







YEAR END REPORT ON PERFORMANCE INDICATORS FOR BOARD

1st APRIL 2008 to 31st MARCH 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 26/05/09

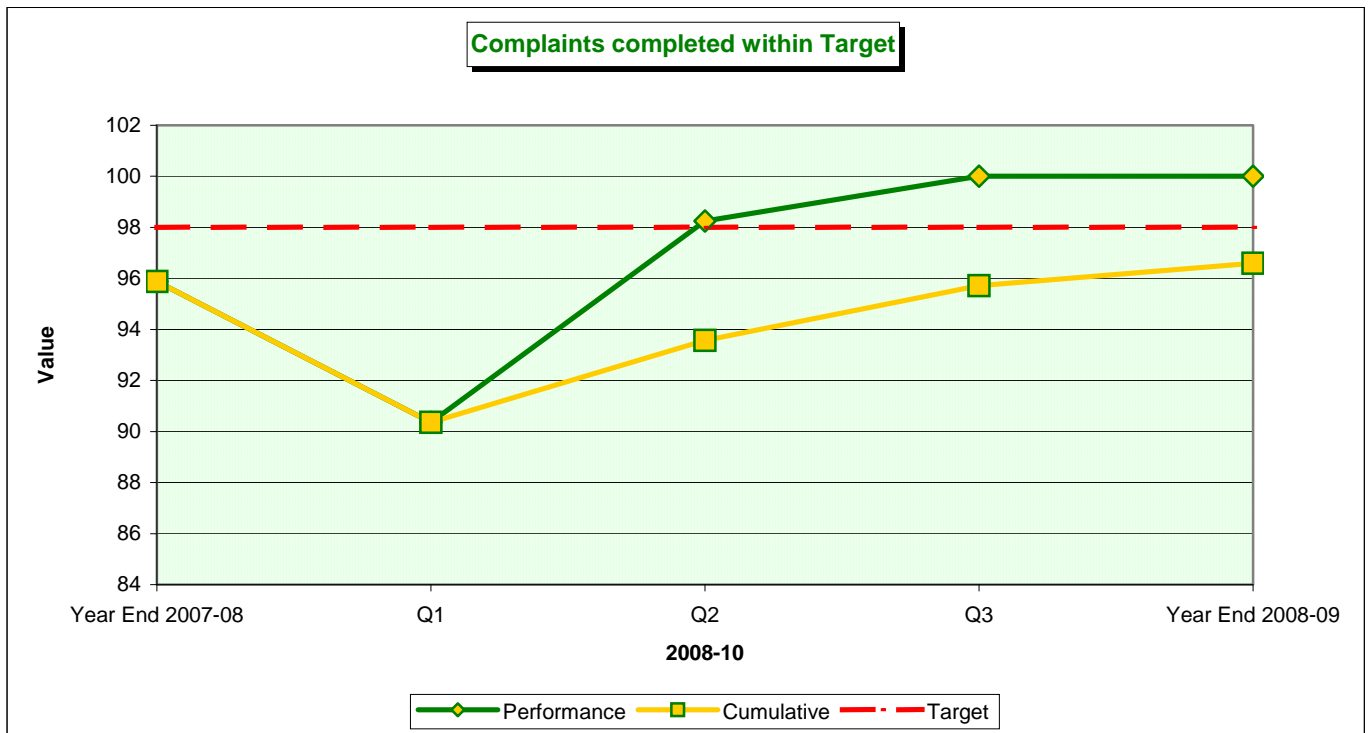
ACCESS, CUSTOMER CARE AND USER FOCUS Complaints Dealt Within Target

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

Target	98.00%
Top Quartile	-
Year End	96.60%
Status	
Trend	

	Year End 2007/2008	Q1	Q2	Q3	Year End 2008/09
Complaints closed in quarter	-	90.36%	98.25%	100%	100%
Cumulative complaints closed	95.88%	90.36%	93.57%	95.71%	96.60%



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

Customer Services Secondary Indicators	Q1	Q2	Q3	Q4	Target
Satisfaction - tenants overall	Status Survey 2008			75.00%	80.00%
% of calls resolved at first point of contact with GCH	87.315	89.47%	92.47%	91.74%	80.00%
Overall satisfaction with Customer Services	VMS survey March 2009			84.00%	-
How easy was it for you to contact GCH ?	Easy or fairly easy to contact GCH			94.00%	-

Commentary:

Percentage of Complaints dealt with within target:

- Total number of complaints received year to date is 265
- Complaints made about Cleaning are now allocated directly to ICM Ltd
- Complaints to Morrison are 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 108 - 40.75%
- Morrison have received 71 (26.79%) of the complaints year to date
- Failure to provide a service has a high incidence - 40.00%
- General complaints also make up 36.60% of the cause for complaint

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 of their complaints since June 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 January 2009

The Status survey was completed, under new DCLG guidelines, in November 2008 and the results were published in March 2009

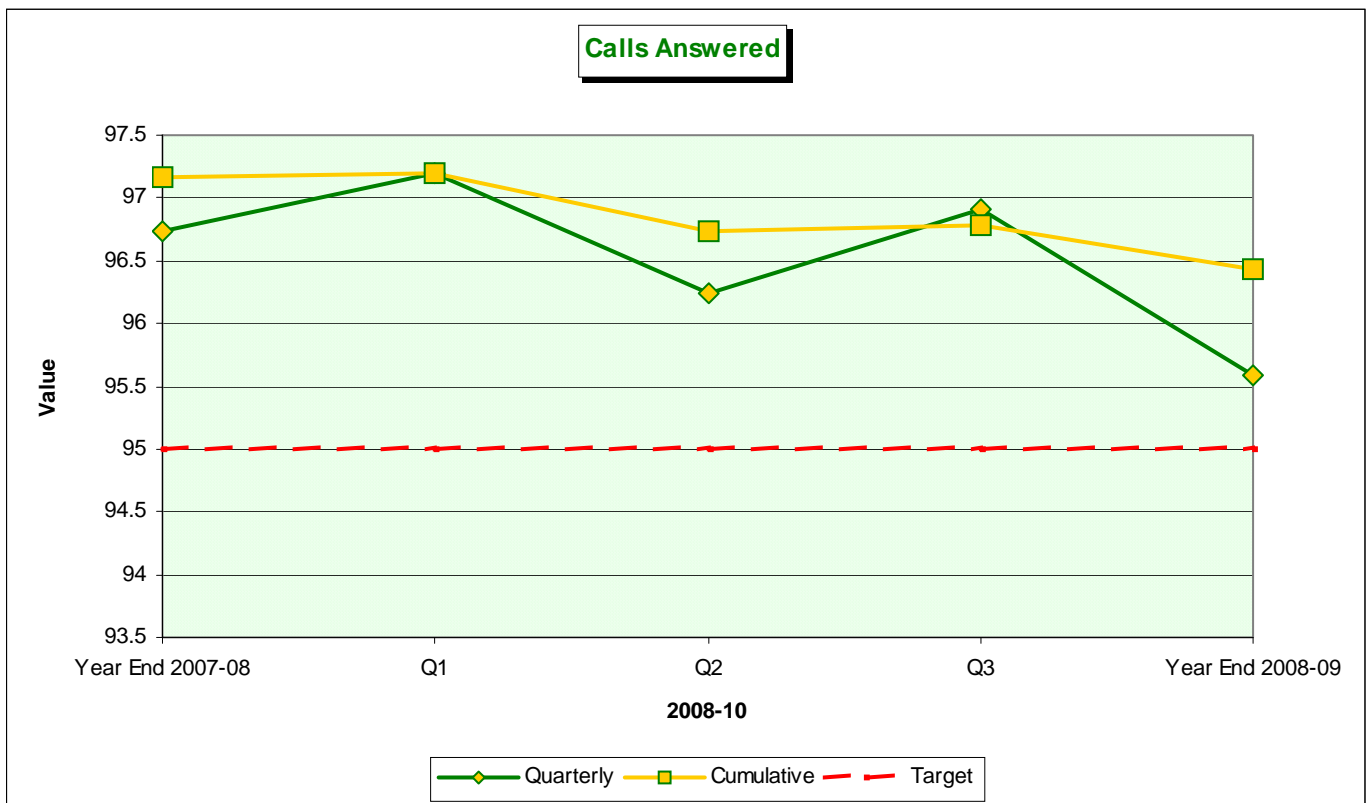
Number of calls to the Customer Contact Centre and Percentage answered

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

Responsible Officer: Diana Thomas, Customer Services

Target	95.00%
Top Quartile	-
Year End	96.44%
Status	★
Trend	➔

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Calls answered in quarter	96.73%	97.19%	96.24%	96.91%	95.58%
Calls answered year to date	97.16%	97.19%	96.74%	96.79%	96.44%
Total Calls Taken	67,794	19,545	37,109	52,526	73,978



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

Commentary:

Number of calls to the Customer Contact Centre and percentage dropped

- The number of calls for 2008/2009 was 73,798, 6184 (9.12%) more than in 2007/2008
- 96.44% of calls were 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. **84.0%** of respondents stated that they were very or fairly satisfied with the service they received from Customer Services.

