







REPORT ON PERFORMANCE INDICATORS FOR BOARD Quarter 3

1st OCTOBER 2009 to 31st DECEMBER 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 02/11/09

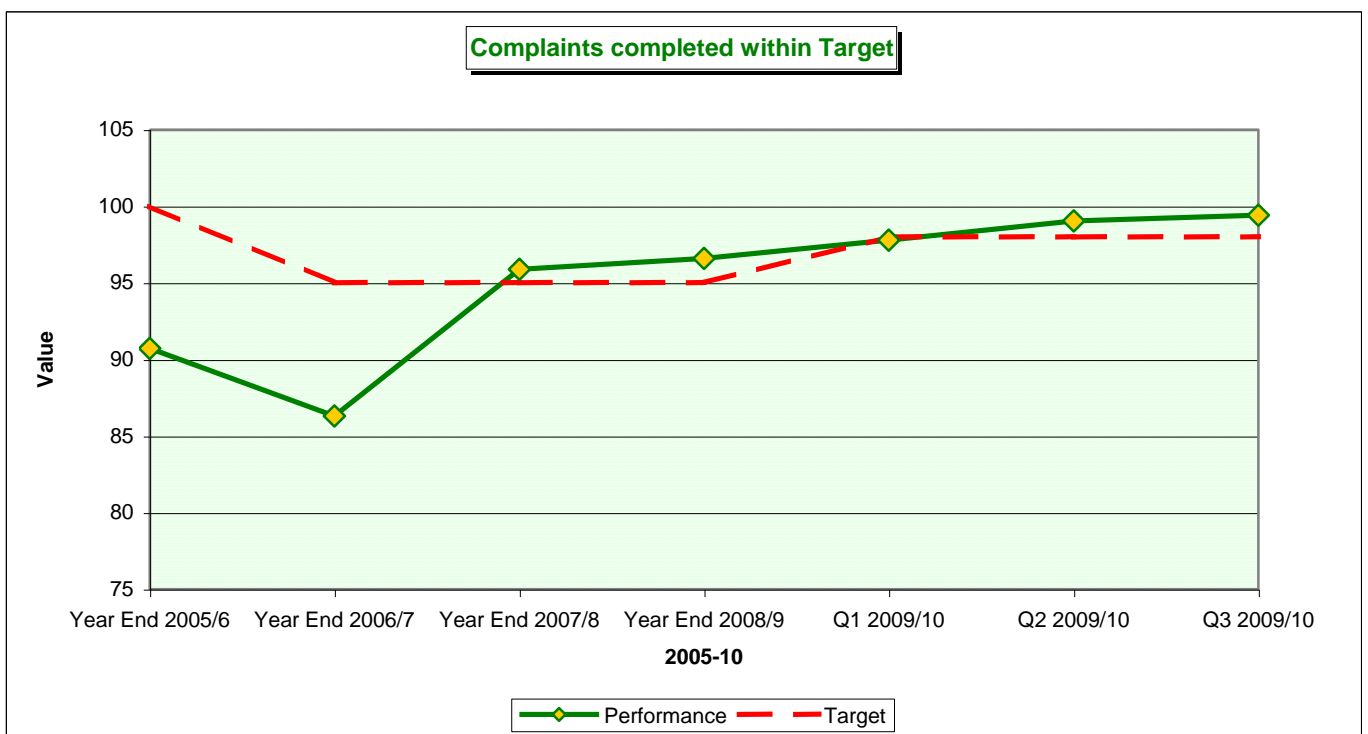
ACCESS, CUSTOMER CARE AND USER FOCUS Complaints Dealt Within Target

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 3	99.41%	
Trend		

	Year End 2008/2009	Quarter 2	Oct	Nov	Dec	Quarter 3
Complaints closed in target	96.60%	99.04%	100.00%	100.00%	100.00%	99.41%



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

Commentary:

Percentage of Complaints dealt with within target:

- 100% of complaints were closed within target in Quarter 3
- Total number of complaints to the end of December is 170
- Complaints made about Cleaning are 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 67 - 39.41%
- ICM have received 28 (16.47%) of the complaints year to date
- General complaints make up 42.94% of the cause for complaint
- Failure to provide a service also has a high incidence - 37.65%

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

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 and an update will be reported in March 2010

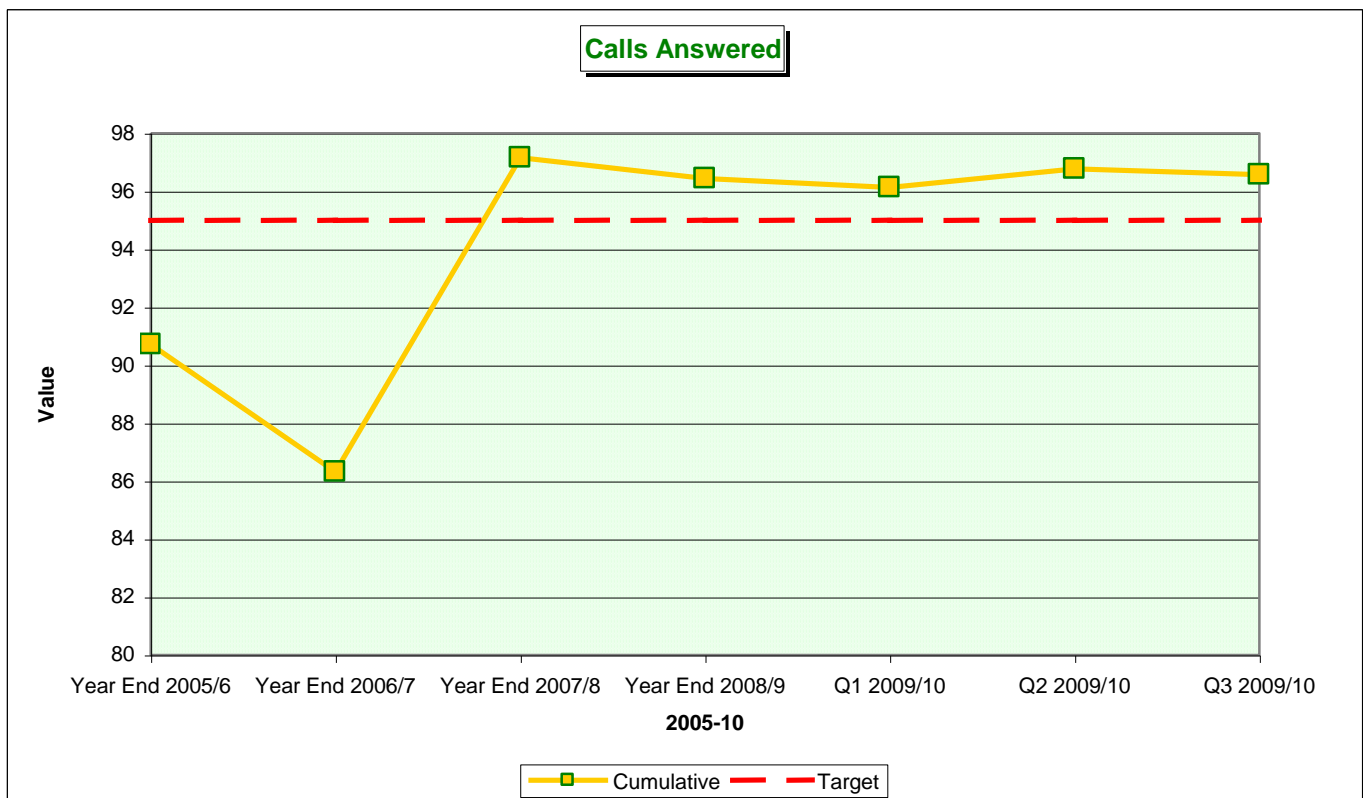
Number of calls to the Customer Contact Centre and Percentage answered

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 3	96.58%	
Trend	➡	

	Year End 2008/09	Quarter2	Oct	Nov	Dec	Quarter 3
Calls answered	96.44%	96.77%	96.60%	95.71%	96.41%	96.58%
Total Calls Taken	73,978	49,117	8,925	10,966	5,948	74,956



Customer Services Secondary Indicators	Q4 2008/09	Q2 2009/10	Q3 2009/10	Target
% of calls resolved at first point of contact with GCH	91.74%	96.70%	96.58%	85.00%
Overall satisfaction with Customer Services	84.00%	-	97.37%	Continuous Improvement
Was your enquiry handled well by GCH staff?	94.00%	-	99.12%	Continuous Improvement

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 74,956 - 42.70% higher than the equivalent period in 2008/09
- 96.58% 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 a 'Your Views Count' Customer Services survey up to December 2009. **97.37%** of respondents stated that the service they received from Customer Services was either excellent (76.32%) or good (21.05%).

