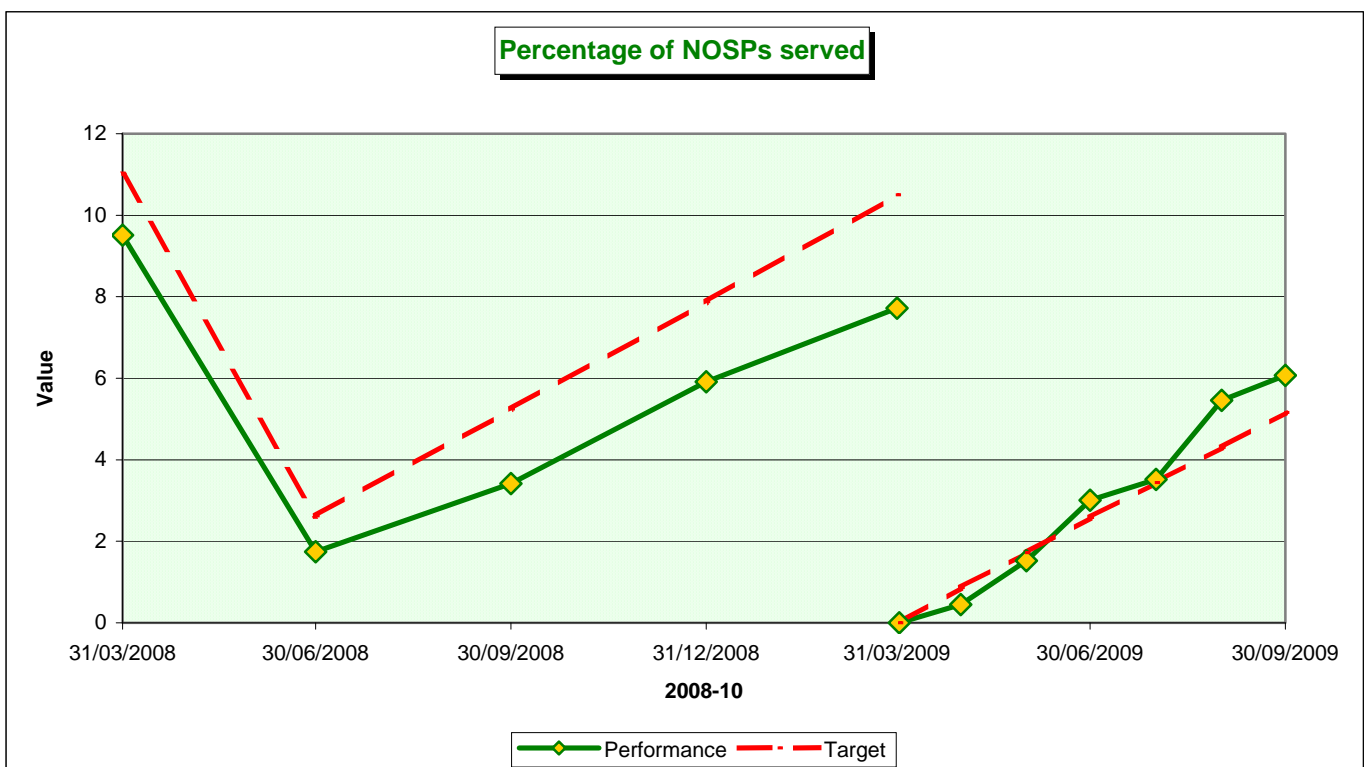
Percentage of Notice of Possessions

Percentage of Notice of Seeking Possessions as a proportion of the average number of tenants in arrears - a target of 10.30% means an incremental increase of less than 0.86% per month

Responsible Officer: Sam Chambers, Income Management Services

		Status
Target	10.30%	●
Top Quartile	6.48%	★
Quarter 2	6.07%	
Trend	↘	

	Year End 2008/09	Quarter1	July	August	Sept
Proportion at quarter end	7.72%	3.01%	3.52%	5.46%	6.07%



Commentary:

Notice of seeking possession is served to protect the position of GCH to ensure that appropriate and statutory processes are completed before formal court action is required. Notices last for 13 months and are re-served if an account remains in arrears. Every tenant with an arrear reaching £200 will be served with a notice and that remains valid even if the initial rent arrears are cleared.


The slight downturn in performance could be due to the decreasing number of tenants in arrears but performance remains significantly within top quartile

Year on Year	2005/06	2006/07	2007/08	2008/09	Benchmark 08/09	GCH Position	Benchmark Q1 - 09/10	GCH Position
Out - turn	51.31%	17.27%	9.51%	7.72%	16.25%	3 rd / 57	3.24%	9 th / 46

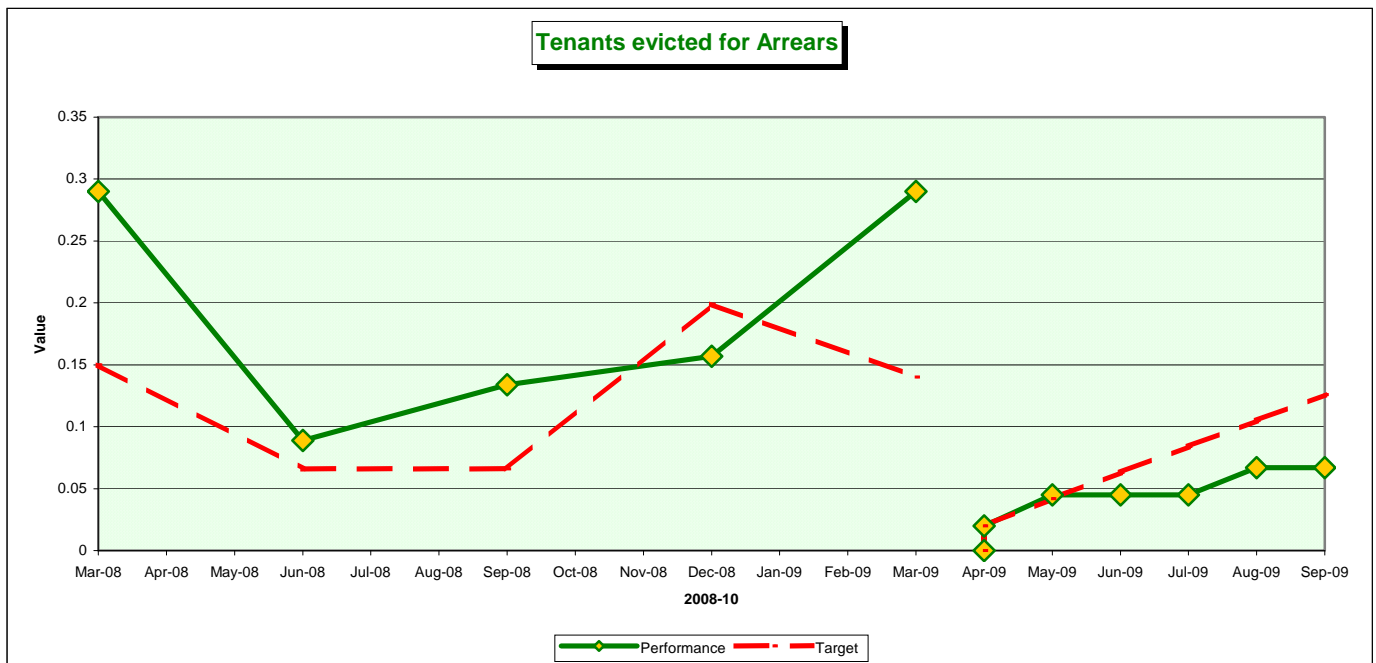
Percentage of Tenants evicted for Rent Arrears