94.00% of respondents to the recent survey stated that it was easy to contact Gloucester City Homes, and **92.00%** 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

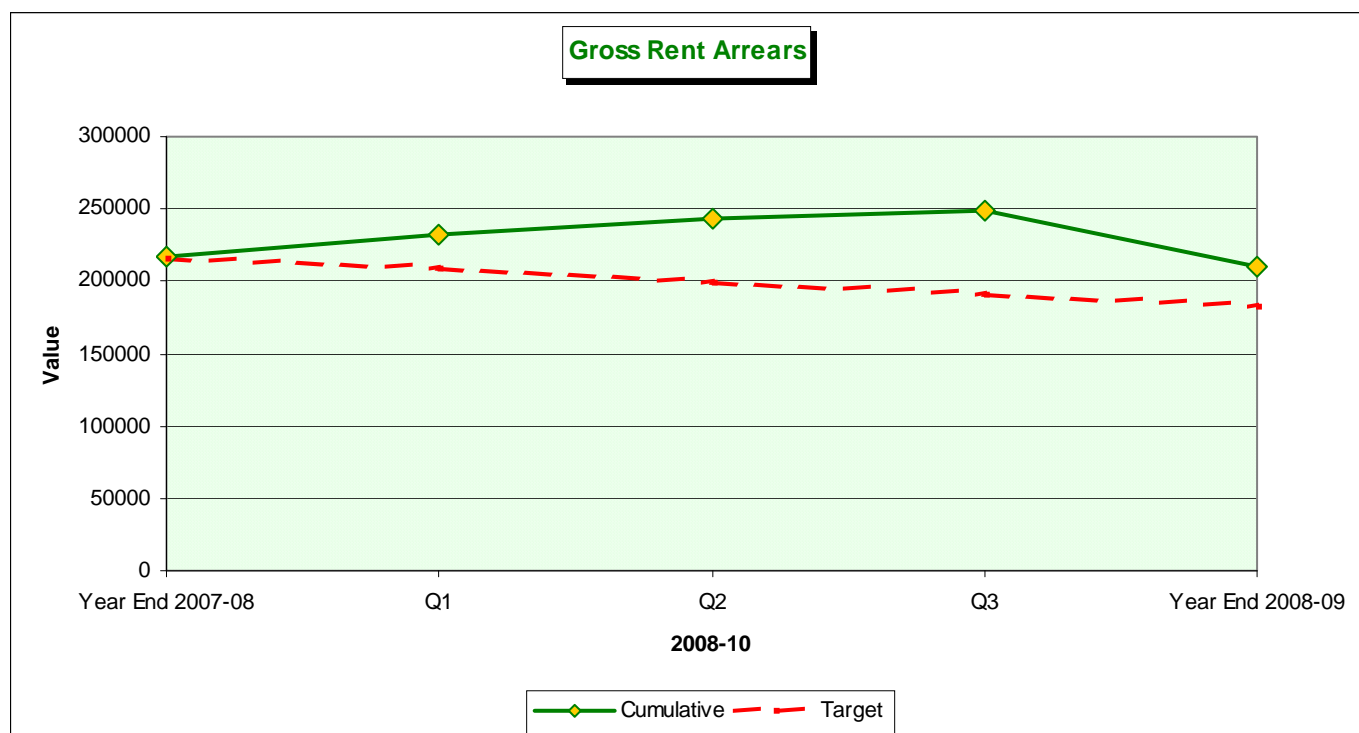
INCOME MANAGEMENT Current Rent Arrears

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

Target	£182,000
Top Quartile	-
Year End	£210,452
Status	●
Trend	➔

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Balance at quarter end	216,867	232,148	243,257	249,230	210,452



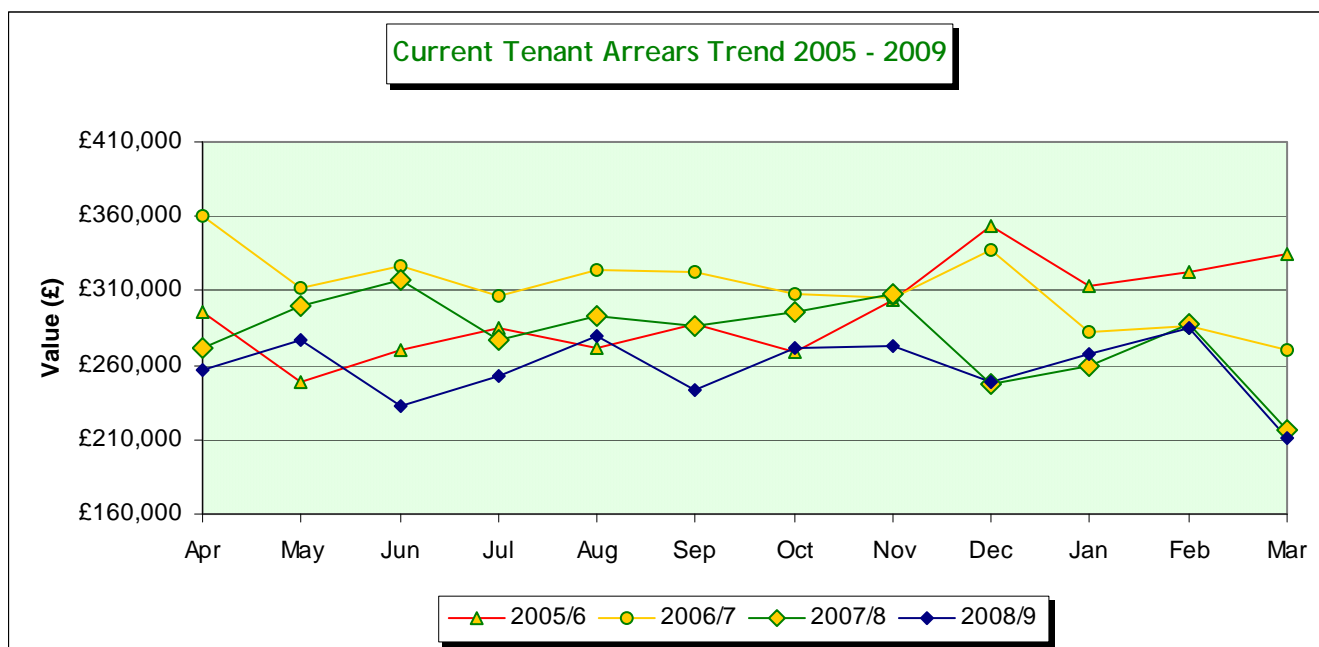
Commentary:

Arrears are above the predicted target for March - £ 210,452 - but this level of arrears is the lowest since April 2000

The level of arrears is £ 6,415 lower than at the end of March 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



A new Housing benefit recovery protocol became effective from 1st April 2008. Further analysis was undertaken which initially indicated no significant impact. However, a further in-depth analysis has been undertaken and this indicates that £4,224 extra housing benefit recovery has been made in 2008/09 as a result of the new protocol.

Ongoing Blitz days continue to have a positive response with a total of £213,530 paid or promised by tenants in 2008/2009 as a result of direct reminders

An action plan has been developed to undertake an audit of performance within the team and review process with regard to month end closedown.



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

Charges have increased by a total of £18,500 since the beginning of the year

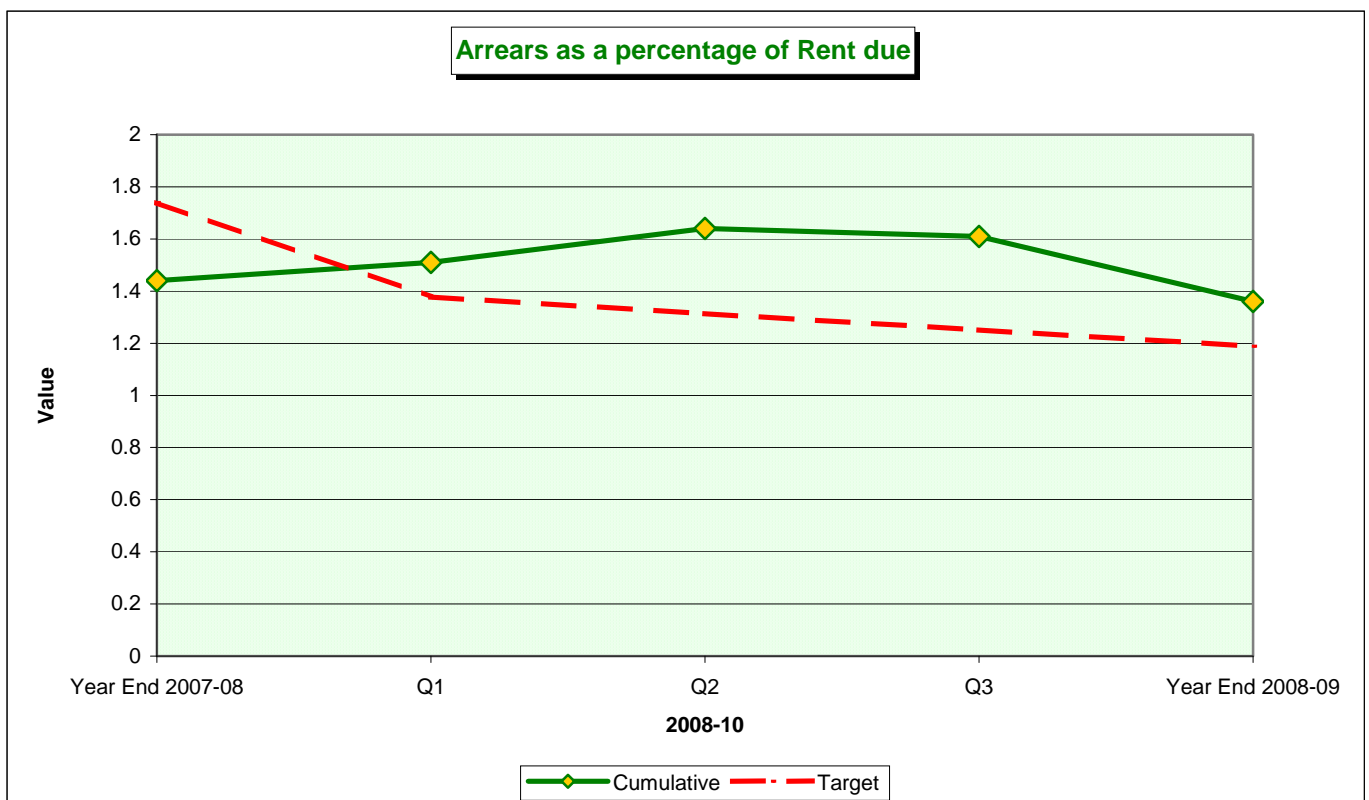
Rent arrears as a proportion of total rent due