99.12% of respondents to the recent survey stated that their enquiry was dealt with well, and **96.49%** stated that the staff treated them with respect at all times

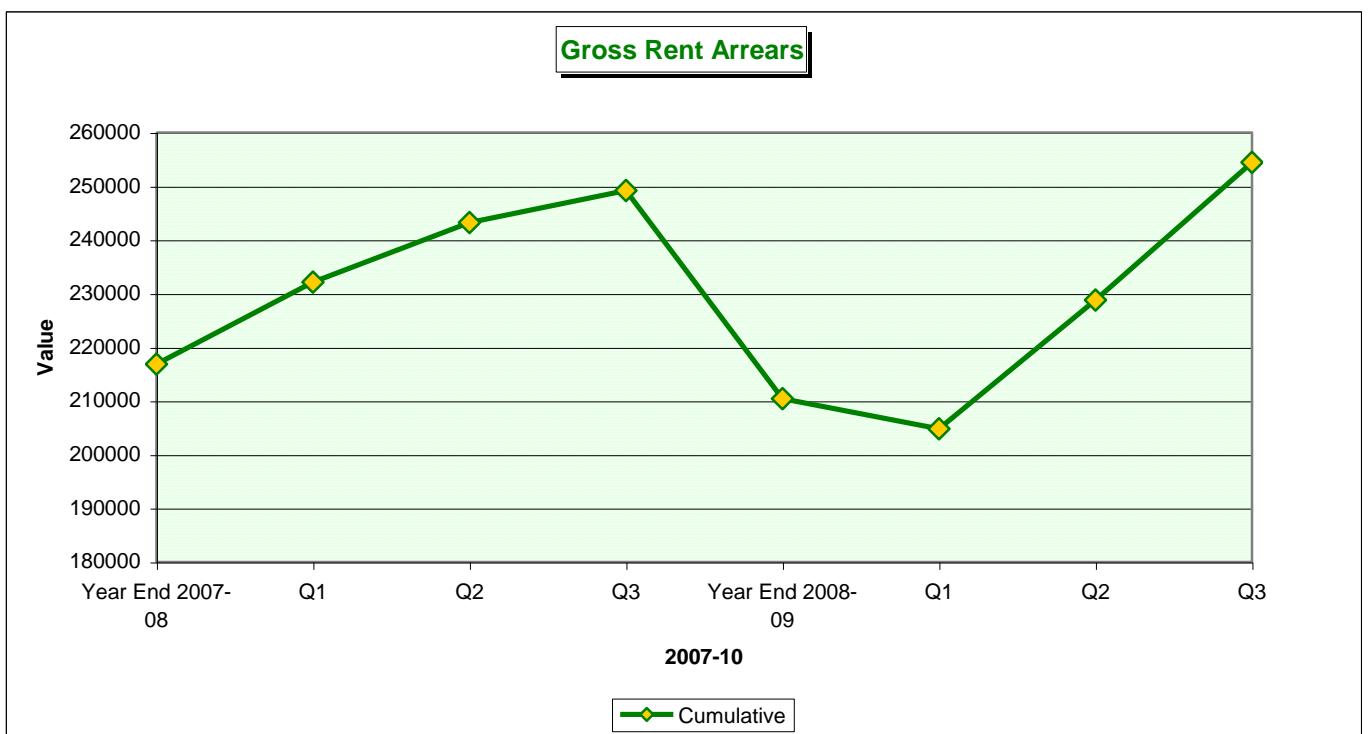
The Team Leader continues to monitor call handling on a monthly basis.

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	Quarter2	Oct	Nov	Dec
Balance of current rent arrears	£ 210,452	£ 228,804	£ 257,621	£ 284,365	£ 254,463



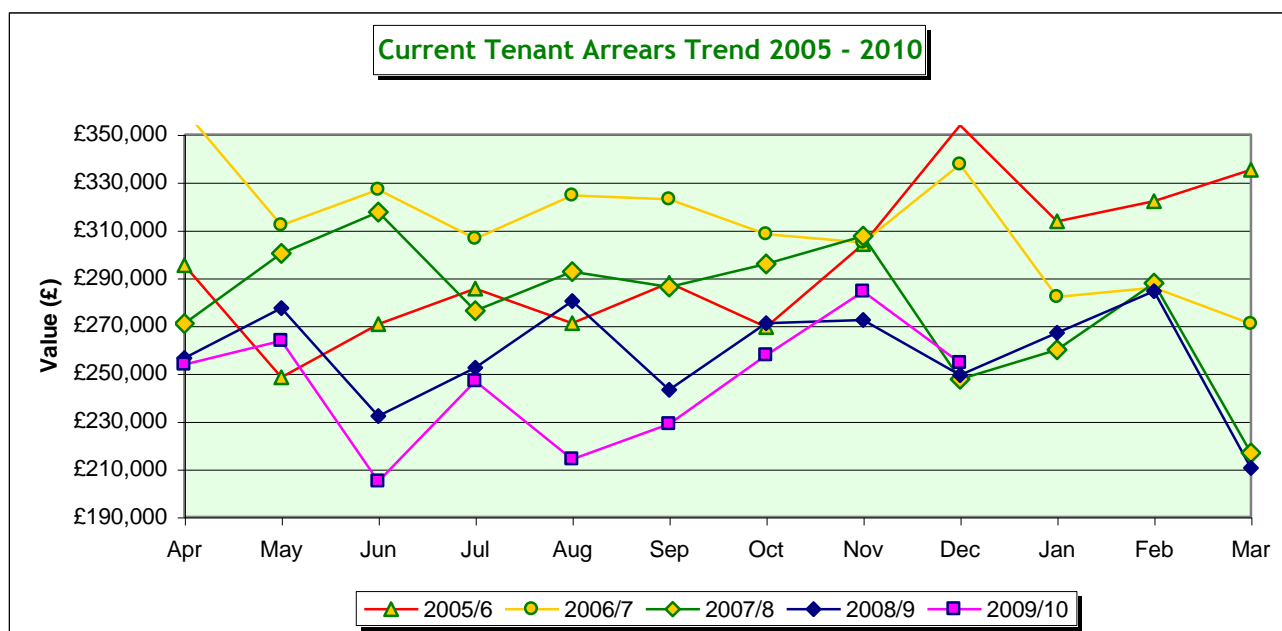
Commentary:

Arrears are **£254,463** at the end of December

The level of arrears is **£5,233** higher than at the end of December 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



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

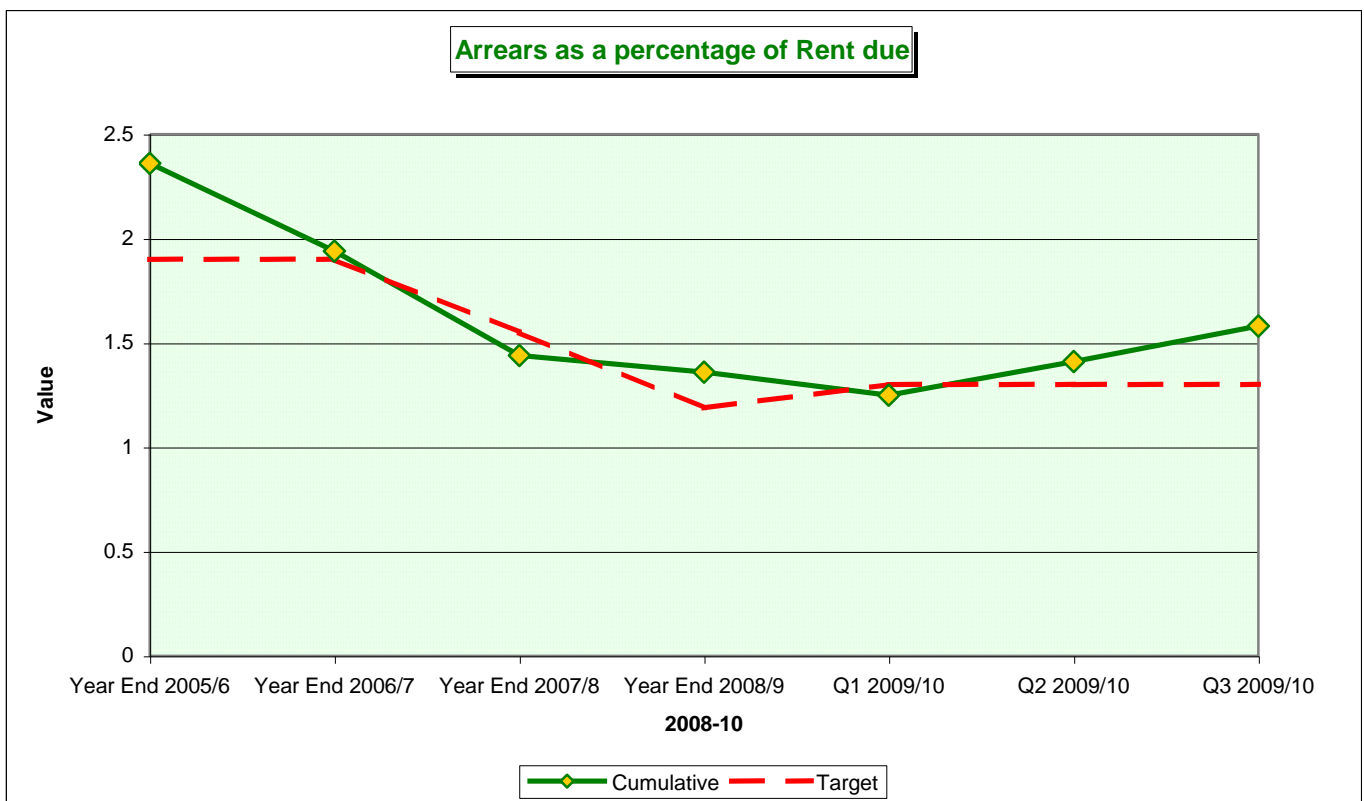
Rent arrears as a proportion of total rent due

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	2.37%	★
Quarter 3	1.58%	
Trend	↗	

	Year End 2008/09	Quarter2	Oct	Nov	Dec
Proportion of rent due	1.36%	1.41%	1.60%	1.71%	1.58%



- Arrears as a proportion of rent due have reduced to **1.58%**, which is above the target of 1.30%.
- The equivalent performance for December 2008 was 1.61% of debit.
- Top quartile performance from House-mark has significantly increased to **2.37%**. GCH improved its benchmarked position to **4th of 90** in quarter 2

Year on Year Trend	2005/06	2006/07	2007/08	2008/09	Benchmark 08/09	GCH Position	Benchmark Q2 - 09/10	GCH Position
Out - turn	2.36%	1.94%	1.44%	1.36%	1.36%	8 th / 48	2.37%	4 th / 90