Percentage of Tenants evicted for rent arrears as a proportion of the average number of secure tenancies - a target of 0.25% means an incremental increase of less than 0.021% per month

Responsible Officer: Sam Chambers, Income Management Services

		Status
Target	0.126%	★
Top Quartile	0.079%	★
Quarter 2	0.067%	
Trend		

	Year End 2008/09	Quarter1	July	August	Sept
Percentage of Evictions	0.14%	0.045%	0.045%	0.067%	0.067%
Number of Evictions	13	2	0	0	0



Year on Year	2005/06	2006/07	2007/08	2008/09	Benchmark 08/09	GCH Position	Benchmark Q1 - 09/10	GCH Position
Out - turn	0.54%	0.62%	0.29%	0.14%	0.24%	25 th / 61	0.04%	16 th / 54

Income Management Secondary Indicators	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target
Proportion of new accounts with no debt after 3 months tenure	58.43%	52.38% 66 / 126	52.38% 143 / 273	70.00%
Overall levels of satisfaction with income management service	82.00%	Q3	Q3	85.00%
How satisfied are you with the payment options	95.00%	Q3	Q3	-

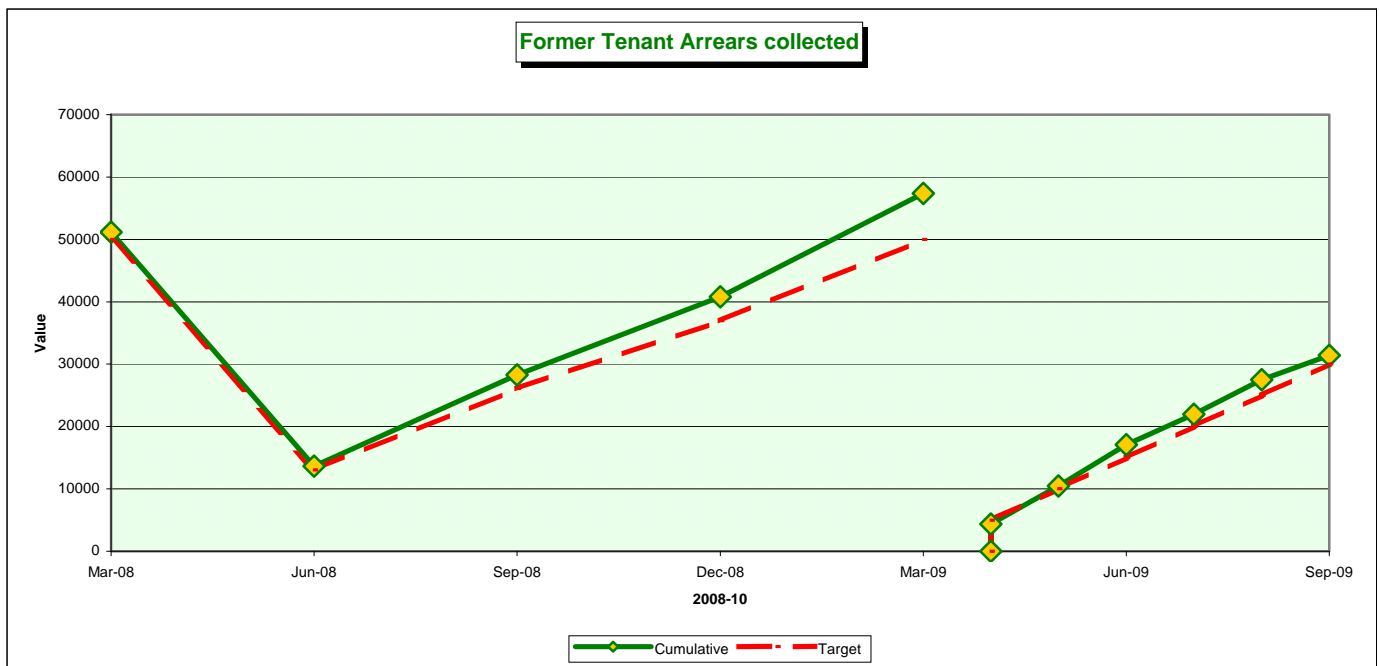
Former Tenant Arrears Collected

		Status
Target	£60,000	★
Top Quartile	-	
Quarter 2	£ 31,393	
Trend	➡	

Former Tenant Arrears Collected. A target of £60,000 equates to £5000 p.c.m.

Responsible Officer: Sam Chambers, Income Management Services

	Year End 2008/09	Quarter1	July	August	Sept	Quarter2
Total collected	£ 57,362	£ 17,064	£ 4,924	£ 5,498	£ 3,840	£ 31,393



Commentary:

- The half year collection is £ 31,393 against a target of £ 30,000
- Former tenant arrears at the end of September were £150,757. This is £8,509 below the total at year -end 2008/09.
- A new initiative that identifies former tenant debtors who are in receipt of any current benefits allows the team to apply for further deductions from those benefits to reduce former tenant debts

Year on Year	2005/06	2006/07	2007/08	2008/09
Out - turn (£)	£ 43,661	£ 49,179	£ 51,186	£ 57,362

Former Tenant Arrears Secondary Indicator	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target
Arrears written off as a % of the actual debit raised year to date	0.57% £87,809	0.38% £15,435	0.38% £30,367	0.40%

ASSET MANAGEMENT

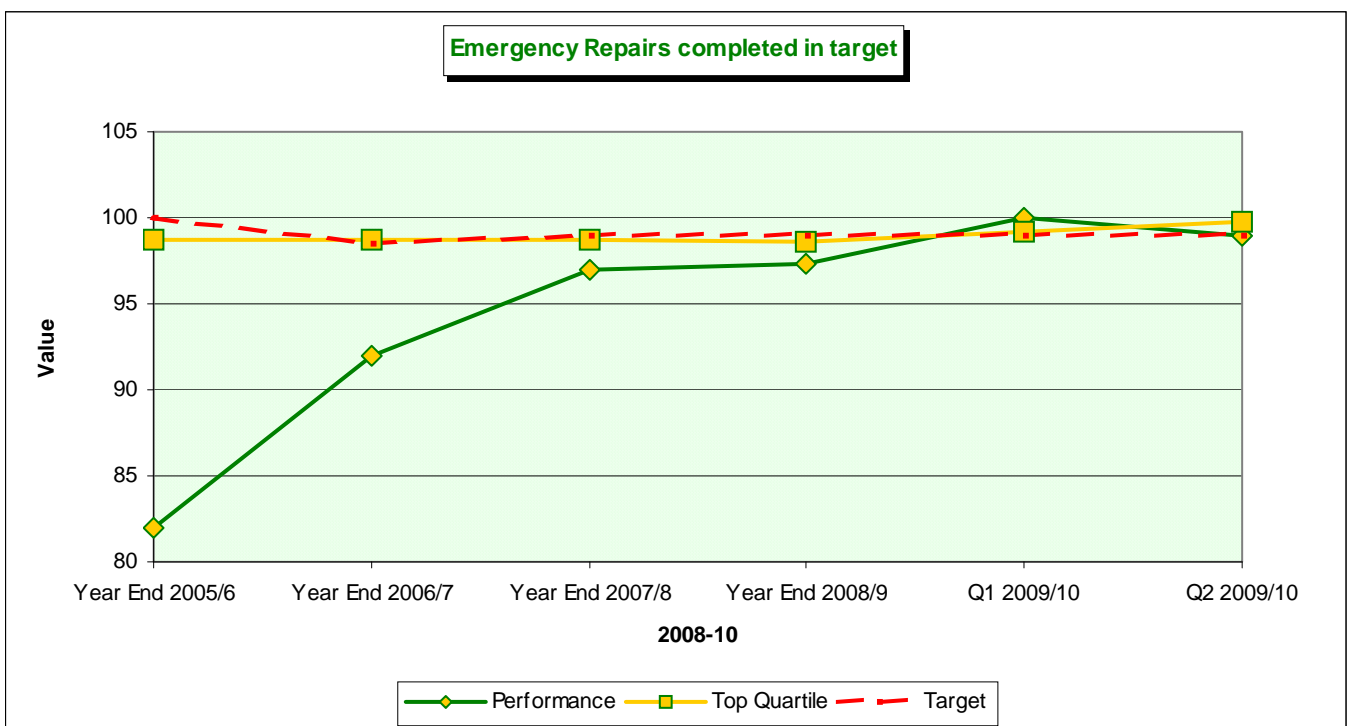
Emergency Repairs completed in target

The proportion of emergency repairs completed within target. Emergency repairs includes out of hours call outs