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

Responsible Officer: Sam Chambers, Income Management Services

Target	1.188%
Top Quartile	1.63%
Year End	1.36%
Status	
Trend	

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Proportion of rent due	1.44%	1.51%	1.64%	1.61%	1.36%



Commentary:


Arrears as a proportion of rent due have reduced to 1.36%, which is above the target for March of 1.188%. Top quartile performance from House-mark is 1.63%

Year on Year	2005/06	2006/07	2007/08	Benchmarking GCH	2008/09 Position
Out - turn	2.36%	1.94%	1.44%	1.36%	8 th / 47

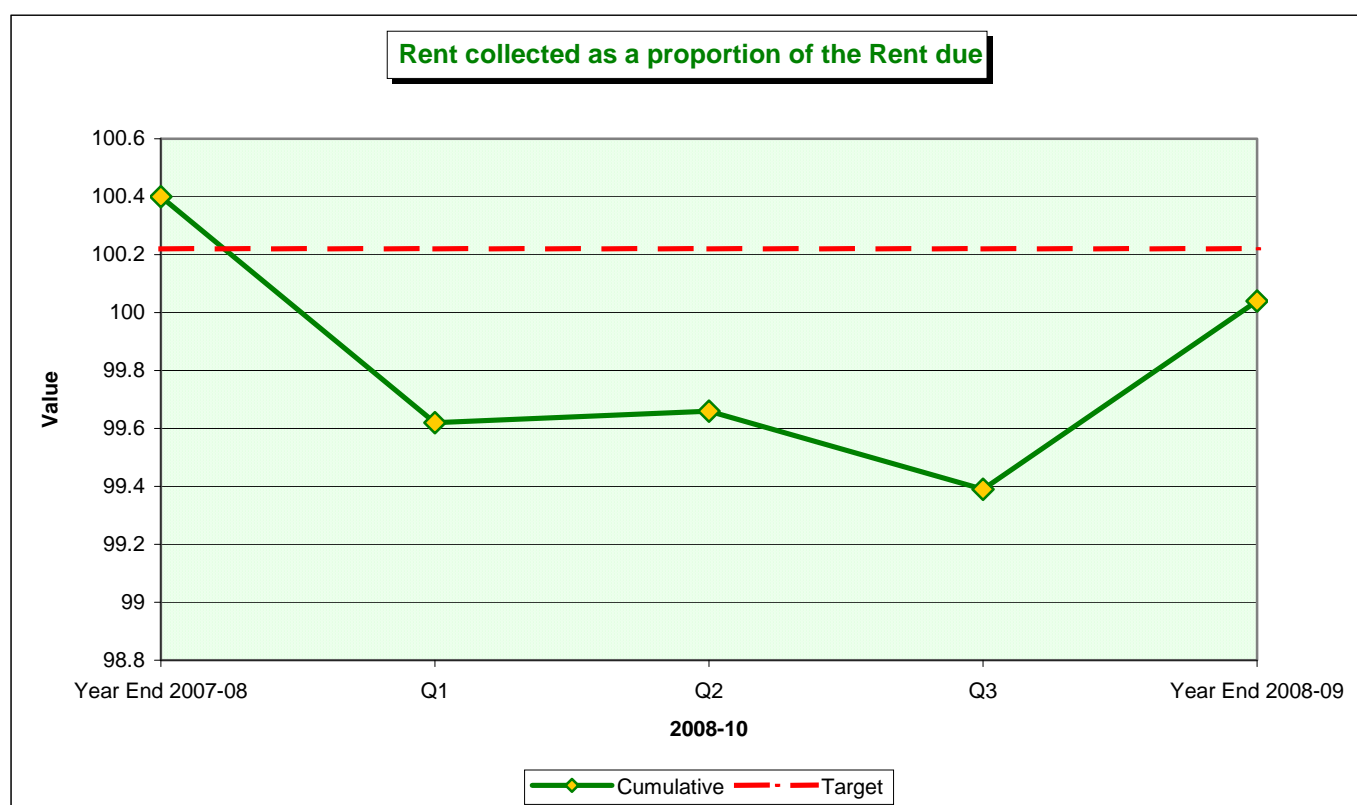
Rent collected as a proportion of rent due, excluding arrears brought forward

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

Target	100.22%
Top Quartile	100.00%
Year End	100.04%
Status	
Trend	

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Proportion collected excluding arrears brought forward	100.40%	99.62%	99.66%	99.39%	100.04%



Commentary:

Arrears collected as a proportion of rent due excluding arrears is just 0.36% below target at 100.04%.

Year on Year	2005/06	2006/07	2007/08	Benchmarking GCH	08/09 Position
Out - turn	99.84%	100.18%	100.40%	100.04%	5 th / 24

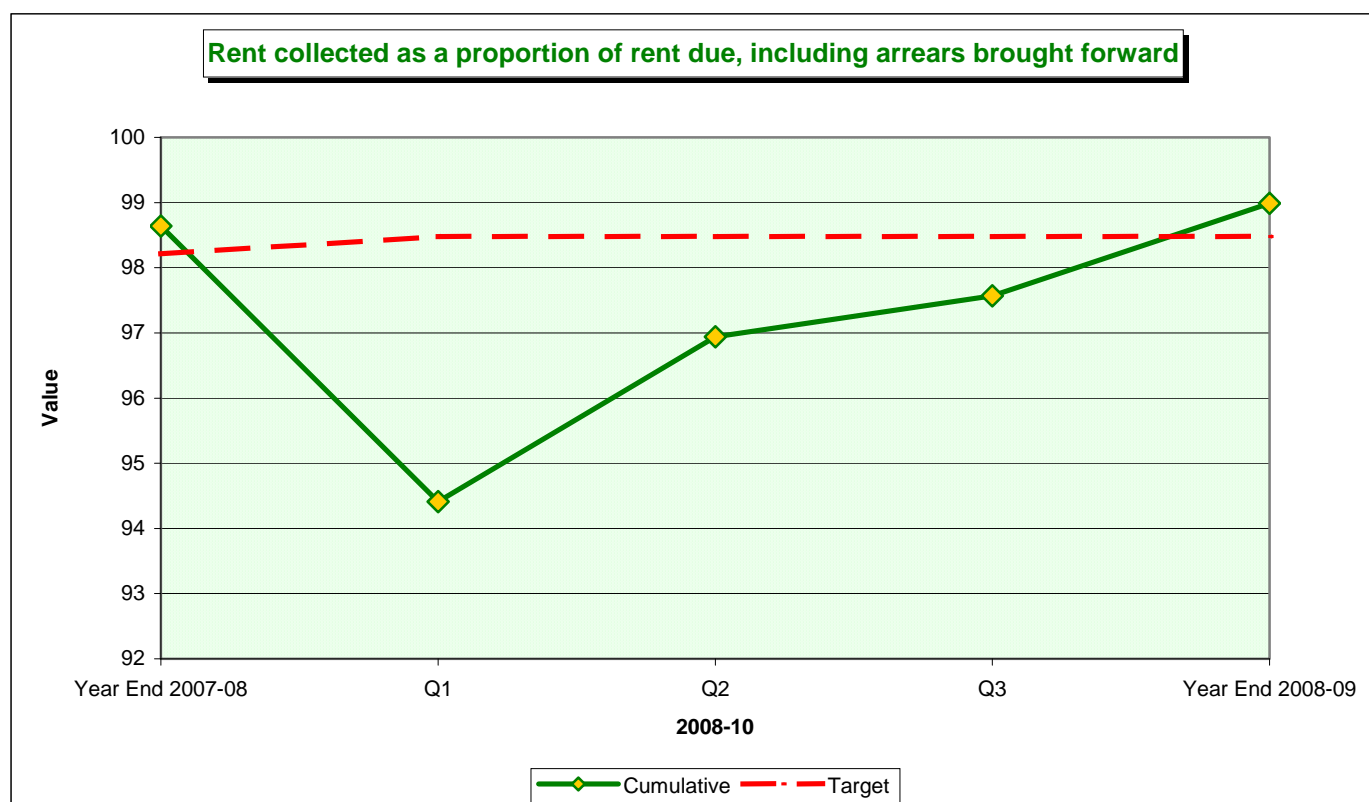
Rent collected as a proportion of rent due, including arrears brought forward

Target	98.48%
Top Quartile	98.47%
Year End	98.99%
Status	★
Trend	↗

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

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Proportion collected including arrears brought forward	98.64%	94.41%	96.94%	97.57%	98.99%



Commentary:

Arrears collected as a proportion of rent due including arrears is 0.51% above target at 98.99%.