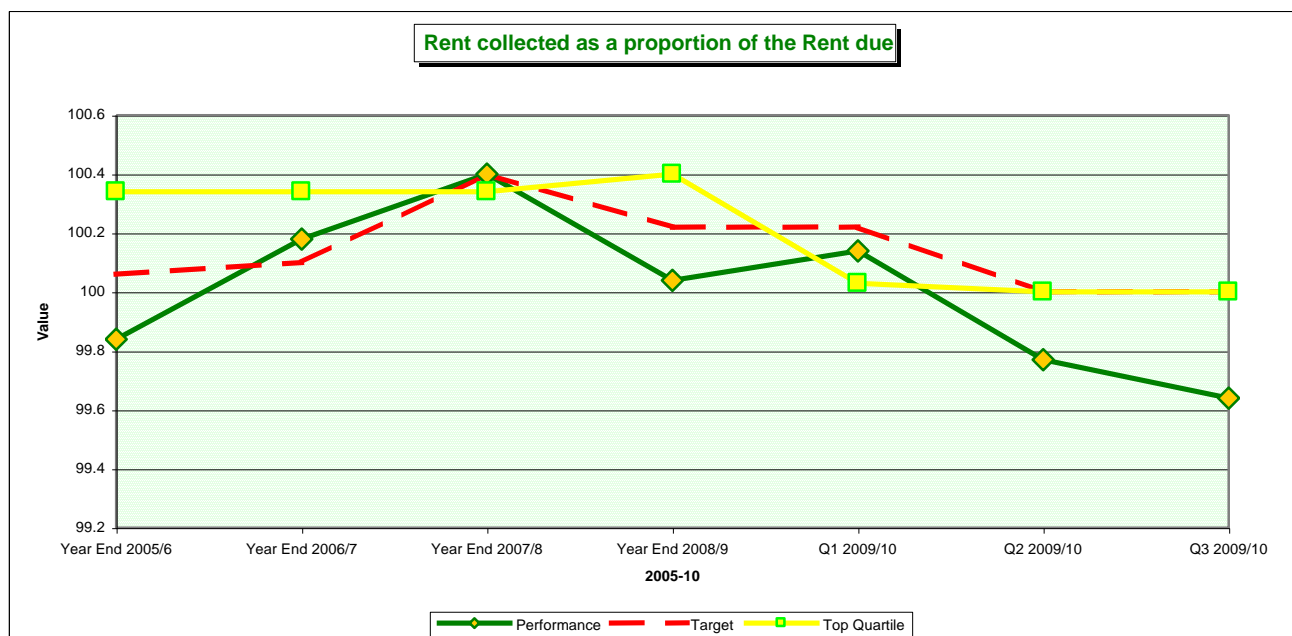
Rent collected as a proportion of rent due, excluding arrears brought forward

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	100.00%	●
Quarter 3	99.64%	
Trend	➡	

	Year End 2008/09	Quarter2	Oct	Nov	Dec
Proportion collected excluding arrears brought forward	100.04%	99.77%	99.49%	99.33%	99.64%



Commentary:

Arrears collected as a proportion of rent due excluding arrears - 99.64% is just below a reduced top quartile of 100.00%


The equivalent performance for December 2008 was 99.39%.

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

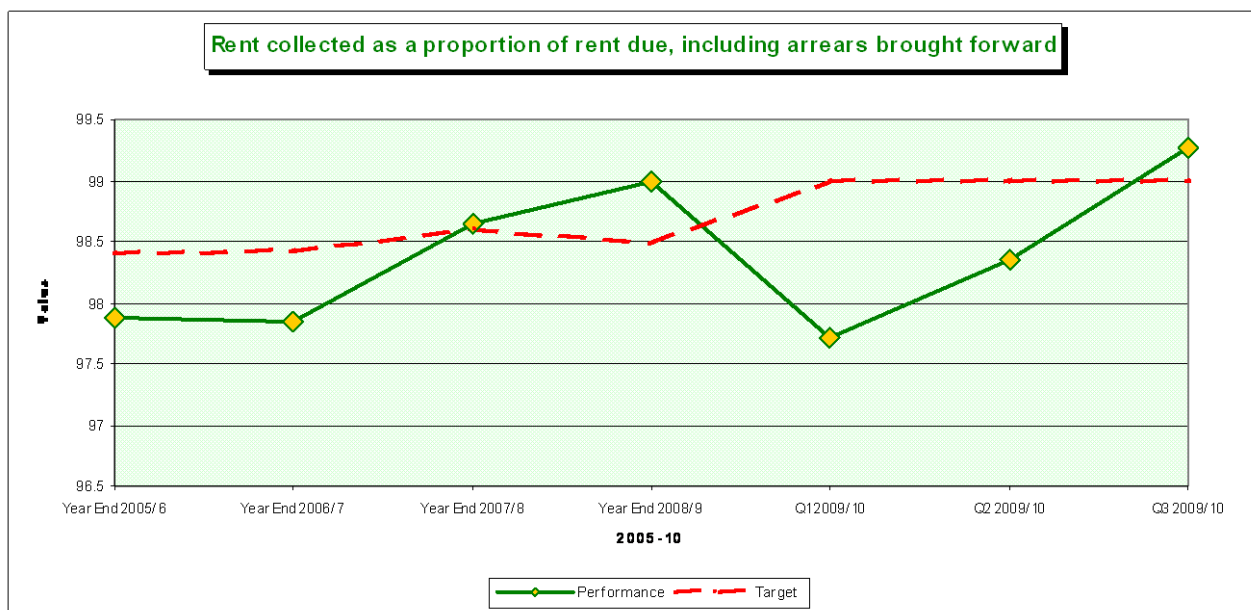
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Rent collected as a proportion of rent due, including arrears brought forward. This indicates total collections including housing benefit as a proportion of the total debit raised

Responsible Officer: Sam Chambers, Income Management Services

		Status
Target	98.99%	★
Top Quartile	98.64%	★
Quarter 3	99.27%	
Trend		

	Year End 2008/09	Quarter2	Oct	Nov	Dec
Proportion collected excluding arrears brought forward	98.99%	98.35%	98.23%	98.37%	99.27%



Commentary:

Arrears collected as a proportion of rent due including arrears is **99.27%**. 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

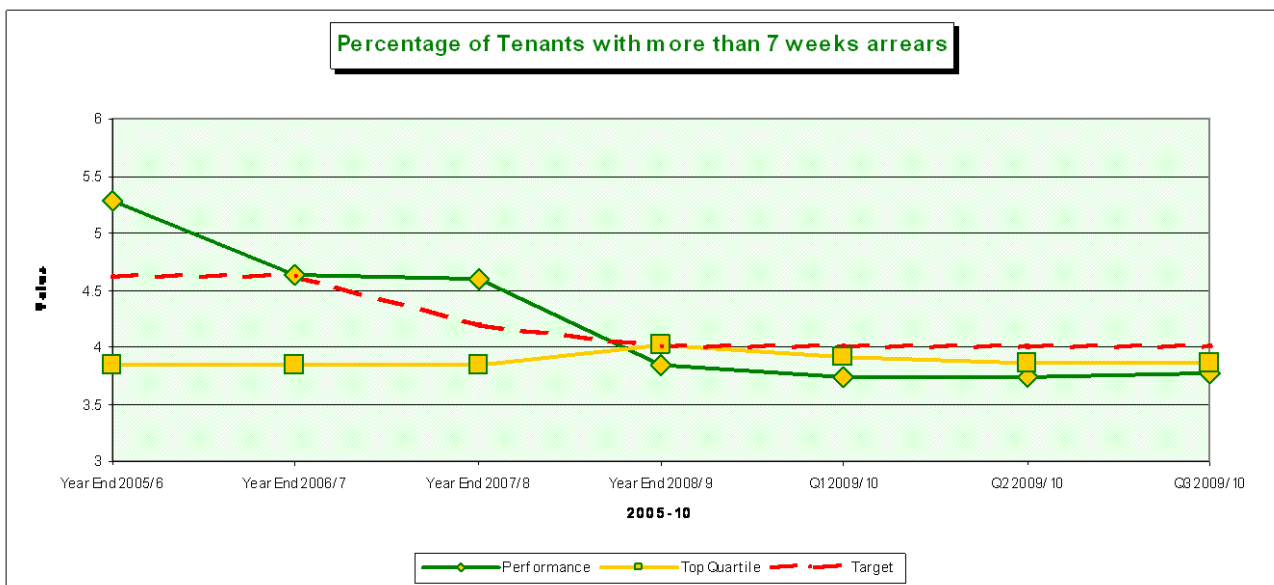
Percentage of Tenants with more than 7 weeks arrears

		Status
Target	4.00%	★
Top Quartile	3.86%	★
Quarter 3	3.77%	
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	Quarter2	Oct	Nov	Dec
Proportion at quarter end	3.85%	3.73%	3.72%	3.72%	3.77%



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 just 0.23% below target. 3.77% of all secure tenants represents 167 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

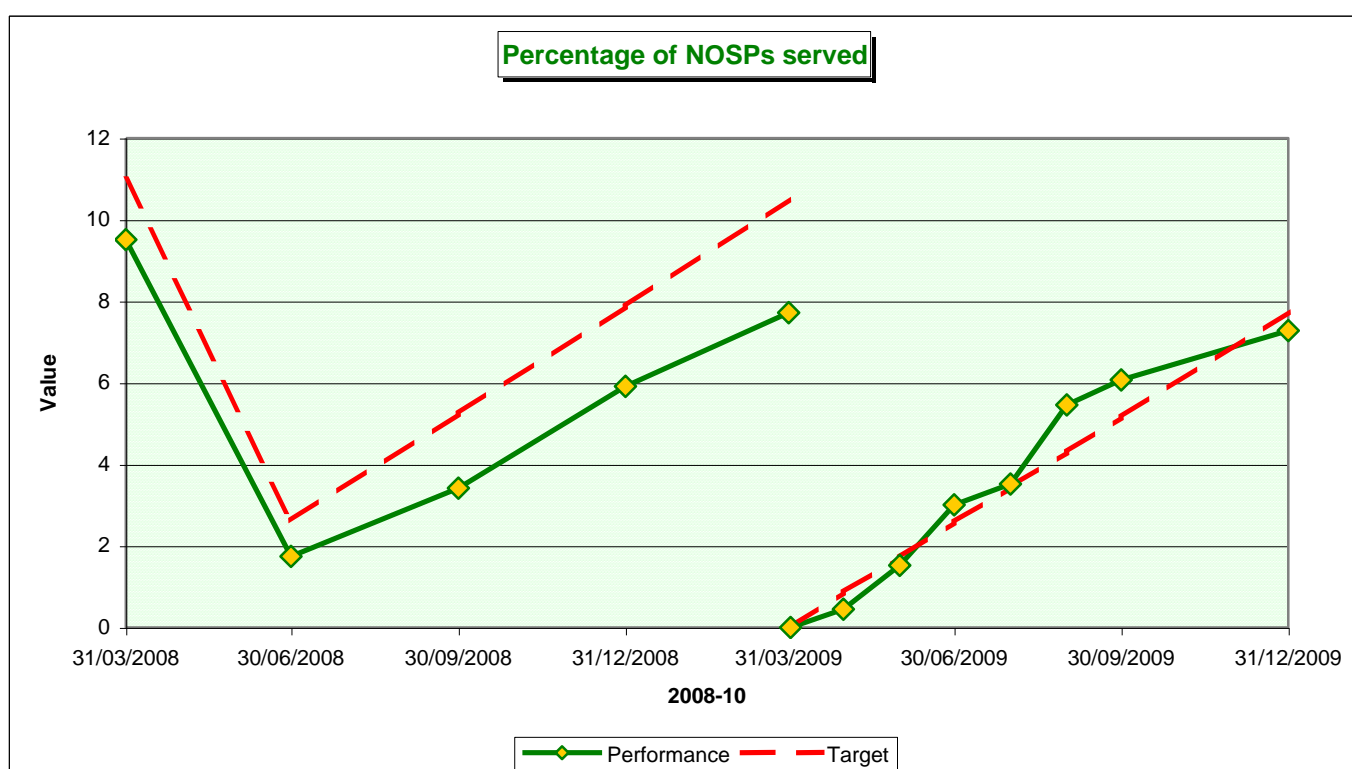
Percentage of Notice of Possessions

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	7.56%	★
Quarter 3	7.28%	
Trend		