Responsible Officer: Steve Fowley, Repairs Manager

		Status
Target	99.00%	●
Top Quartile	99.24%	●
Quarter 2	98.90%	
Trend	➡	

	Year End 2008/09	Quarter 1 Cumulative	July	Aug	Sept	Quarter 2 Cumulative
Completed in target	97.30%	100.00%	97.47%	100.00%	100.00%	98.90%



- Enterprise completed all emergency jobs in target in September
- Enterprise are concerned that little information about vulnerable tenants is included on the job ticket. GCH has investigated and confirmed that core reference data, including warnings and alerts, is being supplied to Enterprise every day via the interface with our housing system. Enterprise download the files we provide but need to improve their systems to ensure that information is readily available to their staff. GCH has offered to assist Enterprise with this process.

Year on Year Trend	2005/06	2006/07	2007/08	2008/09	Benchmark 08/09	GCH Position	Benchmark Q1 - 09/10	GCH Position
Out - turn	82.00%	92.00%	96.93%	97.30%	97.48%	30 th / 47	99.75%	1 st / 52

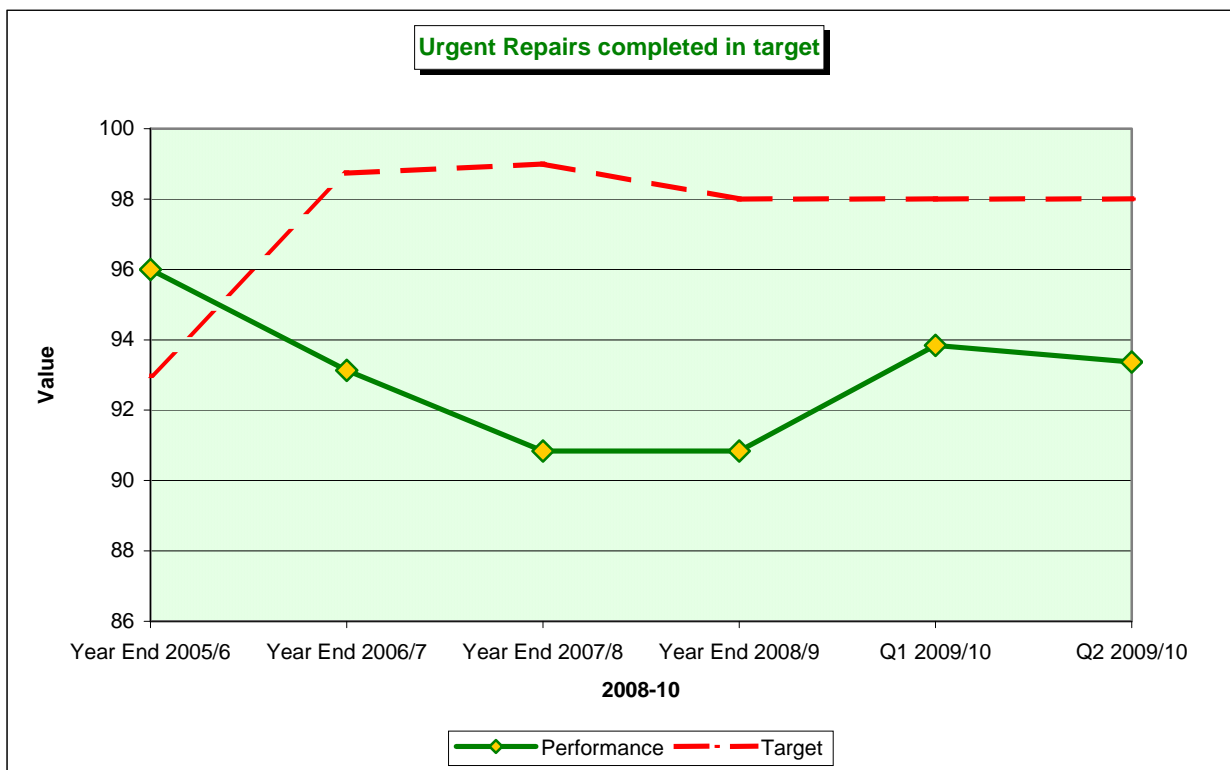
Urgent Repairs completed in target

		Status
Target	98.50%	▲
Top Quartile	98.65%	▲
Quarter 2	93.37%	
Trend	➡	

The proportion of urgent repairs completed within target. Urgent repairs have targets of 1, 3 or 7 days

Responsible Officer: Steve Fowley, Repairs Manager

	Year End 2008/09	Quarter1 Cumulative	July	Aug	Sept	Quarter2 Cumulative
Completed in target	93.84%	95.20%	89.51%	98.16%	97.91%	93.37%




Year on Year Trend	2005/06	2006/07	2007/08	2008/09	Benchmark 08/09	GCH Position	Benchmark Q1 - 09/10	GCH Position
Out - turn	96.00%	93.13%	90.84%	90.84%	96.43%	24 th / 46	99.21%	42 nd / 56

- Enterprise reports that they have completed 97.91% of Right to Repair and Urgent jobs in target in September - 100% of RTR jobs were completed in target.
- There are concerns from Enterprise that some urgent jobs are misclassified and should in fact, be routine jobs. GCH needs to analyse the default priority codes for all urgent SORs.