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	Benchmarking GCH	08/09 Position
Out - turn	97.87%	97.84%	98.64%	98.99%	6 th / 56

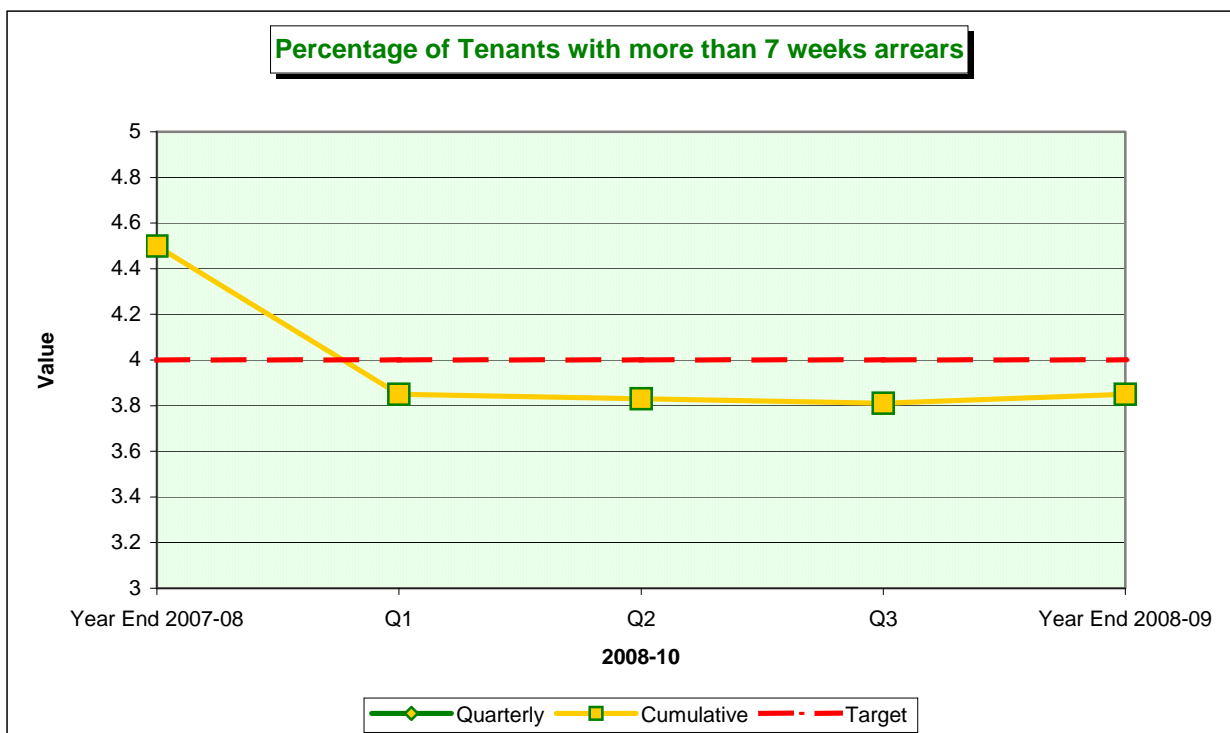
Percentage of Tenants with more than 7 weeks arrears

Target	4.00%
Top Quartile	3.88%
Year End	3.85%
Status	★
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 2007/08	Q1	Q2	Q3	Year End 2008/09
Proportion at quarter end	4.60%	3.85%	3.83%	3.81%	3.85%



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.

Year on Year	2005/06	2006/07	2007/08	Benchmarking GCH	08/09 Position
Out - turn	5.28%	4.63%	4.60%	3.85	15 th / 60

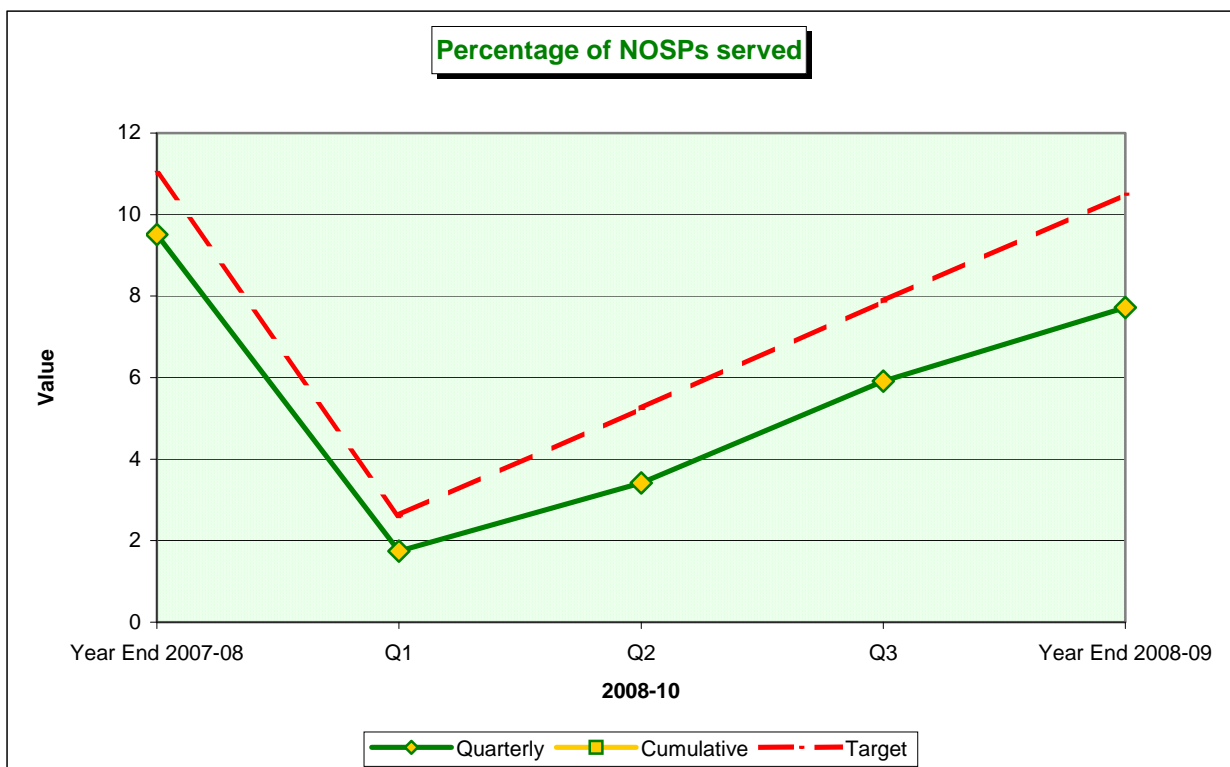
Percentage of Notice of Possessions

Target	10.50%
Top Quartile	16.21%
Year End	7.72%
Status	★
Trend	➔

Percentage of Notice of Seeking Possessions as a proportion of the average number of tenants in arrears

Responsible Officer: Sam Chambers, Income Management Services

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Proportion at quarter end	9.51%	1.74%	3.42%	5.91%	7.72%



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	Benchmarking GCH	08/09 Position
Out - turn	51.31%	17.27%	9.51%	7.72%	3 rd / 55

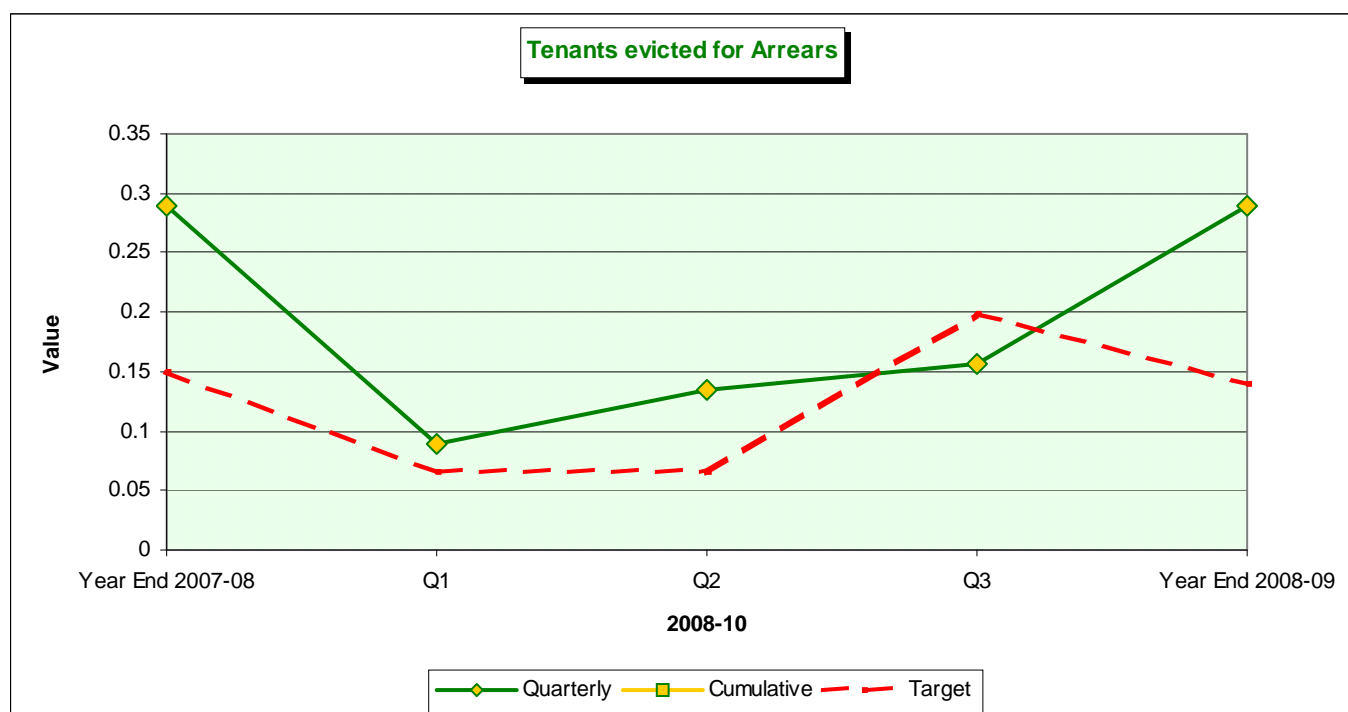
Percentage of Tenants evicted for Rent Arrears