	Year End 2008/09	Quarter2	Oct	Nov	Dec
Proportion at quarter end	7.72%	6.07%	6.50%	7.23%	7.28%



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.

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

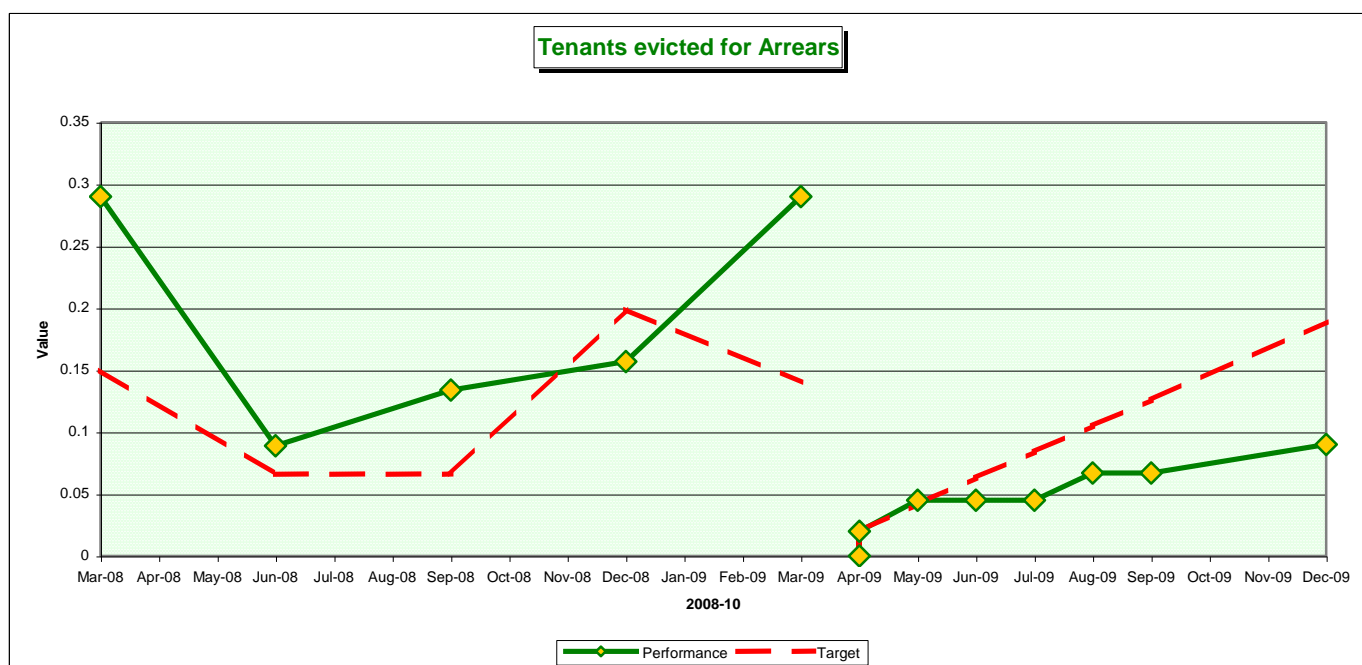
Percentage of Tenants evicted for Rent Arrears

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	0.090%	★
Quarter 3	0.090%	
Trend		

	Year End 2008/09	Quarter2	Oct	Nov	Dec
Percentage of Evictions	0.14%	0.067%	0.067%	0.090%	0.090%
Number of Evictions	13	2	0	2	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	Q2 2009/10	Q3 2009/10	Target
Proportion of new accounts with no debt after 3 months tenure	58.43%	52.38% 143 / 273	53.69% 211 / 393	70.00%
Overall levels of satisfaction with income management service	82.00%	Q3	80.00%	85.00%
How satisfied are you with the payment options	95.00%	Q3	94.00%	-

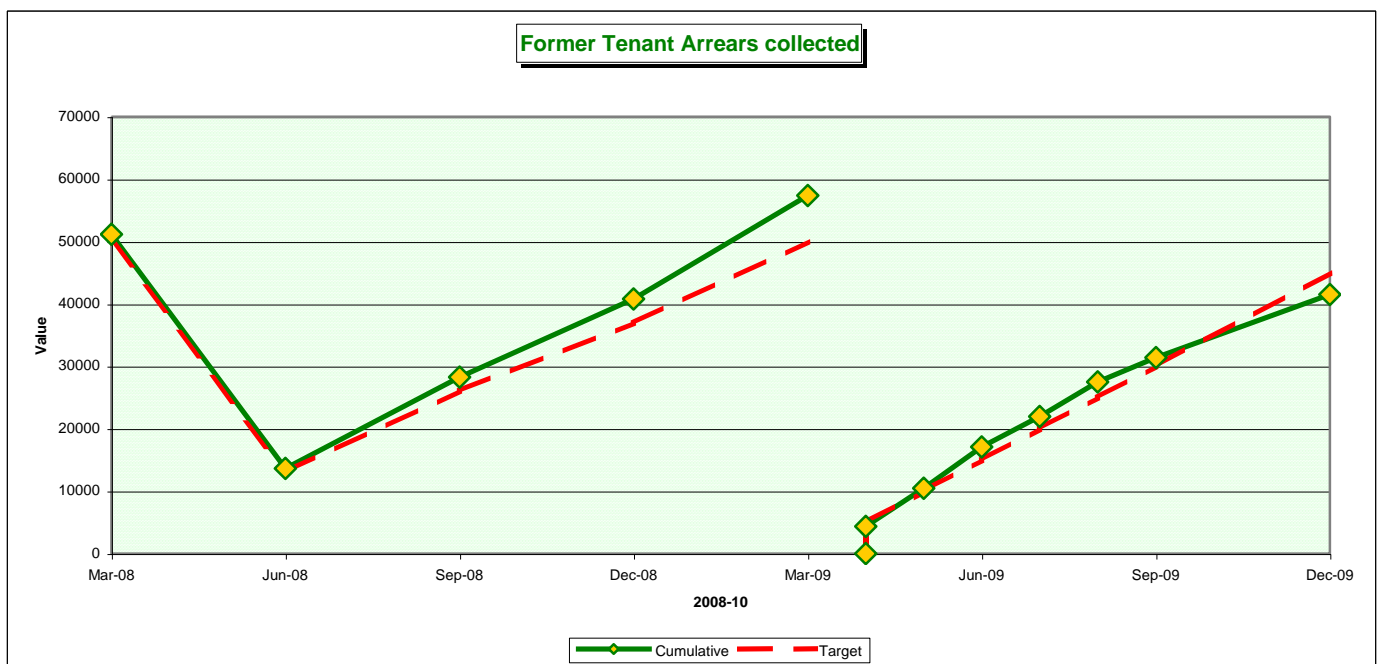
Former Tenant Arrears Collected

		Status
Target	£60,000	★
Top Quartile	-	
Quarter 3	£ 46,496	
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	Quarter3	Oct	Nov	Dec	Quarter3
Total collected	£ 57,362	£ 31,393	£ 5,152	£ 4,968	£4,983	£ 46,496



Commentary:

- The collection year to date is £ 46,496 against a target of £ 60,000
- Former tenant arrears at the end of December were £141,406. This is £ 17,860 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	Q2 2009/10	Q3 2009/10	Target
Arrears written off as a % of the actual debit raised year to date	0.57% £ 87,809	0.38% £ 30,367	0.46% £ 55,223	0.40%