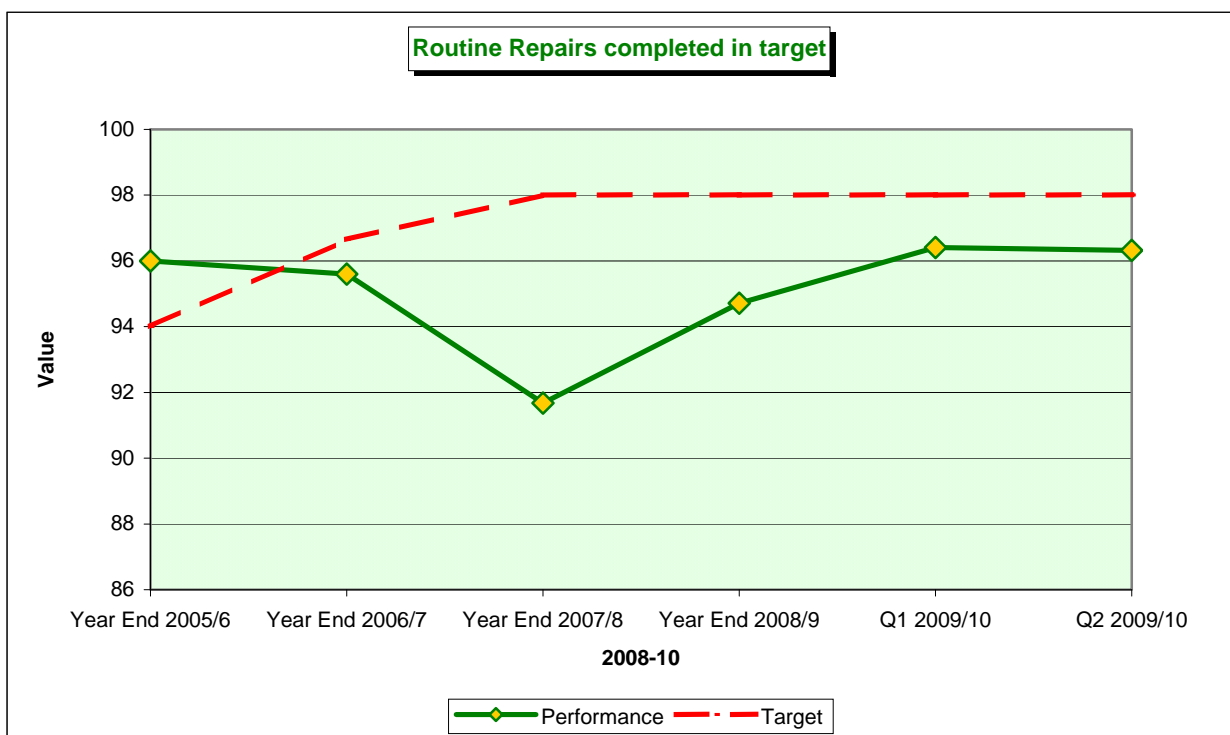
Routine Repairs completed in target

The proportion of routine repairs completed within target.
Routine repairs have a target of 28 days

Responsible Officer: Steve Fowley, Repairs Manager

		Status
Target	98.50%	●
Top Quartile	97.86%	●
Quarter 2	96.32%	
Trend		

	Year End 2008/09	Quarter1 Cumulative	July	Aug	Sept	Quarter2 Cumulative
Completed in target	94.71%	96.41%	96.35%	100.00%	100.00%	96.32%



Year on Year Trend	2005/06	2006/07	2007/08	2008/09	Benchmark 08/09	GCH Position	Benchmark Q1 - 09/10	GCH Position
Out - turn	96.00%	95.60%	91.68%	94.71%	97.80%	14 th / 49	98.66%	25 th / 47

Response Repairs Secondary Indicators	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target
Average time taken to complete non - urgent repairs	8.73 days	10.05 days	8.31 days	8.00 days
Appointments kept as a proportion of those made	89.48%	96.49%	Not available	98.00%
Response repairs resolved at first visit	98.20%	96.00%	85.11%	99.00%

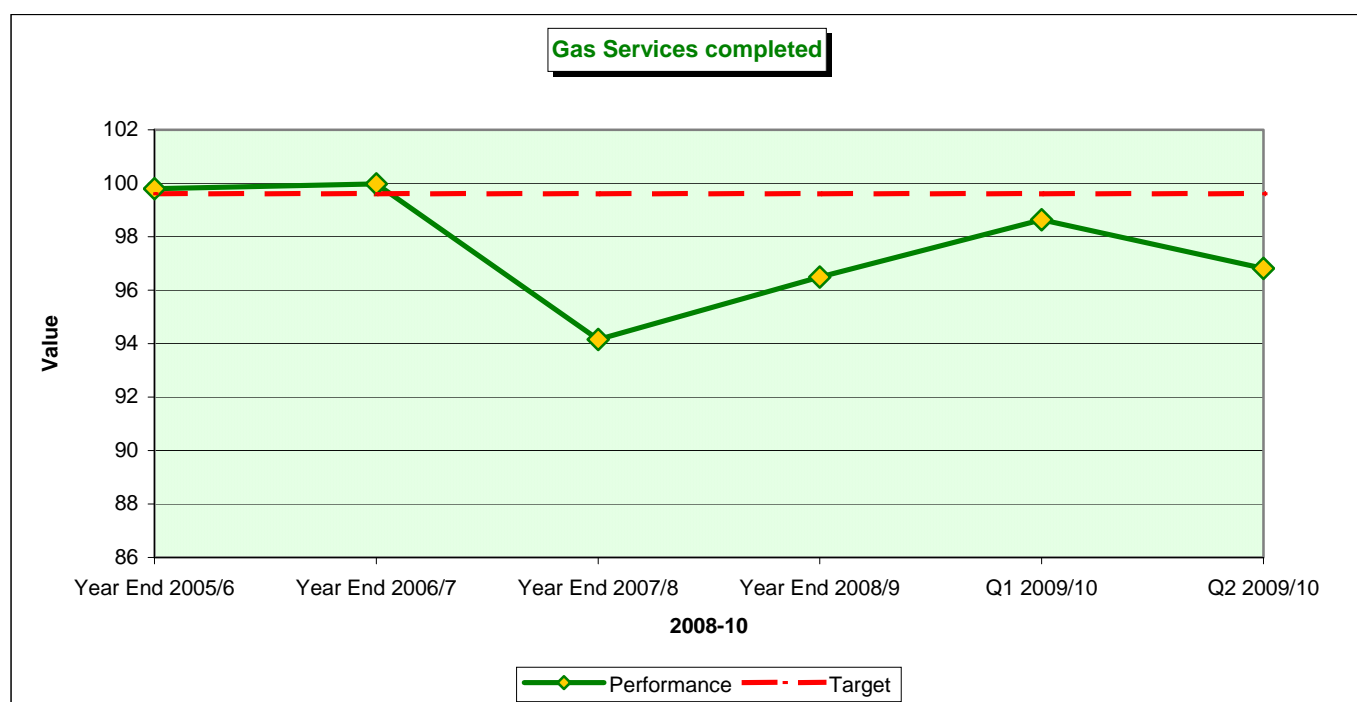
Gas Services completed before the anniversary of the CP12

This indicates the proportion of properties where the gas service was completed and a CP12 issued before the expiry of the previous certificate

Responsible Officer: Steve Fowley, Repairs Manager


		Status
Target	99.60%	▲
Top Quartile	-	
Quarter 2	96.82%	
Trend	↗	

	Year End 2008/09	Quarter1 Cumulative	July	Aug	Sept	Quarter2 Cumulative
Completed by anniversary	96.49%	98.63%	92.17%	95.93%	96.76%	96.82%



Year on Year Trend	2005/06	2006/07	2007/08	2008/09
Out - turn	99.80%	99.98%	94.16%	96.49%