Target	0.14%
Top Quartile	0.24%
Year End	0.29%
Status	▲
Trend	➡

Percentage of Tenants evicted for rent arrears as a proportion of the average number of secure tenancies

Responsible Officer: Sam Chambers, Income Management Services

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Proportion at quarter end	0.29%	0.089%	0.134%	0.157%	0.29%
Number of evictions at quarter end	13 / 4488	4 / 4469	6 / 4467	7 / 4466	13 / 4463



Year on Year	2005/06	2006/07	2007/08	Benchmarking GCH	08/09 Position
Out - turn	0.54%	0.62%	0.29%	0.29%	24 th / 58

Income Management Secondary Indicators	Q1	Q2	Q3	Q4	Target
Proportion of new accounts with no debt after 3 months tenure	58.95%	57.34%	58.46%	58.43%	66.00%
Overall levels of satisfaction with income management service	Very or fairly satisfied			82.00%	76.00%
How satisfied are you with the payment options	Very of fairly satisfied			95.00%	-

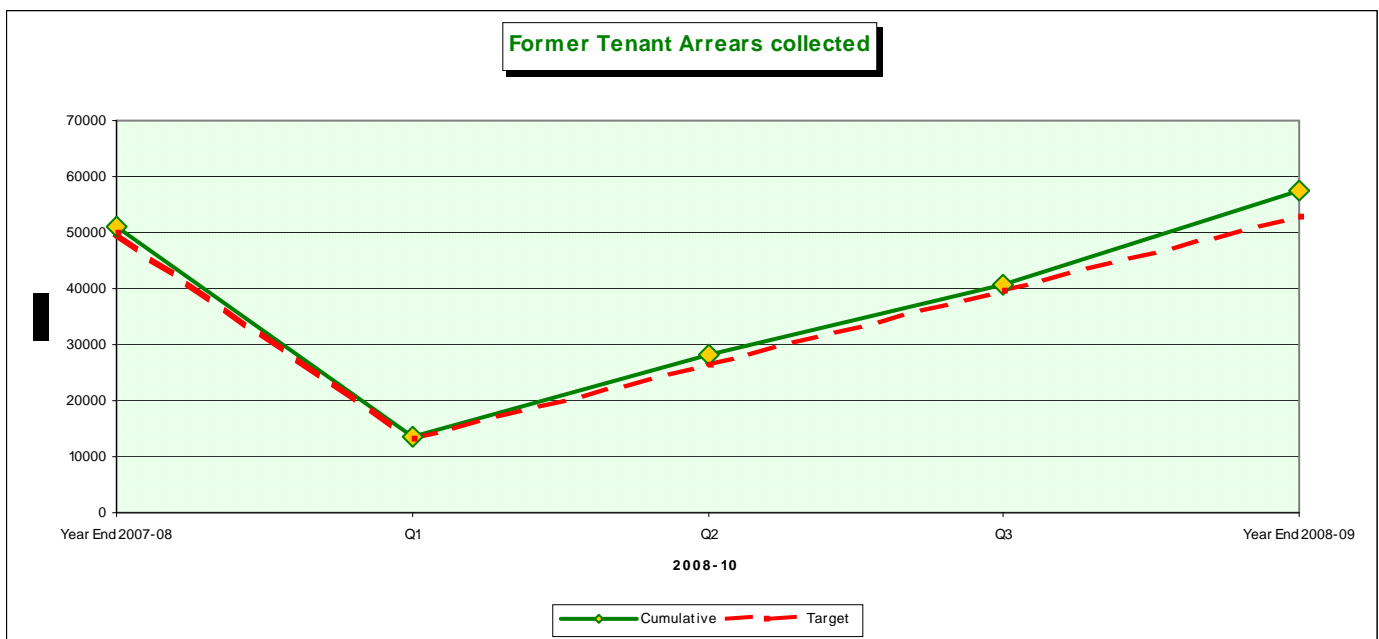
Former Tenant Arrears Collected

Target	£53,000
Top Quartile	-
Year End	£57,362
Status	★
Trend	↗

Former Tenant Arrears Collected.

Responsible Officer: Sam Chambers, Income Management Services

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Total collected	£51,186	£13,629	£28,270	£40,792	£57,362



Commentary:

- Collection in 2008/09 was 6.23% above target
- Former tenant arrears written off are well above target - £ 87,809 against a target of £70,000. This represents 0.57% of the annual debit.
- Former tenant arrears at year - end were £159,267. This is £333 below the total at year -end 2007/08. This indicates that 100% of new former tenant debt accruing during 2008/09 has been collected.

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



Former Tenant Arrears Secondary Indicator	Q1	Q2	Q3	Q4	Target
Arrears written off as a % of the annual debit	0.62% £23,706	0.52% £39,813	0.50% £57,615	0.57% £87,809	0.45%

ASSET MANAGEMENT

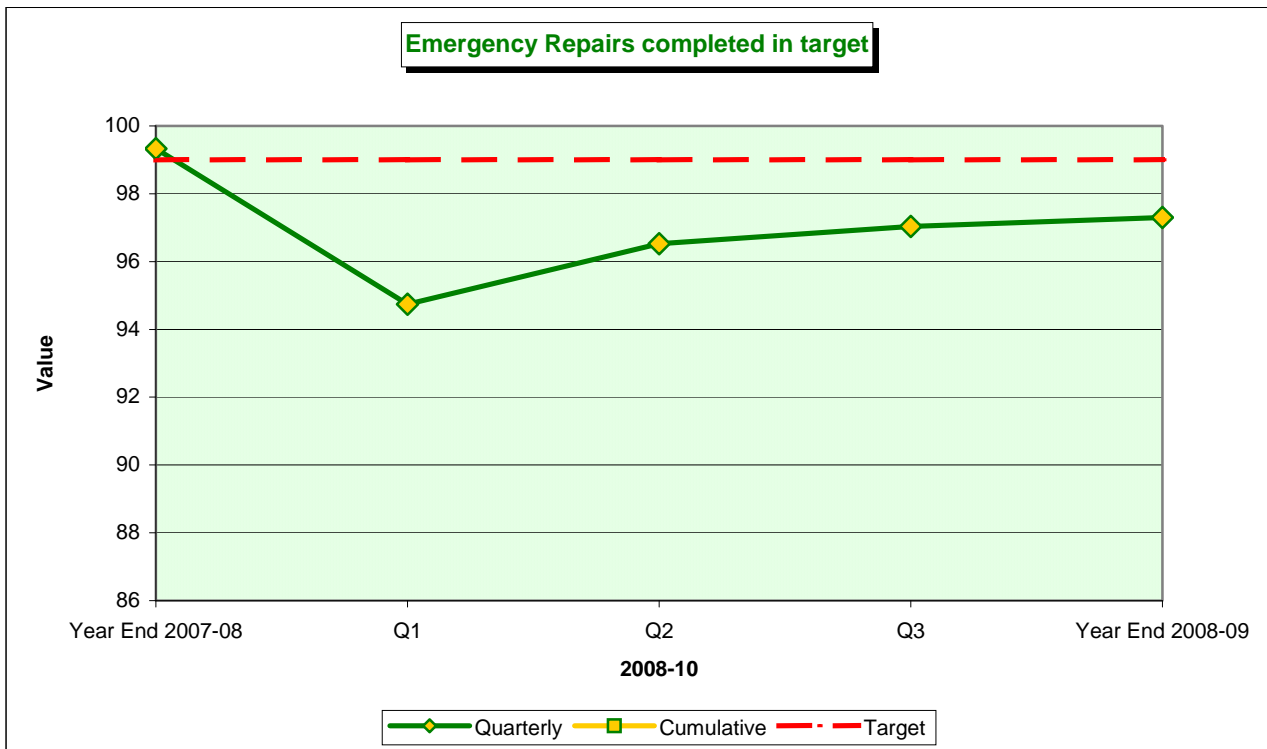
Emergency Repairs completed in target

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

Responsible Officer: Paul Smith, Interim Repairs Manager

Target	99.00%
Top Quartile	99.24%
Year End	97.30%
Status	
Trend	

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Without excepted jobs	99.33%	94.74%	96.53%	97.04%	97.30%
With excepted jobs	-	98.24%	96.92%	97.29%	97.48%



Morrison reports two performance indicators for each priority for response repairs.