ASSET MANAGEMENT

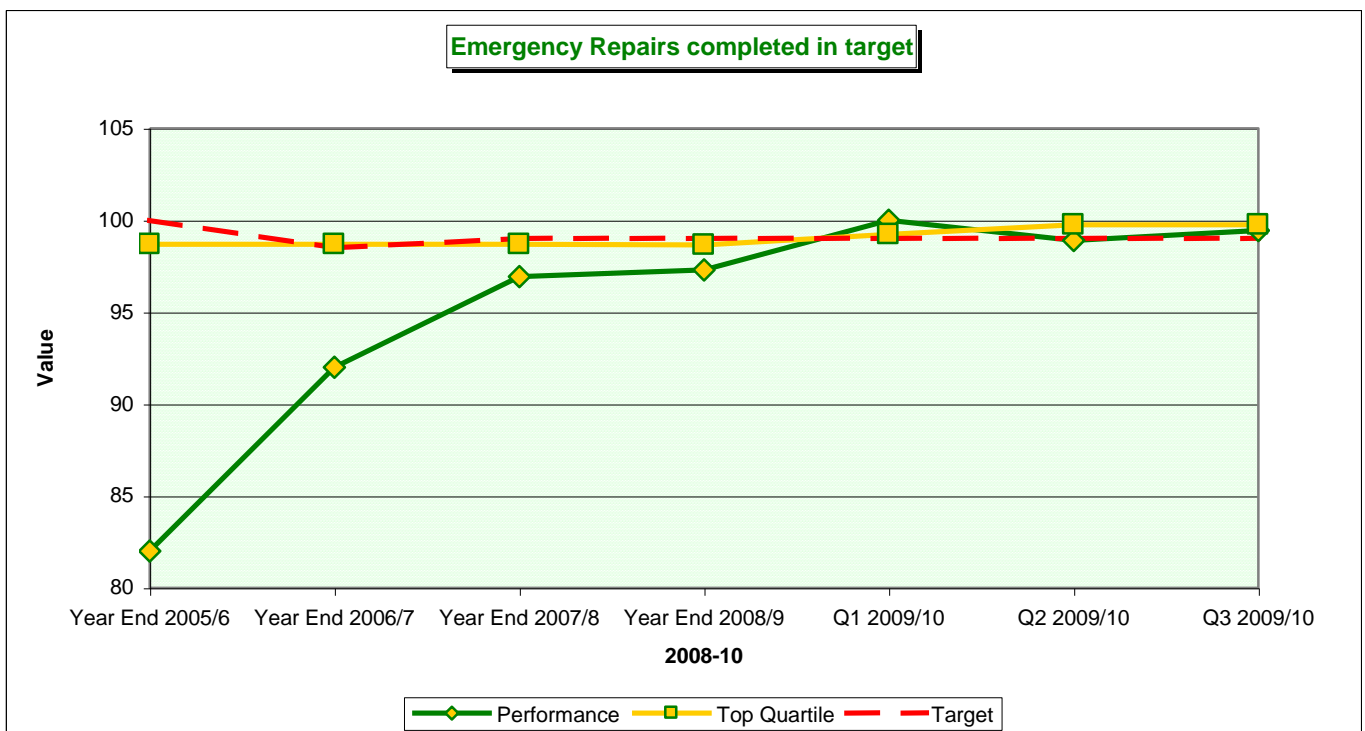
Emergency Repairs completed in target

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	99.75%	●
Quarter 3	99.44%	
Trend	➡	

	Year End 2008/09	Quarter 2	Oct	Nov	Dec	Quarter 3
Completed in target	97.30%	98.89%	100.00%	100.00%	100.00%	99.44%



- Enterprise completed all emergency jobs in target in Quarter 3
- 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

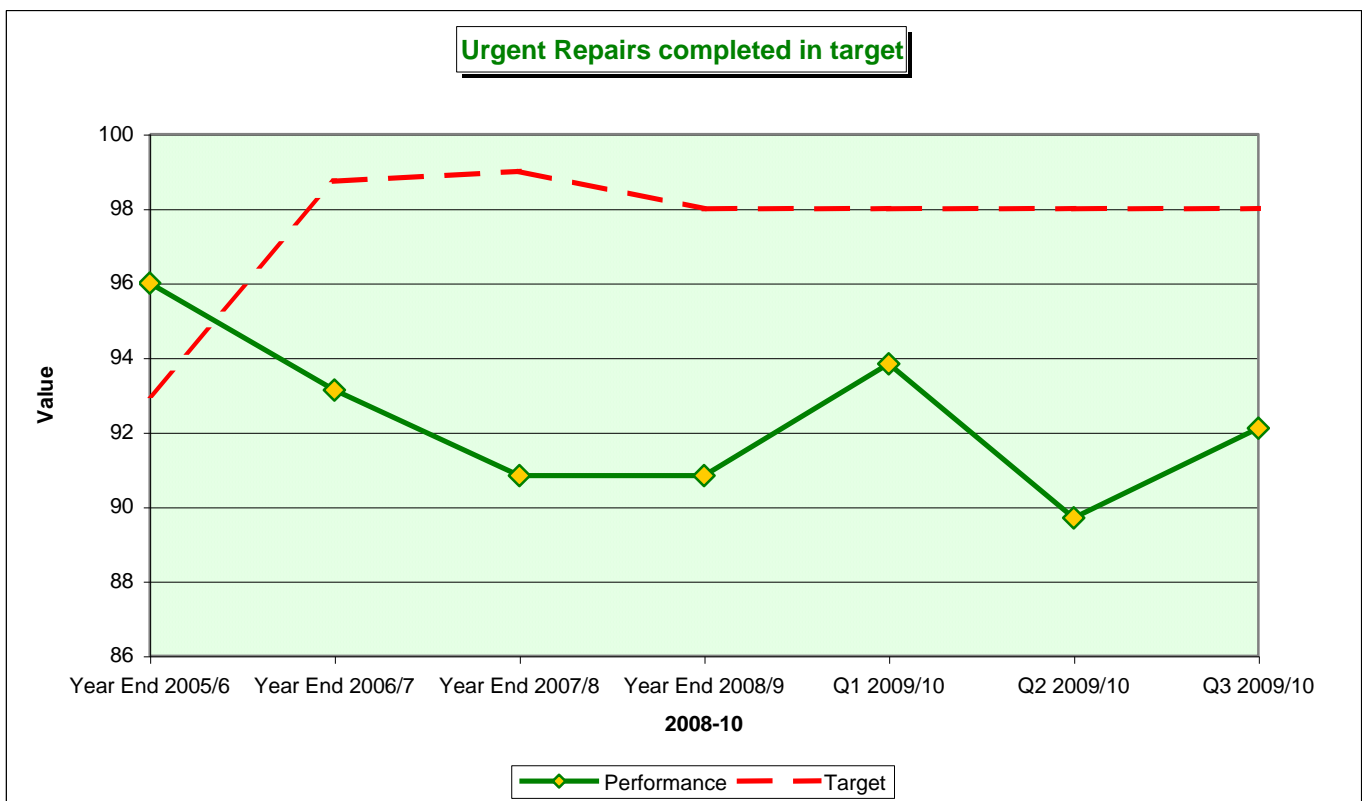
Urgent Repairs completed in target

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

Responsible Officer: Steve Fowley, Repairs Manager

		Status
Target	98.50%	▲
Top Quartile	99.20%	▲
Quarter 3	92.11%	
Trend	➡	


	Year End 2008/09	Quarter2	Oct	Nov	Dec	Quarter3
Completed in target	93.84%	89.70%	91.05%	96.33%	98.16%	92.11%



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 are still reporting a small number of urgent completions belatedly, meaning that there are some backdated amendments to performance information.
- 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.

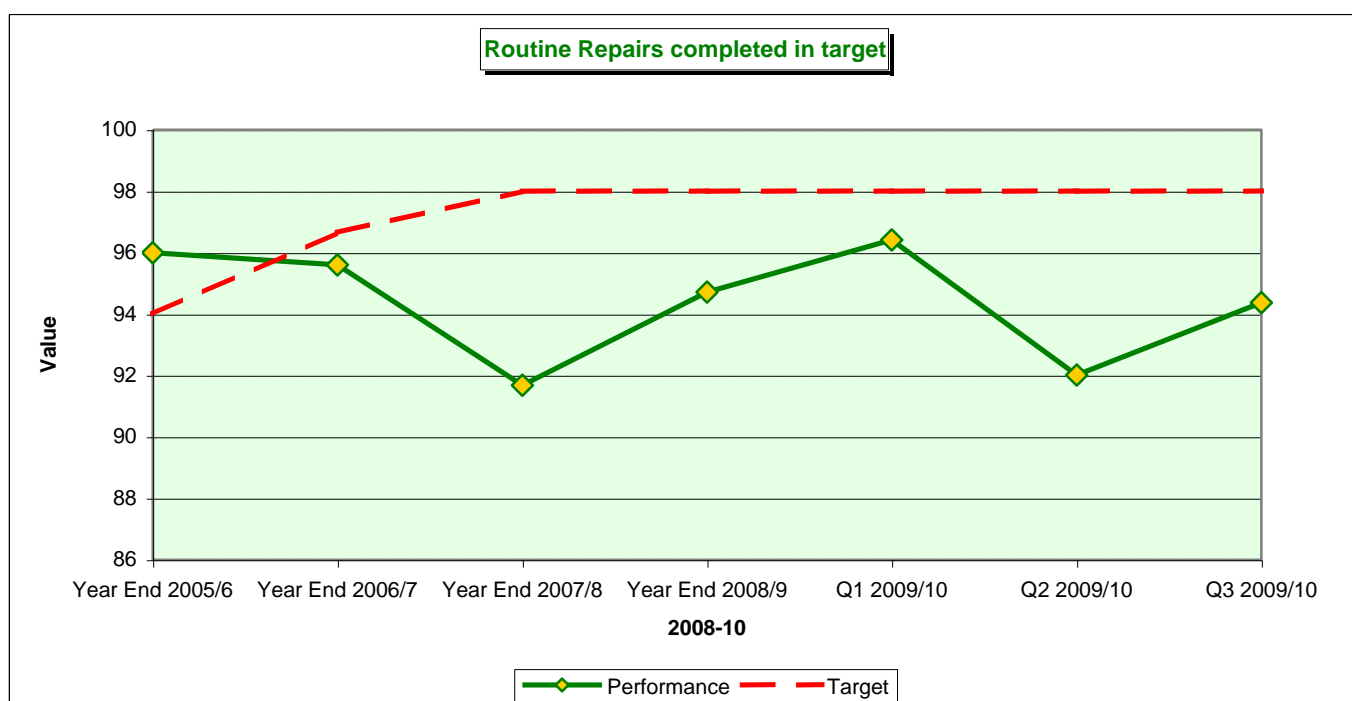
Routine Repairs completed in target

		Status
Target	98.00%	●
Top Quartile	98.78%	●
Quarter 3	94.37%	
Trend		

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

Responsible Officer: Steve Fowley, Repairs Manager

	Year End 2008/09	Quarter2	Oct	Nov	Dec	Quarter3
Completed in target	94.71%	92.01%	96.39%	99.56%	100.00%	94.37%



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%	95.60%	91.68%	94.71%	97.80%	14 th / 49	98.66%	25 th / 47