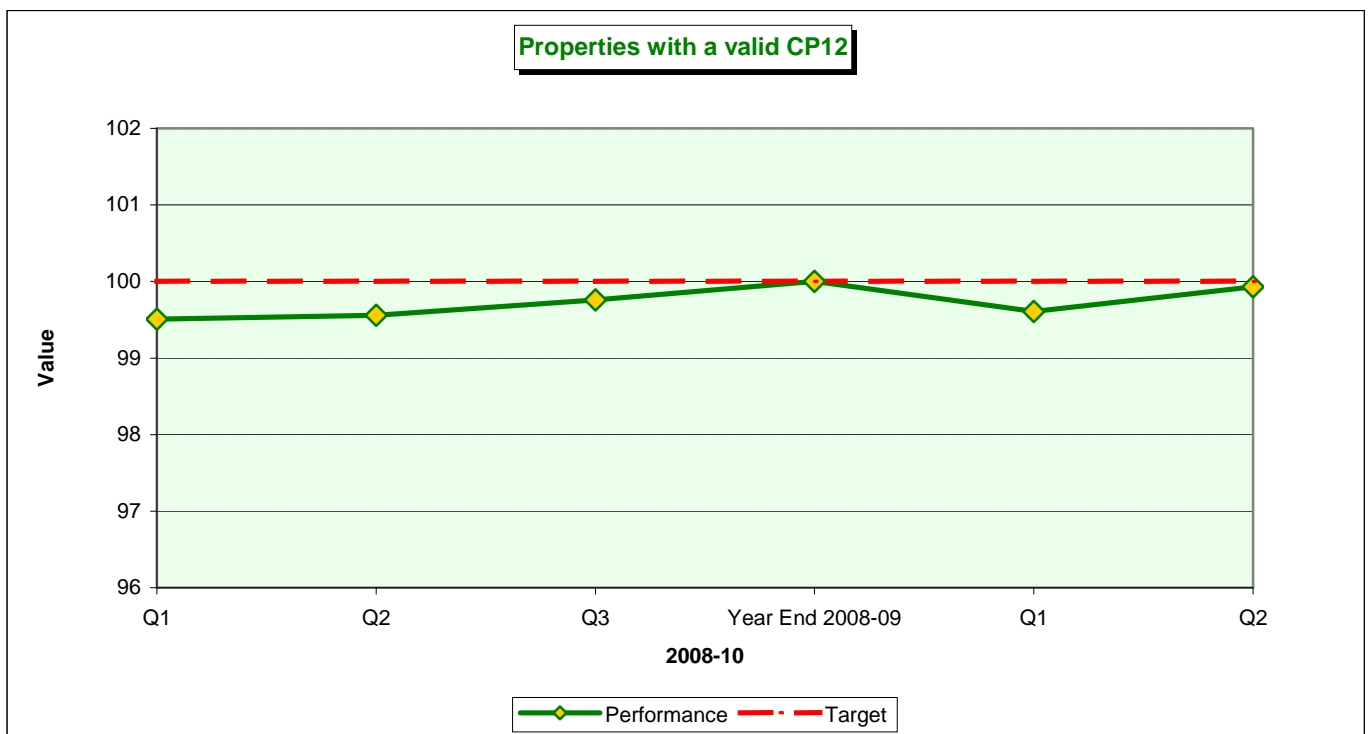
Properties with a valid CP12

		Status
Target	100.00%	●
Top Quartile	100.00%	●
Quarter 2	99.93%	
Trend		

The proportion of properties where a valid CP12 is held

Responsible Officer: Steve Fowley, Repairs Manager

	Year End 2008/09	Quarter1 Cumulative	July	Aug	Sept	Quarter2 Cumulative
Properties with a valid CP12	100.00%	99.61%	98.87%	99.64%	99.93%	99.93%



Commentary:

- 3 properties are without a valid CP 12 at 30th September - this represents 0.07% of the properties requiring a certificate
- Connaught does not appear to notify GCH when at the property for a second no-access, instead waiting until the CP12 is out of date. GCH needs to know immediately so we can take appropriate action. This will be enforced at the next contractors meeting as it impacts on service dates

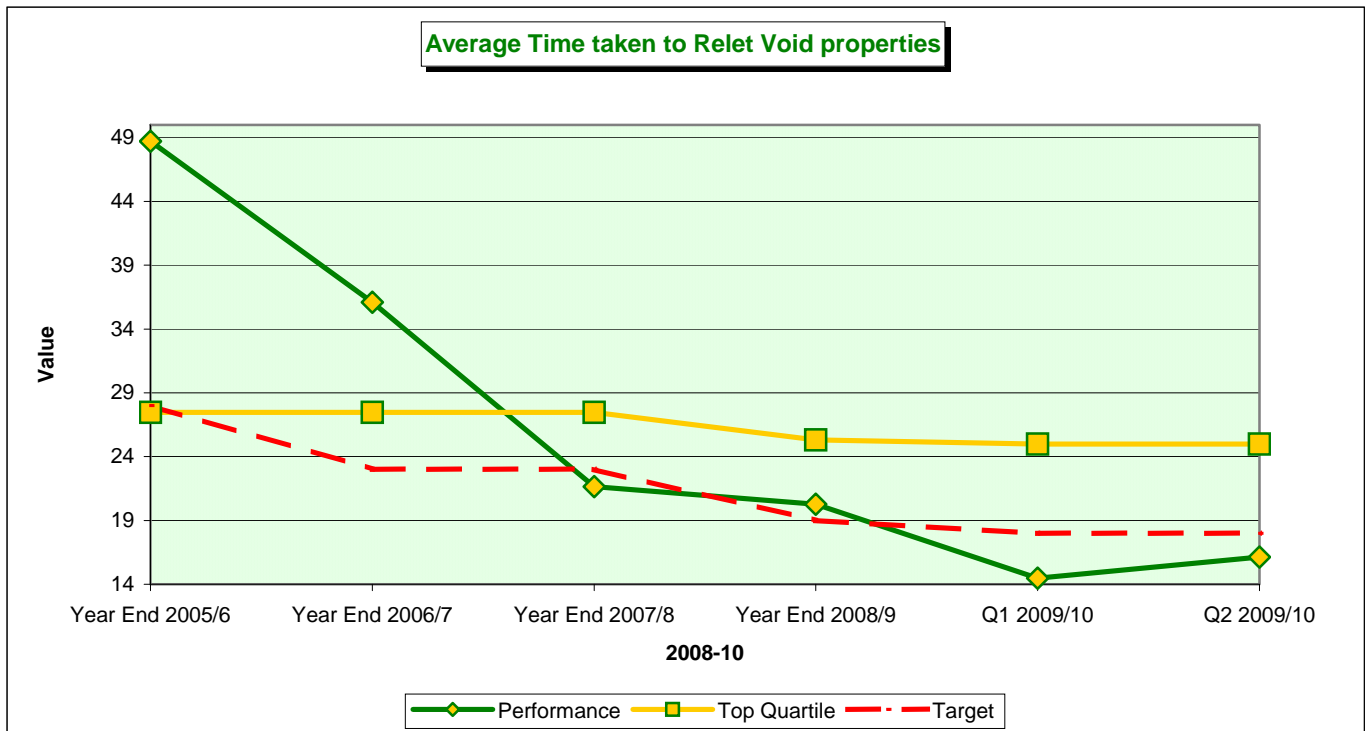
Average Time to re-let Void properties

This indicates the average number of days taken to re-let an empty property excluding days exempted for major works

Responsible Officers:
Steve Fowley, Repairs Manager
Rebecca Hayward, Neighbourhood Services Manager

		Status
Target	18 days	★
Top Quartile	25.99 days	★
Quarter 2	16.13 days	
Trend	↘	

	Year End 2008/09	Quarter1 Cumulative	July	Aug	Sept	Quarter2 Cumulative
Cumulative	20.26	14.48	15.95	15.55	23.28	16.13



Year on Year Trend	2005/06	2006/07	2007/08	2008/09	Benchmark 08/09	GCH Position	Benchmark Q1 - 09/10	GCH Position
Out - turn	48.72 days	36.10 days	21.66 days	20.26 days	25.47 days	7 th / 64	24.99 days	3 rd / 64
Rent Loss	1.36%	0.99%	0.52%	0.65%	1.04%	4 th / 52	1.04%	5 th / 52

Commentary:

- Re-let times increased significantly from 15.75 days in August to 23.28 days in September
- Cumulative voids performance, at 16.13 days is below target and still well below the top quartile of 24.99 days (new House-mark all ALMO top quartile @ 04/08/09)
- Rent loss for void properties is 0.70% of the debit at the end of September - well below the House-mark top quartile of 1.04%
- GCH intends to tighten up on co-ordination between contractors in regard to heating systems
- GCH is attempting to ensure that works are pre-empted at the pre-termination inspection.
- A new process is being introduced to manage properties where there is either a high level of refusals or a significant delay in allocation due to lack of prospective tenants.
- The introduction of Choiced Based Lettings is having an impact on the rate of refusals as potential tenants are declining properties being offered now in the expectation that Choiced Based Lettings will offer them a better range of opportunities.