The first is for completions, which disregarding delays into getting the repair completed caused by either the tenant, the client (GCH), or by contractors.

The second indicator allows for delays or excluded jobs within the performance indicator.

The GCH board has agreed that both of these indicators should be reported for transparency purposes with information about the cause of delays

Year on Year	2005/06	2006/07	2007/08	Benchmarking GCH	08/09 Position
Out - turn	82.00%	92.00%	96.93%	97.48%	29 th / 45



Commentary:

- Morrison now provides data in a new suite of reports, designed in a joint project with GCH, which can be reconciled and validated.
- Performance for Emergency repairs has improved slightly in the last quarter, reaching 97.59% in February with an average for the quarter of 97.43%. Cumulative performance is 97.30%, within 2% of target. If excluded jobs are allowed, then performance reaches 97.48% cumulatively
- Performance for Routine repairs has also remained consistent in the last quarter with an average of 94.50%, without exclusions. This increases to 97.80%, if excluded jobs are allowed, just 0.20% off target
- Performance for Urgent repairs fluctuated in the last quarter with an average of 92.00%, without exclusions. This increases to 96.79% if excluded jobs are allowed
- The consistency in recent performance slowly increases the cumulative performance for the year, but it was not possible to meet targets by year - end.
- The time taken to complete a non urgent repair is 8.73days, just, just below the target of 8.5 days
- The proportion of appointments made and kept has increased from 87.50 % in December to 89.48% at year - end.
- 98.20% of repairs were completed at the first visit, above the target of 98.00%
- In the last survey completed in January 2009, most notably:
 - 82.00% of respondents rated the service as satisfactory - score of 7 - 10
 - Morrison is asked to respond directly to all complainants scoring less than 7 and to investigate the causes of dissatisfaction. The conduct of the tradespersons continues to score highly, 92.00%
 - 78.00 % said that the repair was done in the timescales advised, compared to 75.76% in June 2008
 - The most notable improvement was in the score for how well the tenant felt they were treated by staff when reporting a repair - where satisfaction has increased from 78.79% to 85.00%
- Morrison's action plan is reviewed monthly, by the Director of Asset Management, to ensure that continuous improvement is maintained during 2008/09

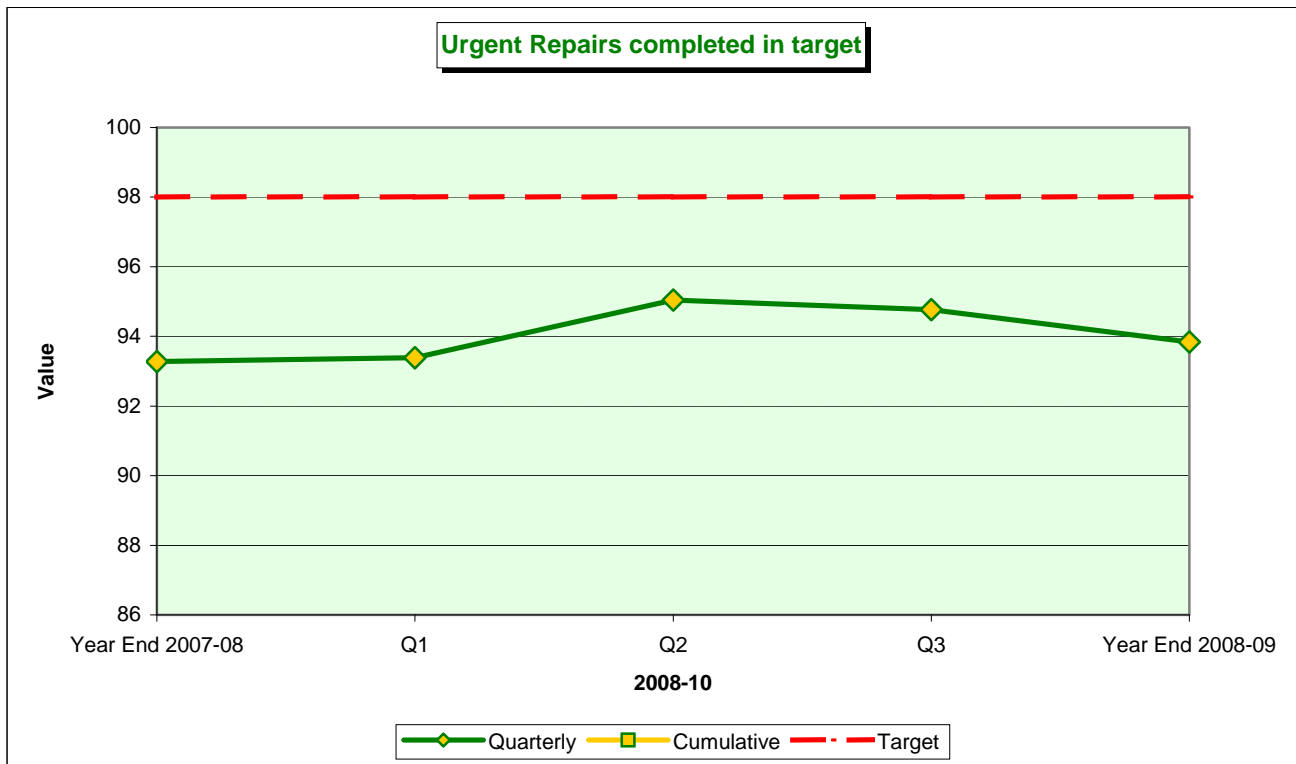
Urgent Repairs completed in target

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

Responsible Officer: Paul Smith, Interim Repairs Manager



Target	98.00%
Top Quartile	98.68%
Year End	93.84%
Status	
Trend	

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Without excepted jobs	93.28%	93.39%	95.04%	94.77%	93.84%
With excepted jobs	-	97.75%	97.9%	97.40%	96.43%



Year on Year	2005/06	2006/07	2007/08	Benchmarking GCH	08/09 Position
Out - turn	96.00%	93.13%	90.84%	96.43%	24 th / 44

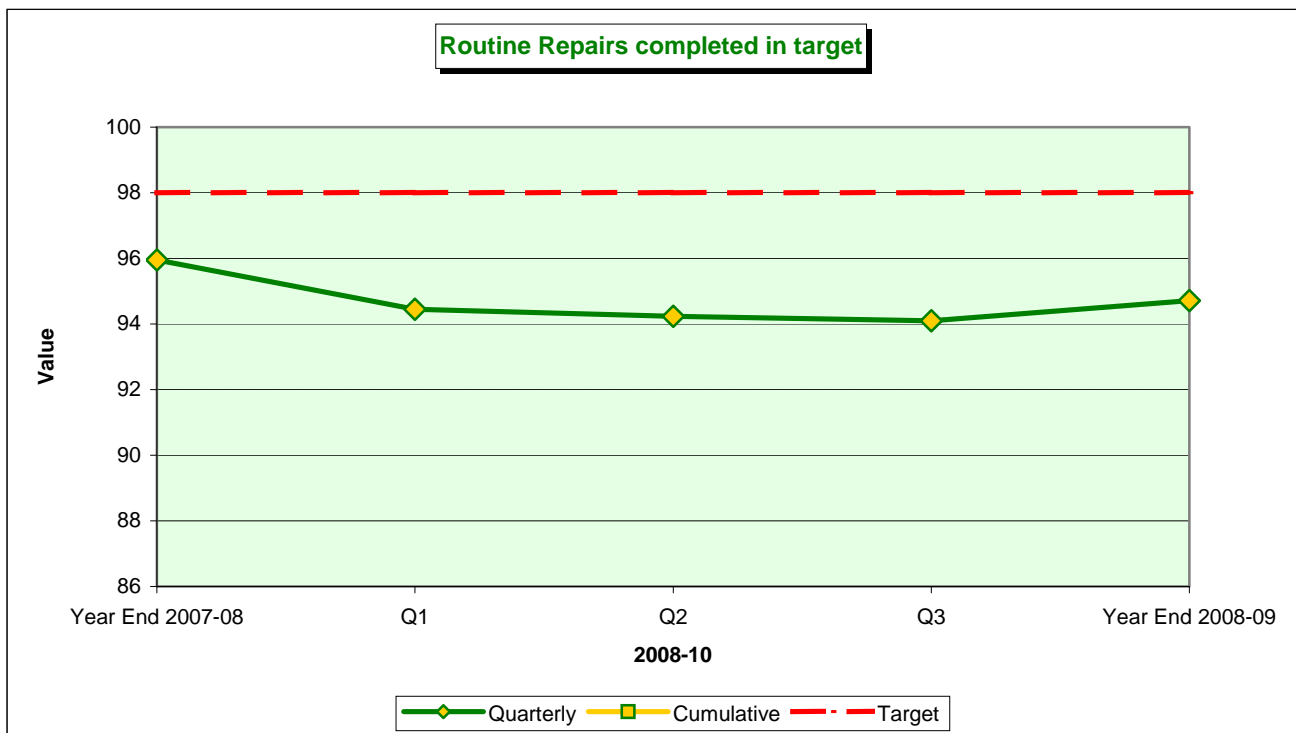
Routine Repairs completed in target

Target	98.00%
Top Quartile	97.93%
Year End	94.71%
Status	
Trend	

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

Responsible Officer: Paul Smith, Interim Repairs Manager

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Without excepted jobs	95.95%	94.45%	94.23%	94.10%	94.71%
With excepted jobs	-	97.53%	97.74%	97.70%	97.80%