Response Repairs Secondary Indicators	Q4 2008/09	Q2 2009/10	Q3 2009/10	Target
Average time taken to complete non - urgent repairs	8.73 days	13.91 days	13.35 days	8.00 days
Appointments kept as a proportion of those made	89.48%	Not available	Not available	98.00%
Response repairs resolved at first visit	98.20%	81.37%	86.00%	99.00%

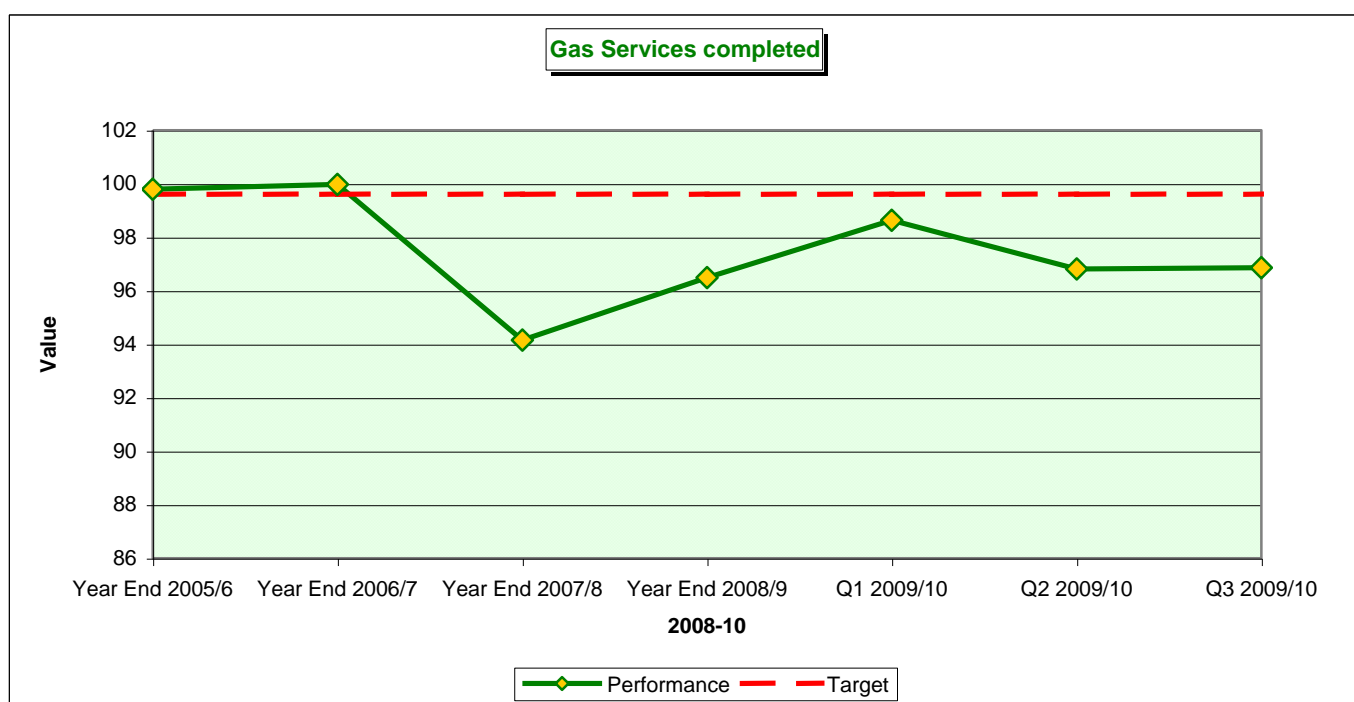
Gas Services completed before the anniversary of the CP12

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 3	96.86%	
Trend	➔	

	Year End 2008/09	Quarter2	Oct	Nov	Dec	Quarter 3
Completed by anniversary	96.49%	96.82%	93.39%	97.73%	100.00%	96.86%



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

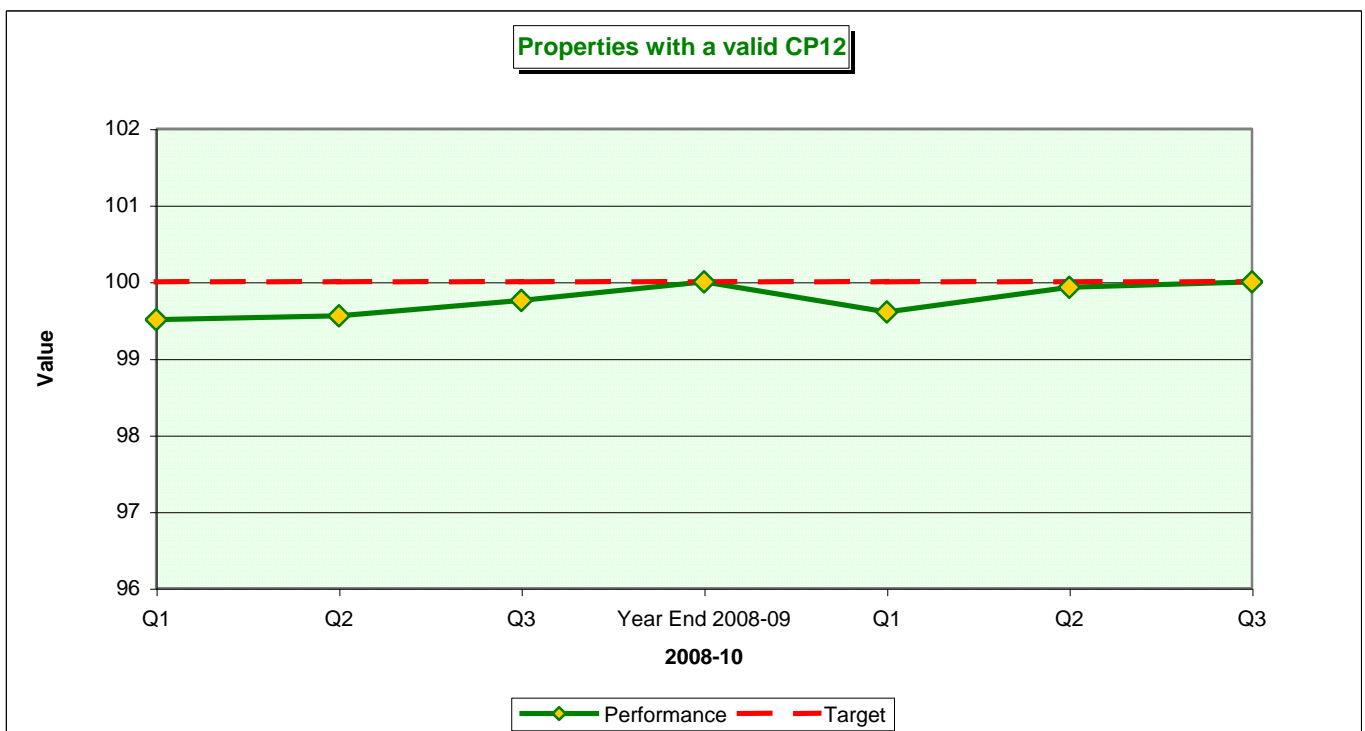
Properties with a valid CP12

		Status
Target	100.00%	●
Top Quartile	100.00%	●
Quarter 3	100.00%	
Trend		

The proportion of properties where a valid CP12 is held

Responsible Officer: Steve Fowley, Repairs Manager


	Year End 2008/09	Quarter2	Oct	Nov	Dec	Quarter3
Properties with a valid CP12	100.00%	99.93%	99.61%	99.83%	100.00%	100.00%



Commentary:

- No properties were without a valid CP 12 at 31st December 2009
- GCH has taken action to improve Connaught's performance, in particular the serving of a remedy notice to Connaught who have responded with a corrective action plan. The result has been 100% performance in December
- Connaught have employed 2 additional gas fitters to cope with an expected increased demand for services between December and February 2010

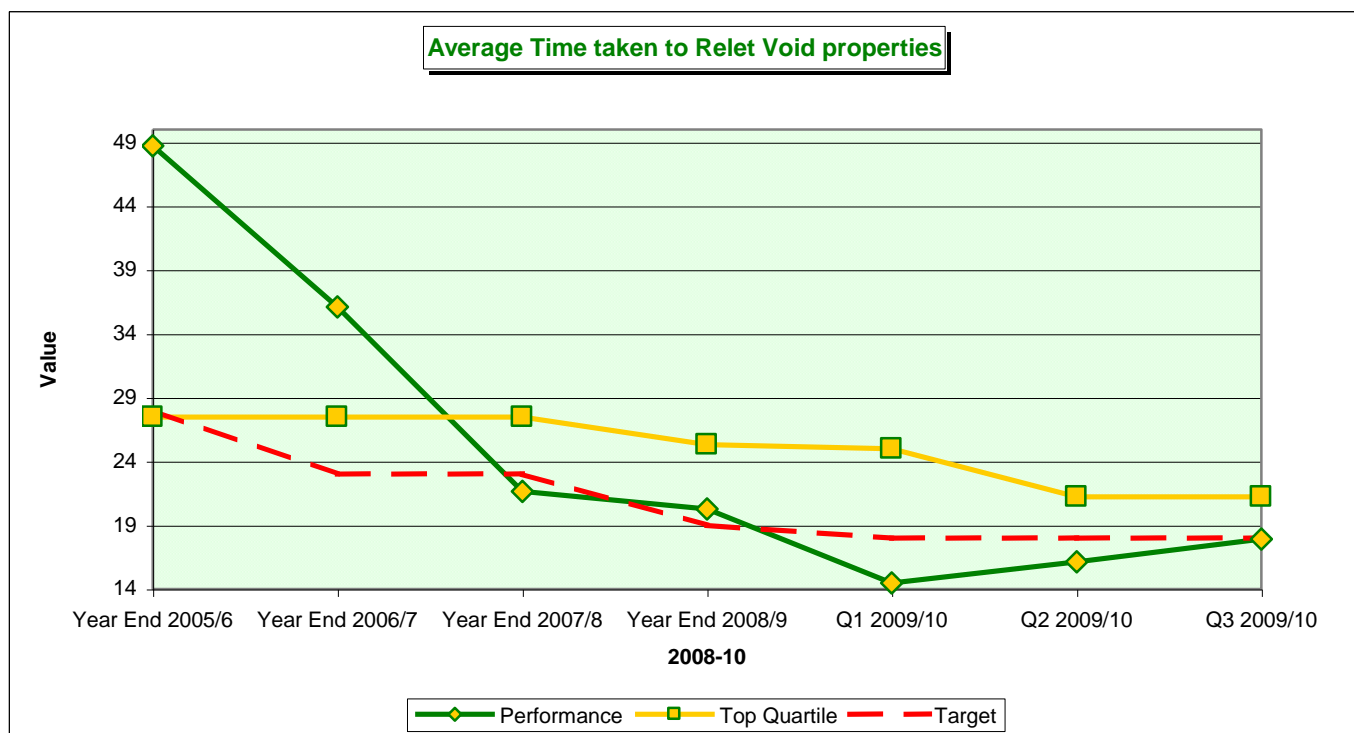
Average Time to re-let Void properties

		Status
Target	18 days	★
Top Quartile	21.23 days	★
Quarter 3	17.92 days	
Trend		

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

	Year End 2008/09	Quarter2	Oct	Nov	Dec	Quarter3
Cumulative	20.26	16.13	24.37	17.60	22.14	17.92