The table below shows the costs per dwelling per week of this service element

Service Area	Cost in 2009/10	Weekly rent equivalent
Repairs and Decent Homes Administration, including gas servicing and voids management	£ 800,300	£ 3.38
Building Repairs & Maintenance	£ 4,162,000	£17.58

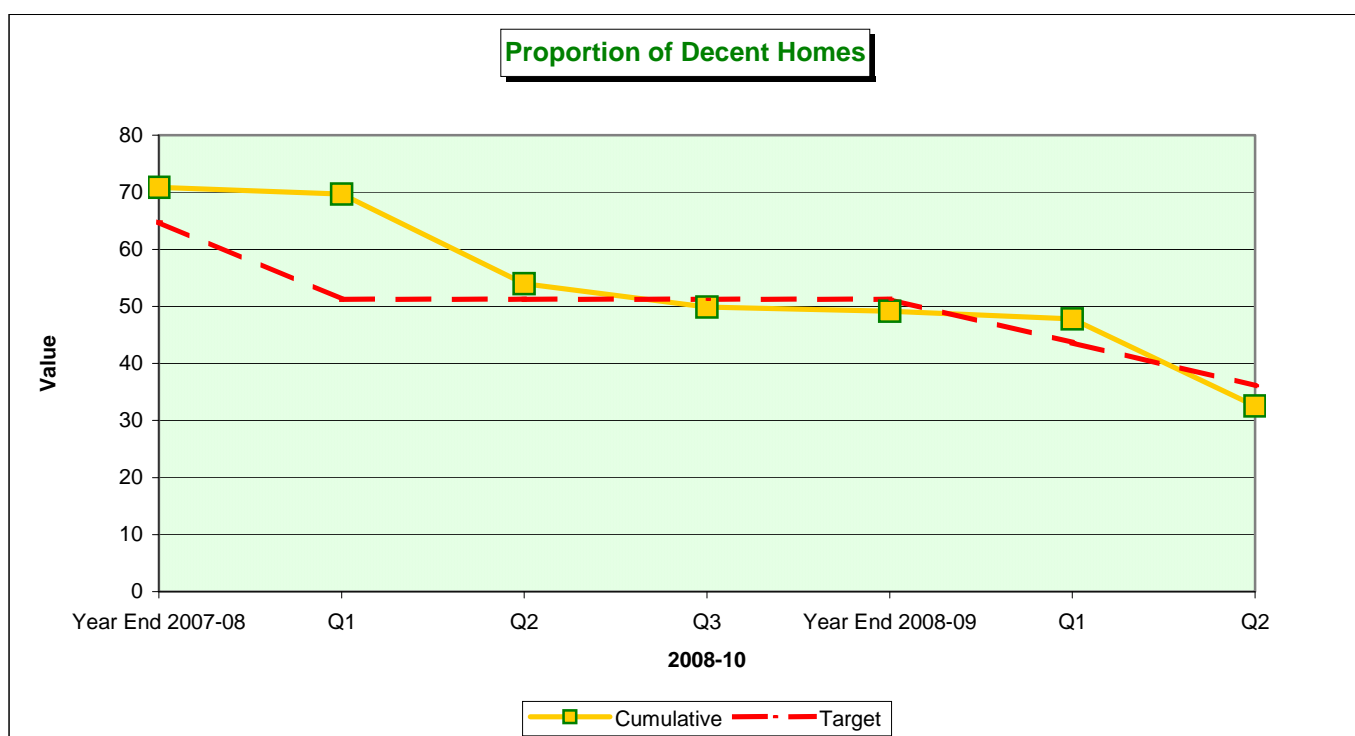
DECENT HOMES Proportion of Non Decent Homes

The proportion of Non Decent Homes

Responsible Officer: Michael Hill, Interim Investment Manager

		Status
Target	21.00%	★
Top Quartile	6.50%	
Quarter 1	32.55%	
Trend	↗	

	Year End	Q1	Q2	Q3	Year End
Non Decent Homes	49.16%	47.81%	32.55%		
Proportional change in Non Decent Homes	-30.60%	-2.75%	-33.79%		



As at April 1st 2009 the number of non-decent properties was 2,254 (49.16%). Progress against this target is reported on a quarterly basis and the return for the Department of Community and Local Government is compiled and will be reported in Members' Information Sheets.

Customer satisfaction is measured against a number of Key Performance Indicators with the two main measurements being as follows:

Key Performance Indicator	Target	March 09	June 09	Sept 09
Overall level of customer satisfaction with the finished works	95%	95.64%	96.31%	96.17%
Overall level of customer satisfaction with the service received from the Partner	95%	95.64%	97.04%	96.82%

The partners are also measured against their performance of projected expenditure against the actual expenditure incurred.

	Total planned spend	Total actual spend	Variance to planned
April	£ 553,957.22	£ 404,162.89	- £ 149,794.33
May	£ 443,165.78	£ 557,538.07	£114,372.30
June	£ 443,165.78	£ 403,508.74	- £ 39,657.03
Quarter 1	£ 1,440,288.78	£ 1,365,209.70	- £75,079.08
July	£ 553,957.22	£ 509,417.75	-£ 44,539.47
August	£ 597,732.01	£ 495,635.19	-£102,095.82
September	£ 597,732.01	£ 647,167.50	£ 49,435.49
Quarter 2	£ 1,749,421.23	£ 1,652,220.44	- £97,200.79

The overall aim of the strategy now is to achieve the Decent Homes target for all the stock by the end of 2012 based on CLG requirements.

It was recognised that in undertaking this approach there would not necessarily be large reductions in the numbers of non-decent homes in the early years of the investment programme.

This would be due to a number of factors including the high numbers of “potentially non decent properties” (i.e. they were decent at April 2007 but would become non decent before 2012 primarily due to the age of the kitchens/bathrooms) and properties with multiple failures whereby completing works in accordance with tenant priorities (i.e. internal improvements) meant that there would still be works outstanding which made them non decent.

Medical adaptations are not part of the decent homes definition, however some works will apply to upgrading bathrooms, which will meet the Decent Homes standard.

It is very important that tenants who are disabled are provided with the facilities to allow independent living.

Year on Year	2005/06	2006/07	2007/08	2008/09	Benchmarking 08/09	
					GCH	Position
Decent Homes	64.67%	67.68%	64.78%	49.16%	49.16%	37 th / 44
Change in Decent Homes	-3.43%	7.56%	-17.88%	-30.60%	-30.60%	10 th / 32