Year on Year	2005/06	2006/07	2007/08	Benchmarking GCH	08/09 Position
Out - turn	96.00%	95.60%	91.68%	97.80%	14 th / 47

Response Repairs Secondary Indicators	Q1	Q2	Q3	Q4	Target
Average time taken to complete non - urgent repairs	8.81 days	9.06 days	9.29 days	8.73 days	8.50 days
Appointments kept as a proportion of those made	81.21%	86.45%	87.80%	89.48%	97.00%
Response repairs resolved at first visit	98.28%	98.37%	98.52%	98.20%	98.00%

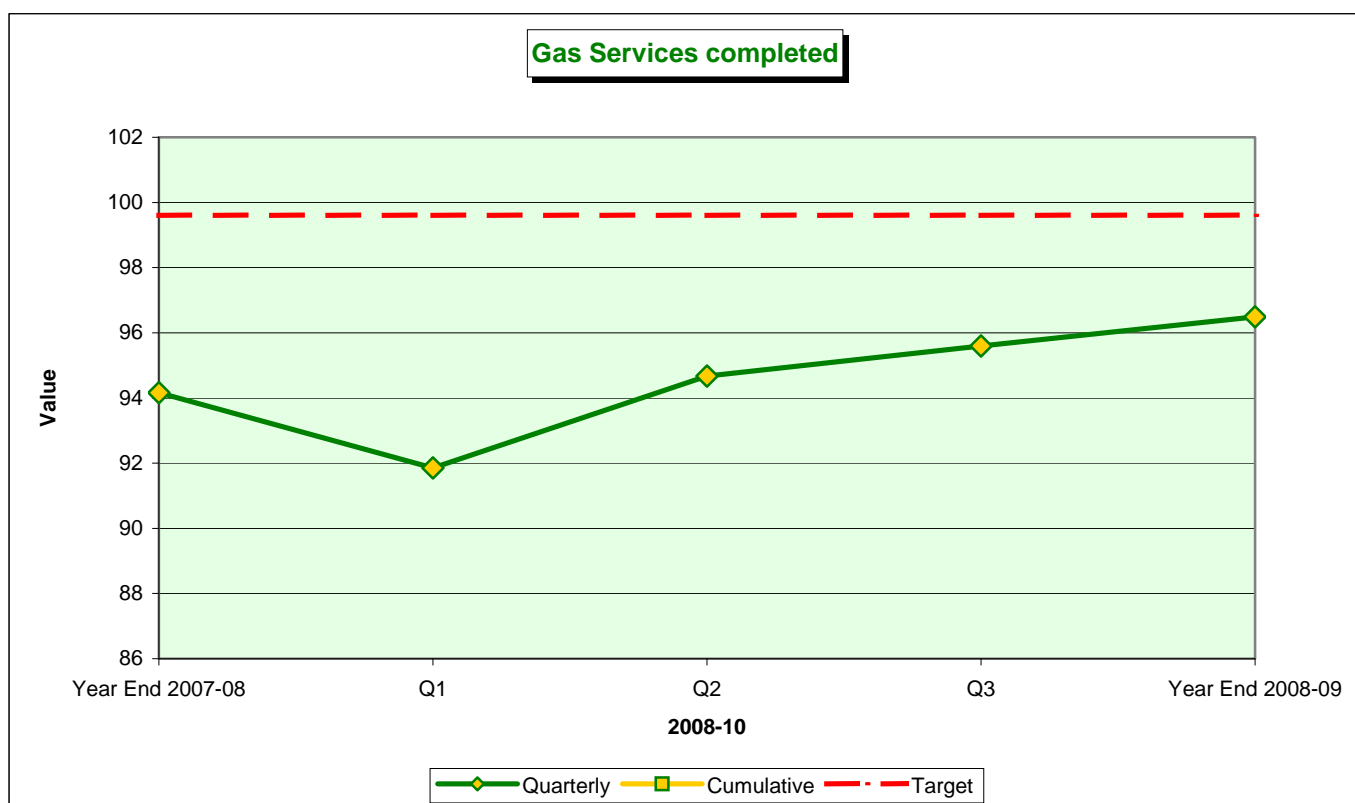
Gas Services completed before the anniversary of the CP12

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: Paul Smith, Interim Repairs Manager

Target	99.60%
Top Quartile	-
Year End	96.49%
Status	▲
March 2009	100.00%
Current Status	★
Trend	↗

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Completed by anniversary	94.16%	91.85%	94.67%	95.60%	96.49%



Commentary:

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

For the first time, 100.00% of properties due for a gas service in March 2009 were issued with a new CP12 before the previous certificate expired

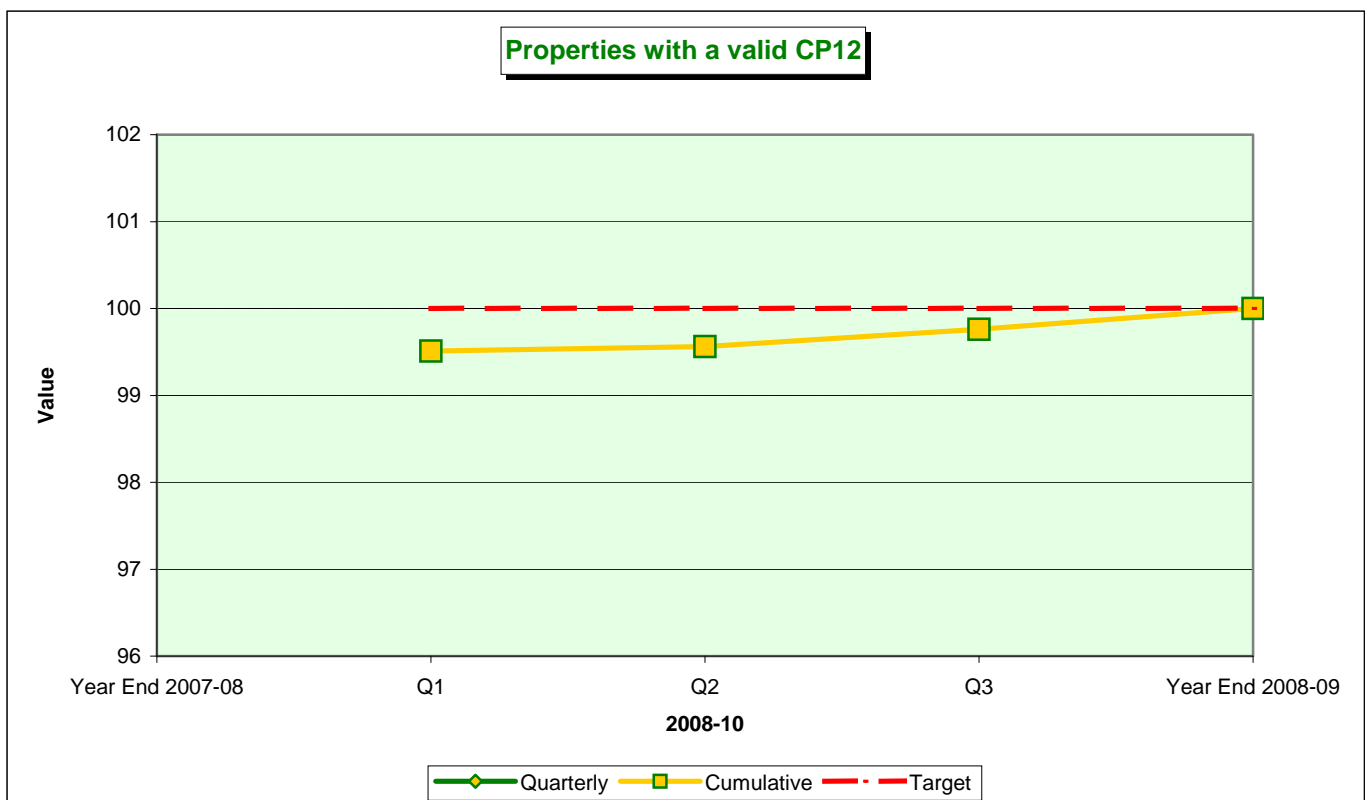
Properties with a valid CP12

Target	100.00%
Top Quartile	100.00%
Year End	100.00%
Current Status	★
Trend	↗

The proportion of properties where a valid CP12 is held

Responsible Officer: Paul Smith, Interim Repairs Manager

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Properties with a valid CP12	-	99.51%	99.56%	99.76%	100.00%



Commentary:

At present, validated statistics show that the number of properties without a valid CP12 certificate is nil. 100.00% of properties with a gas supply have a valid CP12 certificate