Year on Year Trend	2005/06	2006/07	2007/08	2008/09	Benchmark 08/09	GCH Position	Benchmark Q2 - 09/10	GCH Position
Out - turn	48.72 days	36.10 days	21.66 days	20.26 days	25.47 days	7 th / 64	21.23 days	11 th / 148
Rent Loss	1.36%	0.99%	0.52%	0.65%	1.04%	4 th / 52	0.79%	23 rd / 115

Commentary:

- Re-let times increased significantly from 17.60 days in November to 22.14 days in December
- Cumulative voids performance, at 17.92 days is just below target but still well below the top quartile of 21.23 days (new House-mark all ALMO top quartile @ 02/11/09)
- GCH has tightened up 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.
- There may be a continuing impact arising from the change over to the new choice based lettings system which we are monitoring and managing proactively

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

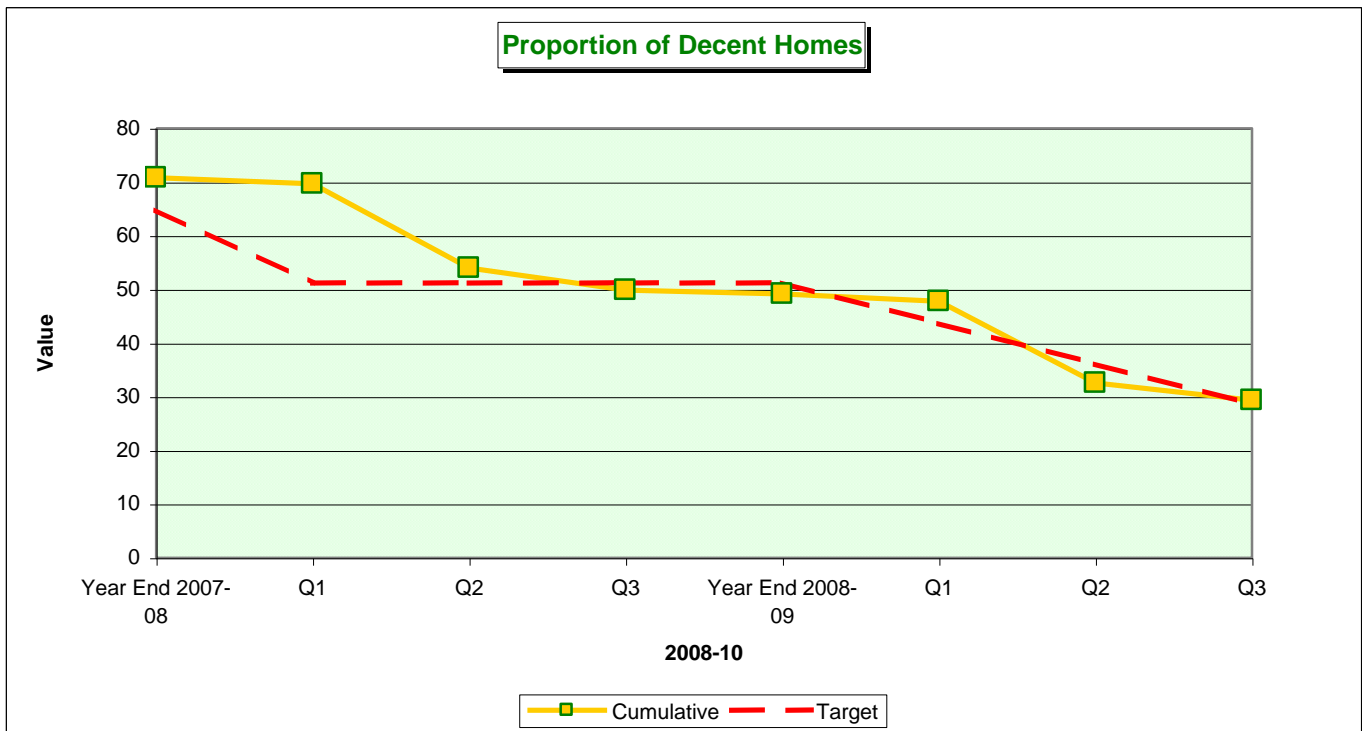
DECENT HOMES Proportion of Non Decent Homes

		Status
Target	21.00%	★
Top Quartile	6.50%	
Quarter 3	29.34%	
Trend	↗	

The proportion of Non Decent Homes

Responsible Officer: Michael Hill, Interim Investment Manager

	Year End	Q1	Q2	Q3	Year End
Non Decent Homes	49.16%	47.81%	32.55%	29.34%	
Proportional change in Non Decent Homes	-30.60%	-2.75%	-33.79%	-40.32%	



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	Dec 09
Overall level of customer satisfaction with the finished works	95%	95.64%	96.31%	96.17%	96.80%
Overall level of customer satisfaction with the service received from the Partner	95%	95.64%	97.04%	96.82%	96.41%

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	-	-	-
May	848,255.74	848,285.74	
June	403,508.75	403,508.75	
July	509,417.75	509,417.75	
August	495,635.19	495,635.17	
September	647,348.10	543,089.11	-104,258.98
October	954,013.02	980,120.74	26,107.73
November	749,552.34	823,983.36	74,431.02
December	878,037.06	1,003,195.60	125,158.55
Q3	5,485,777.95	5,607,236.22	121,438.32
January	1,288,752.99		
February	1,161,187.48		
March	1,212,801.14		
Total	9,148,509.53		121,438.32

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

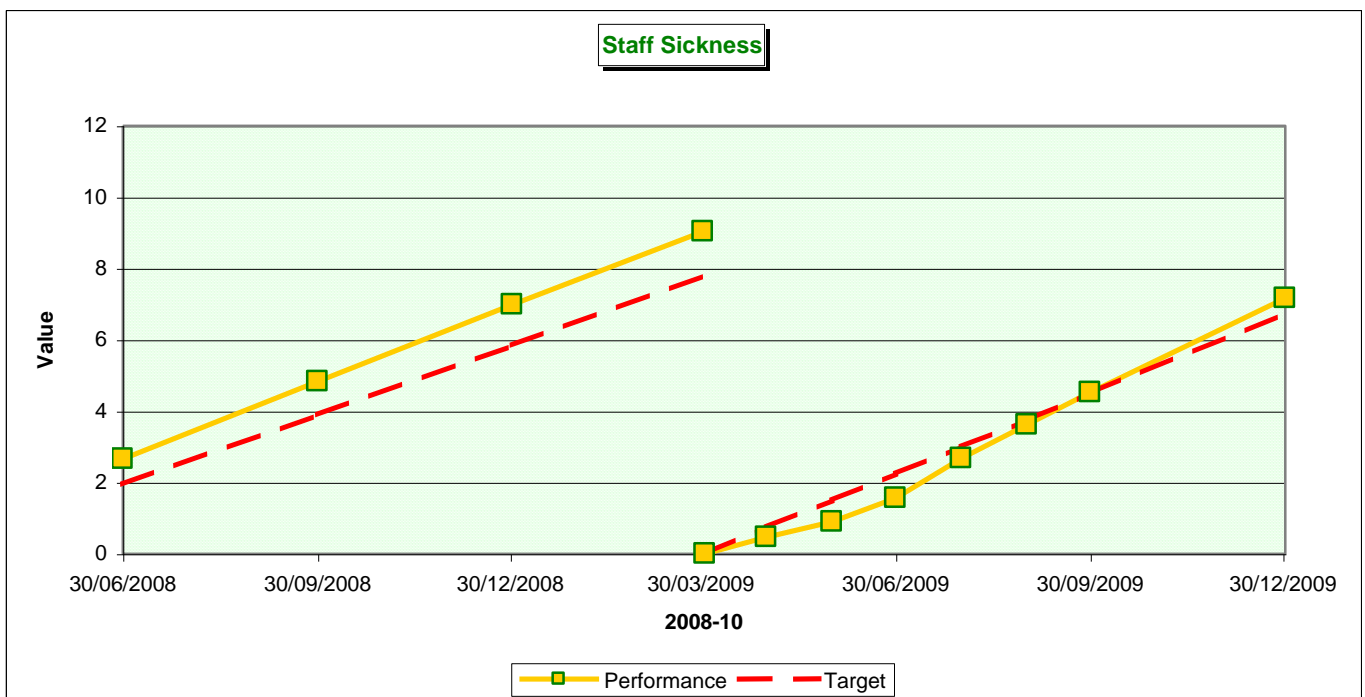
VALUE FOR MONEY AND EFFICIENCY Cumulative Days of Sickness

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	6.75 days	●
Top Quartile	7.03 days	★
Quarter 3	7.17 days	
Trend	↗	

	Year End 2008/09	Quarter2	Oct	Nov	Dec	Quarter3
Cumulative	9.04	4.53	0.89	1.04	0.71	7.17