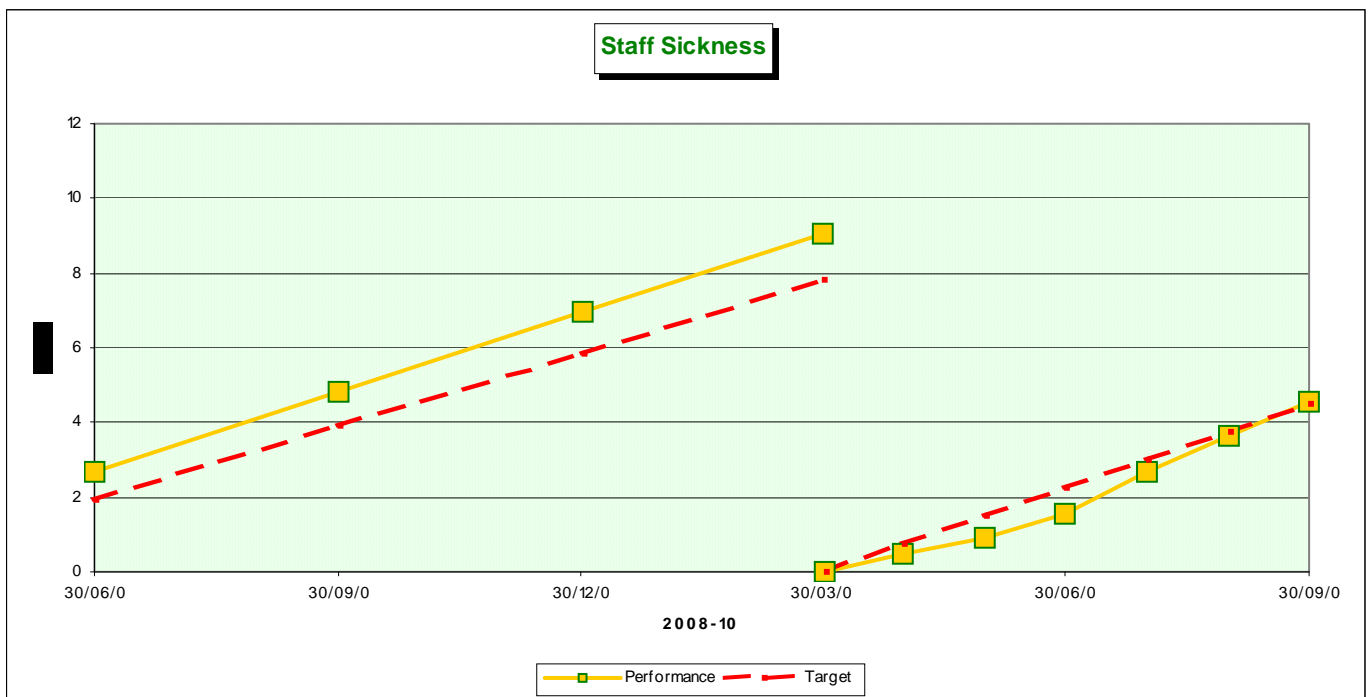
VALUE FOR MONEY AND EFFICIENCY Cumulative Days of Sickness

Cumulative days of sickness per full time equivalent staff - a target of 9 days gives an average of 0.75 days per month

Responsible Officer: Emily Cambridge, Human Resources Advisor

		Status
Target	4.50 days	●
Top Quartile	4.69 days	★
Quarter 2	4.53 days	
Trend	↗	

	Year End 2008/09	Quarter1 Cumulative	July	Aug	Sept	Quarter2 Cumulative
Cumulative	9.04	1.56	1.12	0.94	0.91	4.53



- There are no exceptional patterns to absence and no instances of work related stress.
- September saw no instances of suspected or confirmed Swine Flu.
- The cumulative result of 4.53 days is slightly more than the target of 4.50 days but less than top quartile of 4.69 days at this point in the year.

Year on Year Trend	2005/06	2006/07	2007/08	2008/09	Benchmarking GCH	08/09 Position
Out - turn	12.47 days	14.42 days	9.87 days	9.04 days	9.04 days	12 th / 53

Value for Money and Efficiency Secondary Indicators	Q4 2008/09	Q1 2009/10	Q2 2009/10	Target
Invoices paid within 30 days	87.04%	93.26%	92.52%	99.00%

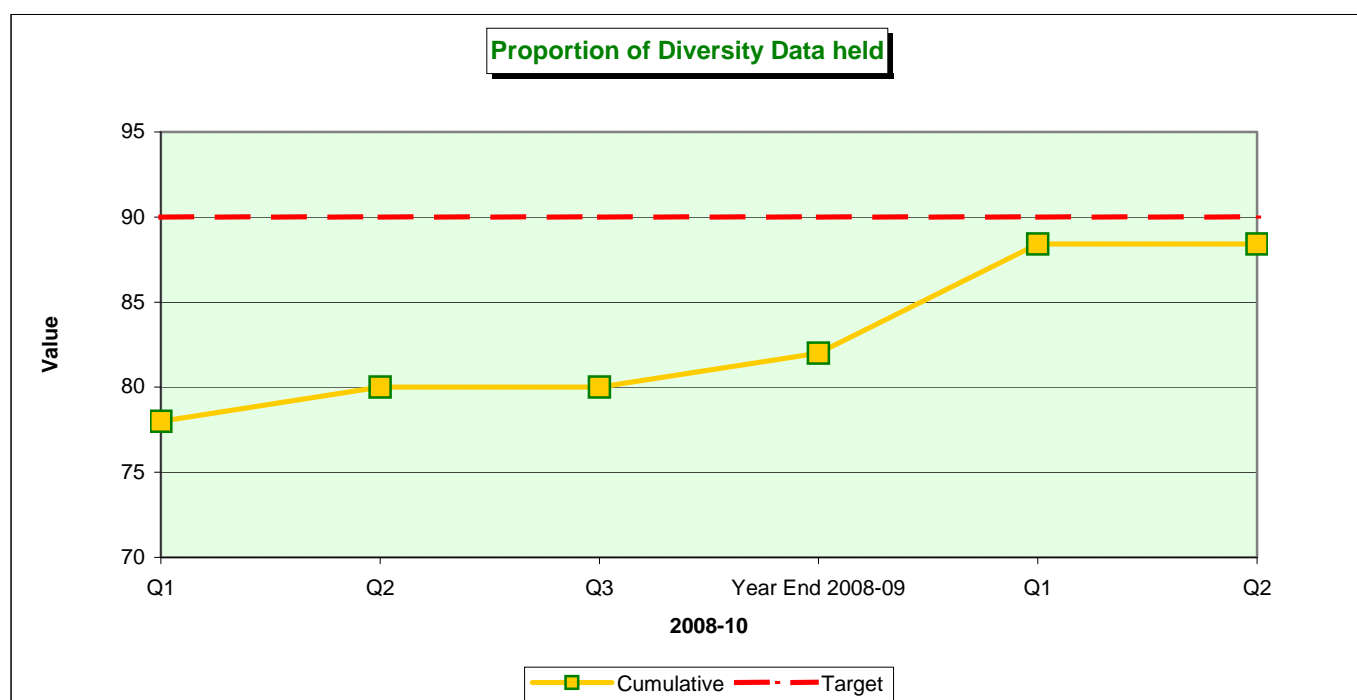
EQUALITY AND DIVERSITY Diversity Information

		Status
Target	90.00%	●
Top Quartile	-	
Quarter 2	88.41	
Trend	↗	

The percentage of tenancies for which diversity information is held

Responsible Officer: Anita Pope, Executive Manager

	Year End 2008/09	Q1	Q2	Q3	Year End 2009/10
Percentage of tenants with data for ethnicity	82.00%	88.41% before validation	88.41%		



Equality and Diversity Secondary Indicators	Q4 2008/09	Q1 2009/10	Q2 2009/10	Local Demographic
BME staff employed	11.50%	10.00%	10.50%	7.45%
Female staff employed	67.00%	65.00%	65.00%	50.85%
DDA staff employed	9%	8%	7.70%	7.00%
Top 5% earners who are female	25.00%	50.00%	50.00%	-
Top 5% earners who are BME	0.00%	0.00%	0.00%	-
Top 5% earners who are DDA	25.00%	0.00%	0.00%	-
Equality standard for Local Government	2	Achieved	Achieved	-

- Gloucester City Homes has developed an action plan to implement the new CRE code for Housing.
- Tenants from a Black / Black mixed race background are over represented consistently in the Income Management survey. GCH, as part of the Income Management project plan, is working with specialist agencies to determine any factors predisposing those tenants falling into serious rent arrears.
- GCH has worked hard to gain the 'Achieving' level of the Equality Standard. We have established clear and effective mechanisms for identifying, implementing and monitoring appropriate equality targets across all areas of the organisation and for agreeing and monitoring these with our customers.
- The diversity database has been validated to ensure that it contains details only of current tenants. Details of deceased and former tenants have been removed
- We know the diversity profile of our customers with detailed ethnicity information held on 88.41% of our customer base. We are now using this information to shape service delivery and to provide individually tailored services.
- 1614 of our tenants have declared themselves to have a disability with 40% suffering from mobility problems.
- 78.47% of our tenants are White/British, 4.18% are Black, 3.06% are White/Other, 0.86% are Asian and 0.18% are Chinese. We do not have data for 637 (11.59%) of our tenants and 1.07% have refused to define their ethnicity.
- We hold data on religions and sexuality for approximately 62% of our tenants, and 18.5% of tenants declined to define their sexuality
- Gloucester City Homes is exceeding top quartile performance in the employment of BME, female and disabled staff.
- Gloucester City Homes is developing a range of opportunities for staff to develop and progress within the organisation. Specifically we are developing management training and development programmes for staff to encourage and support under-represented staff in senior management posts.

ANTI SOCIAL BEHAVIOUR

Proportion of ASB events with further action

The numbers of cases of ASB reported and closed in the period, together with satisfaction and tenant perception data

Responsible Officer:
Victoria King - Lowe, Anti Social Behaviour Manager

	Q1 2009/10	Q2 2009/10
New cases of ASB reported	117	107
Number of ASB closed successfully	66	60
Number of ASB open at period end	51	47
Number of hate incidents reported	1	0
Number of hate incidents racially based	1	0
Number of domestic abuse incidents	3	1
Satisfaction with the outcomes of Anti Social behaviour team intervention	93%	100%
Tenant satisfaction with their neighbourhood	84% from Status survey	

- Over the quarter 13 surveys were returned, the number of survey's is lower than previous quarter. An action plan has been put in place to increase customer feedback.
- 11 of the surveys returned indicated that they were very satisfied with the outcome of their case, 2 customers were fairly satisfied.
- ASB telephone surveys are now being completed by customer services on a monthly basis for survey's that have not been returned by post. This will improve the number of surveys returned on a monthly basis and therefore a better picture of customer satisfaction.

The table below shows the costs per dwelling per week of this service element

Service Area	Cost in 2009/10	Weekly rent equivalent
ASB Unit	£ 185,560	£ 0.78

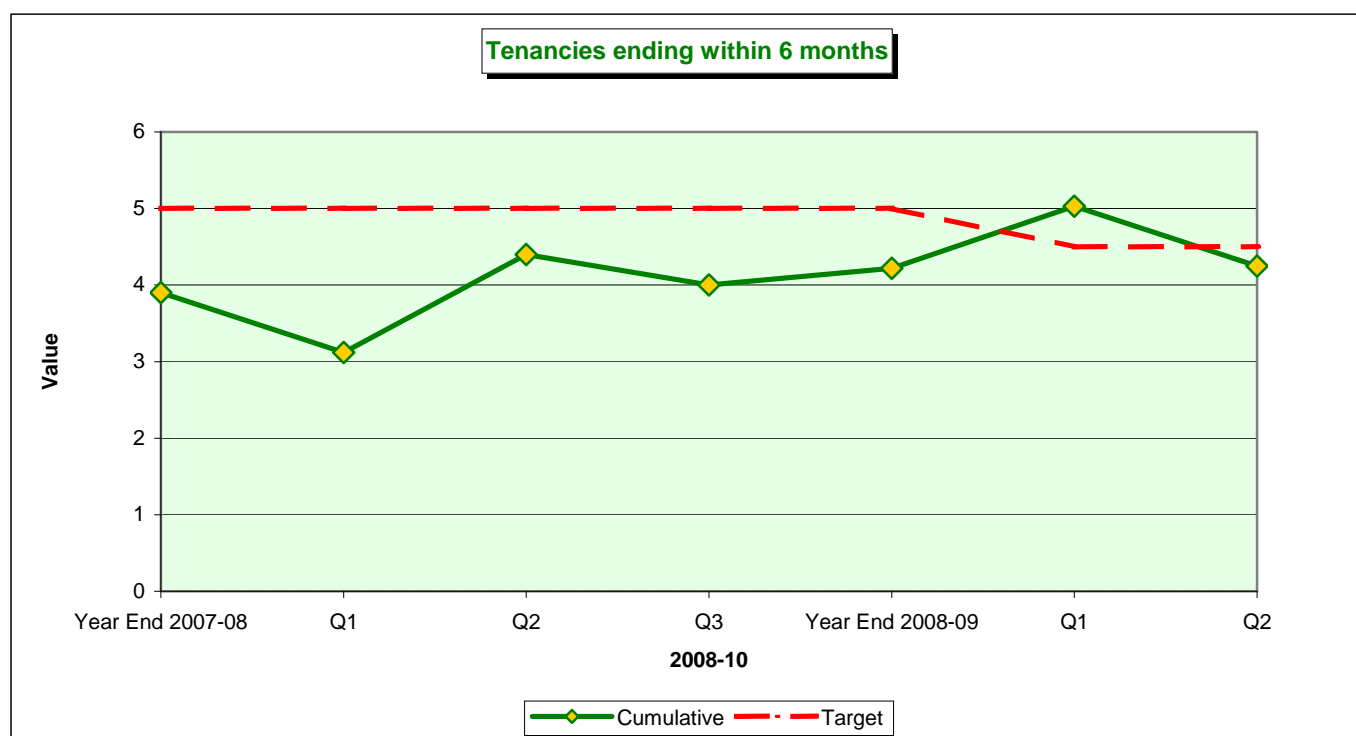
TENANCY MANAGEMENT Sustainable Tenancies

		Status
Target	4.50%	★
Top Quartile	-	
Quarter 2	4.25%	
Trend	↗	

Proportion of tenancies ending within 6 months of start date



Responsible Officer: Rebecca Hayward, Neighbourhood Services Manager

	Year End 2008/09	Q1	Q2	Q3	Year End 2009/10
Tenancies ending within 6 months of start date	4.22% 16 / 379	5.03% 7 / 139	4.25% 10 / 225		
Abandoned or evicted tenancies	5.79% 23 / 397	2.80% 3 / 107	3.23% 7 / 217		



- Un-sustained and abandoned tenancies are reviewed regularly and jointly with the Housing Options team of the City Council in order to track tenants who may be vulnerable and thus have difficulties in sustaining a tenancy
- 2 tenants have been evicted for rent arrears and 4 for reasons other than rent arrears during the first half of the year. 1 tenant was evicted for serious Anti Social Behaviour in a highly publicised case
- This indicates the determination of GCH to reduce rent arrears for the most persistent debtors and address anti-social behaviour offenders. Evictions are a last resort and every effort is made to sustain the tenancy with debt counselling, welfare rights advice and other pro-active measures. However, eviction is inevitable for those who refuse to co-operate.

HOME OWNERSHIP Leaseholders

		Status
Target	98.00%	
Top Quartile	-	
Quarter 2		
Trend		

Leaseholder Service Charges Collected

Responsible Officer: Sally Howell, Leasehold and Home Ownership Manager

	Year End 2008/09	Q1 2009/10	Q2 2009/10	Target
Leaseholder charges collected as a proportion of charges due, including arrears brought forward	86.98%	96.28%	98.45%	98.00%
Leaseholder charge arrears as a percentage of charge due	6.21%	3.61%	1.54%	0.00%
Leaseholders' satisfaction with the service	84.80%	Q3	Q3	-
RTB applications processed within statutory time limits	100%	100%	100%	100%

- There are currently 256 leasehold properties. This represents approximately 5.27% of stock managed by Gloucester City Homes.
- The leaseholders financial year ends on 30th September each year. This is because all invoices for the previous period (1st April to 31st March next) are issued each September. This timescale was formally agreed with Leaseholders Forum in June 2007.

The table below shows the costs per dwelling per week of this service element

Service Area	Cost in 2009/10	Weekly rent equivalent
Home Ownership Services	£ 66,040	£ 0.28