- There are no exceptional patterns to absence and no instances of work related stress.
- The cumulative result of 7.17 days is more than the target of 6.75 days and slightly more than top quartile of 7.03 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	Q2 2009/10	Q3 2009/10	Target
Invoices paid within 30 days - GCh staff only	87.04%	92.52%	91.48%	99.00%

EQUALITY AND DIVERSITY

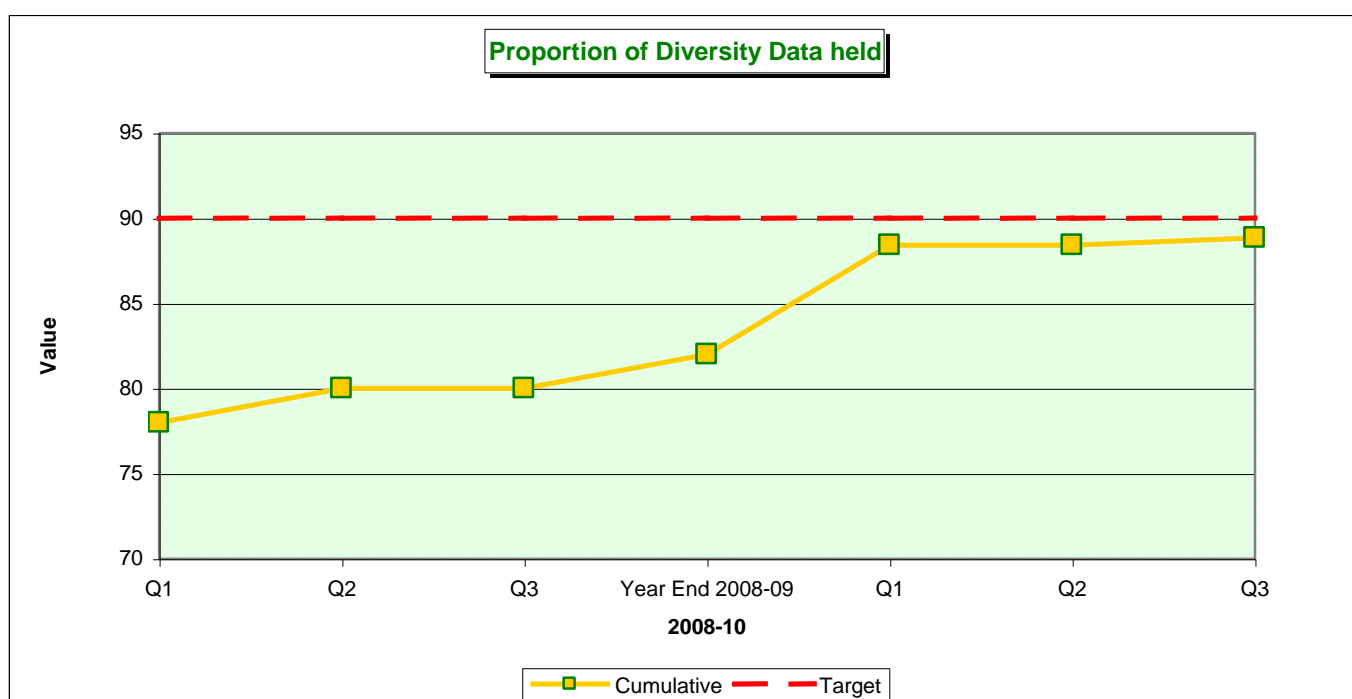
Diversity Information

		Status
Target	90.00%	
Top Quartile	-	
Quarter 3	88.85%	
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%	88.85%	



Equality and Diversity Secondary Indicators	Q4 2008/09	Q2 2009/10	Q3 2009/10	Local Demographic
BME staff employed	11.50%	10.50%	9.09%	7.45%
Female staff employed	67.00%	65.00%	66.36%	50.85%
DDA staff employed	9%	7.70%	8.18%	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.
- 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 **88.85%** of our customer base. We are now using this information to shape service delivery and to provide individually tailored services.
- **1588** of our tenants have declared themselves to have a disability with **23%** suffering from mobility problems.
- **78.44%** of our tenants are White/British, **4.93%** are Black, **3.32%** are White/Other, **0.87%** are Asian and **0.18%** are Chinese. We do not have data for **615 (11.16%)** of our tenants and **1.05%** have refused to define their ethnicity.
- We hold data on religions and sexuality for approximately **65%** of our tenants, and **18.2%** 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	Q3 2009/10
New cases of ASB reported	117	107	89
Number of ASB closed successfully	66	60	61
Number of ASB open at period end	51	47	89
Number of hate incidents reported	1	0	0
Number of hate incidents racially based	1	0	0
Number of domestic abuse incidents	3	1	2
Satisfaction with the outcomes of Anti Social behaviour team intervention	93%	100%	88%
Tenant satisfaction with their neighbourhood	84% from Status survey	-	-

The customer satisfaction for this quarter has decreased, this is as a result of less cases being surveyed at case closure this quarter. We surveyed a total of 32 customers this quarter, and although there was no response that indicated that a customer was dissatisfied with the service there were 4 surveys that said they were neither satisfied nor dissatisfied with the service.

The survey's now include low-level anti-social behaviour cases, which are currently being dealt with the Housing Management Trainee and formerly dealt with by the Neighbourhood Services Team. Low-level cases are historically difficult to manage expectation and obtain customer satisfaction. The Anti-Social Behaviour Team is currently working with tenants to manage expectation of lower level cases and to ensure a more proactive approach is taken to resolving these issues.


The number of new cases opened this quarter has reduced to 89 cases, where as in quarter one and two they were in excess of 100 cases. This would suggest a reduction in anti-social behaviour, which is in keeping with the overall City perspective.

GCH have invested in a new case management system called HUB, this has been procured and customised, and we are going live with the system on 1st February 2010. This will enable cases to be monitored and logged more effectively, providing an opportunity for better case auditing and feedback to individual officers. It will also be able to provide a more inclusive and detailed performance report and management information on anti-social behaviour.

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

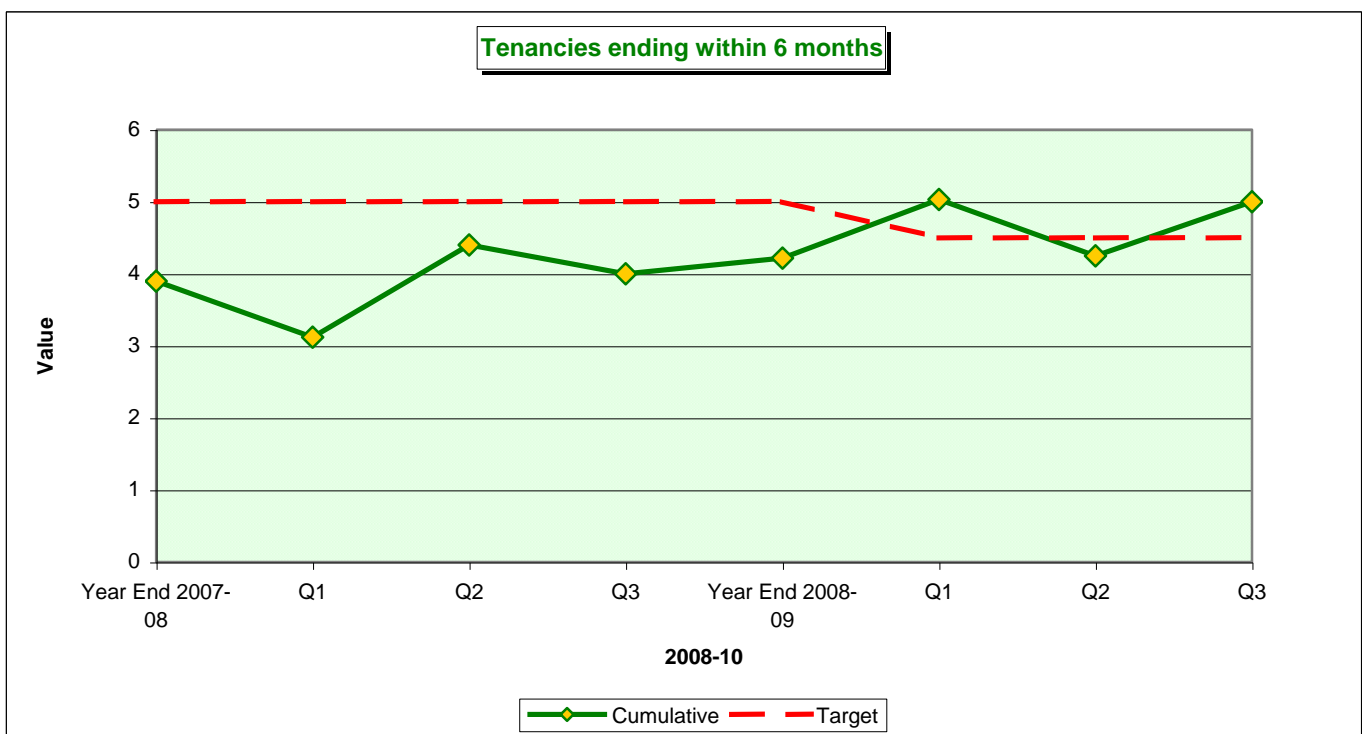
TENANCY MANAGEMENT Sustainable Tenancies

		Status
Target	4.50%	●
Top Quartile	-	
Quarter 3		
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	5.00% 17 / 340	



- 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
- 4 tenants have been evicted for rent arrears. 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 3		
Trend		

Leaseholder Service Charges Collected

Responsible Officer: Sally Howell, Leasehold and Home Ownership Manager

	Year End 2008/09	Q1 2009/10	Q2 2009/10	Q3 2009/10	Target
Leaseholder charges collected as a proportion of charges due, including arrears brought forward 2008/2009	86.98%	96.28%	98.45%	52.60% new year	98.00%
Leaseholder charge arrears as a percentage of charge due 2007/2008	6.21%	3.61%	1.54%	1.55%	0.00%
Leaseholders' satisfaction with the service	84.80%	-	-	Q4	-
RTB applications processed within statutory time limits	100%	100%	100%	99.24%	100%

- There are currently 257 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.
- 2 RTB applications have been responded to belatedly - this would appear to be as a result of staff absence and recruitment issues

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