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

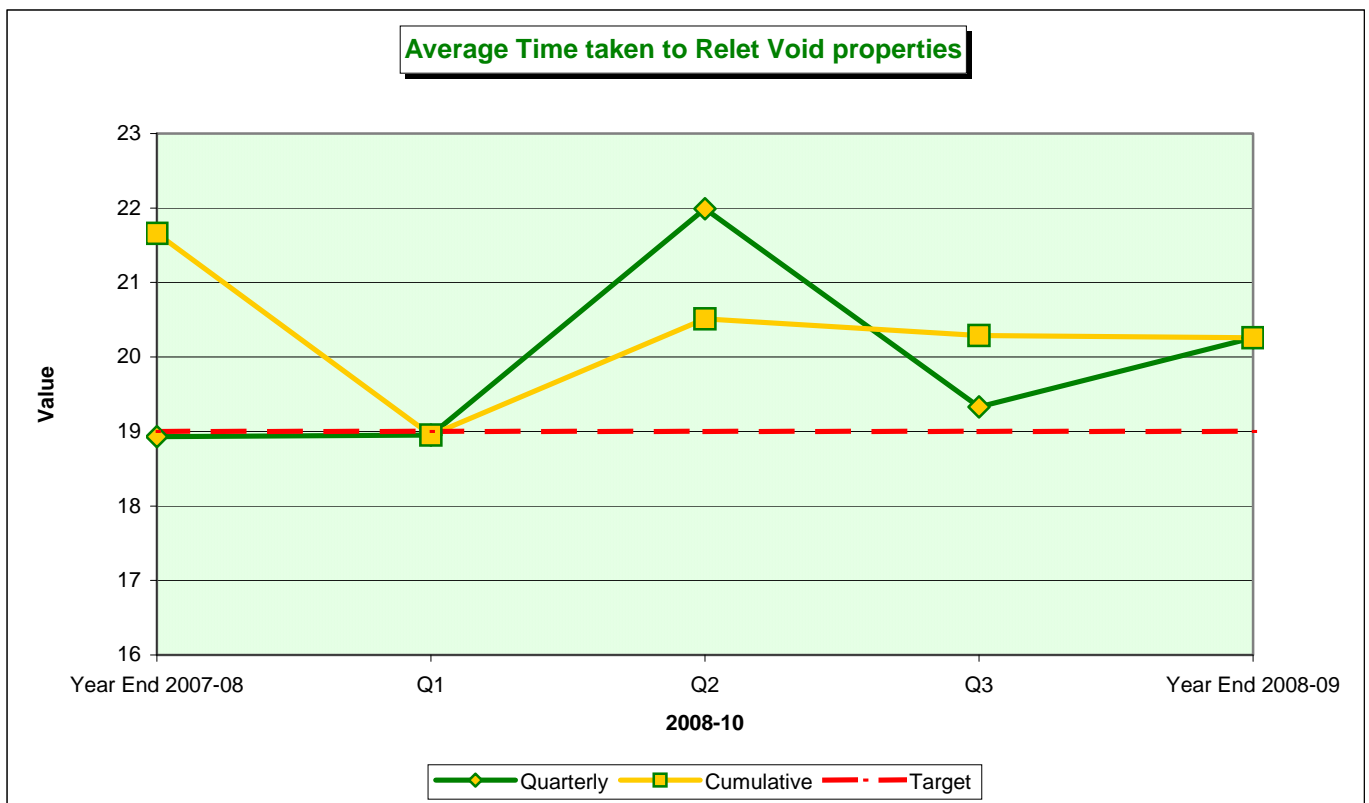
Responsible Officers:

Paul Smith, Interim Repairs Manager

Rebecca Hayward, Neighbourhood Services Manager

Target	19.00 days
Top Quartile	25.55 days
Year End	20.26 days
Status	
Trend	

	Year End	Q1	Q2	Q3	Year End
Average time to re-let	21.66	18.95	20.51	20.29	20.26



Year on Year	2005/06	2006/07	2007/08	Benchmarking GCH	08/09 Position
Out - turn	48.72 days	36.10 days	21.66 days	20.26 days	7 th / 60
Rent Loss	1.36%	0.99%	0.52%	0.65%	4 th / 48

Commentary:

- Voids performance, at 20.26 days, remains below the performance target but well above the top quartile of 25.55 days
- GCH has full control of voids management, in partnership with Morrison
- Rent loss for void properties is 0.65% at the end of March - well below the House-mark top quartile of 1.07%. This is, however above the Council target of 0.55%.
- The average void loss per re-let property year to date is £226.38, 26% above the estimate of £179.84 per property, based on average rents.
- On 20th February 2009 a voids workshop was held involving GCH, Morrissons and Lovells to explore opportunities to reduce the total void time for properties. As a result a number of initiatives are being considered. The impact of the imminent introduction of Choice Based Lettings during 2009 was also considered.

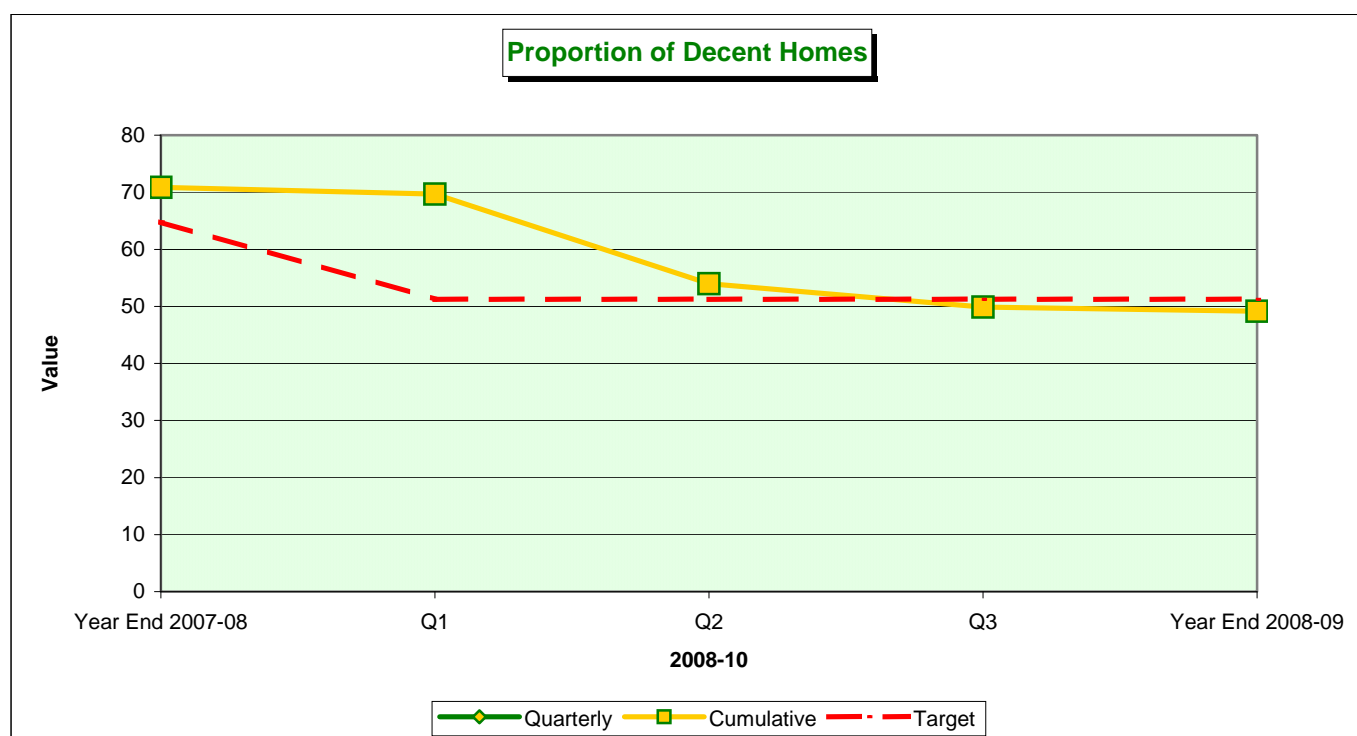
DECENT HOMES Proportion of Non Decent Homes

Target	51.20%
Top Quartile	5.17%
Year End	49.16%
Status	★
Trend	↗

The proportion of Non Decent Homes

Responsible Officer: Michael Hill, Interim Investment Manager

	Year End	Q1	Q2	Q3	Year End
Non Decent Homes	70.84%	69.68%	53.98%	49.90% estimated	49.16%
Proportional change in Non Decent Homes	-17.88%	-1.63%	-23.80%	-29.55%	-30.60%



As at April 1st 2008 the number of non-decent properties was 3,248 (70.84%). 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	Dec 08	March 09
Overall level of customer satisfaction with the finished works	95%	84.21%	95.64%
Overall level of customer satisfaction with the service received from the Partner	95%	84.21%	95.64%

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
Year end	£11,926,580	£12,797,845	£871,264

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	Benchmarking GCH	08/09 Position
Decent Homes	64.67%	67.68%	64.78%	49.16%	35 th / 42
Change in Decent Homes	-3.43%	7.56%	-17.88%	-30.60%	9 th / 28

VALUE FOR MONEY AND EFFICIENCY Cumulative Days of Sickness

Target	7.80 days
Top Quartile	9.58 days
Year End	9.04 days
Status	▲
Trend	↗

Cumulative days of sickness per full time equivalent staff

Responsible Officer: Emily Cambridge, Human Resources Advisor

	Year End	Q1	Q2	Q3	Year End
Cumulative sick days lost	9.87	2.66	4.83	6.99	9.04




- All external agencies commissioned to assist with absence management have been streamlined and are working efficiently with the company.
- Support mechanisms are in place for those employees suffering stress related illness and all sickness continues to be monitored closely.

Year on Year	2005/06	2006/07	2007/08	Benchmarking GCH	08/09 Position
Out - turn	12.47 days	14.42 days	9.87 days	9.04 days	10 th / 47

Value for Money and Efficiency Secondary Indicators	Q1	Q2	Q3	Q4	Target
Invoices paid within 30 days	94.59%	90.88%	86.10%	87.045	99.00%
Number of staff voluntarily leaving employment	5	5	8	10	-

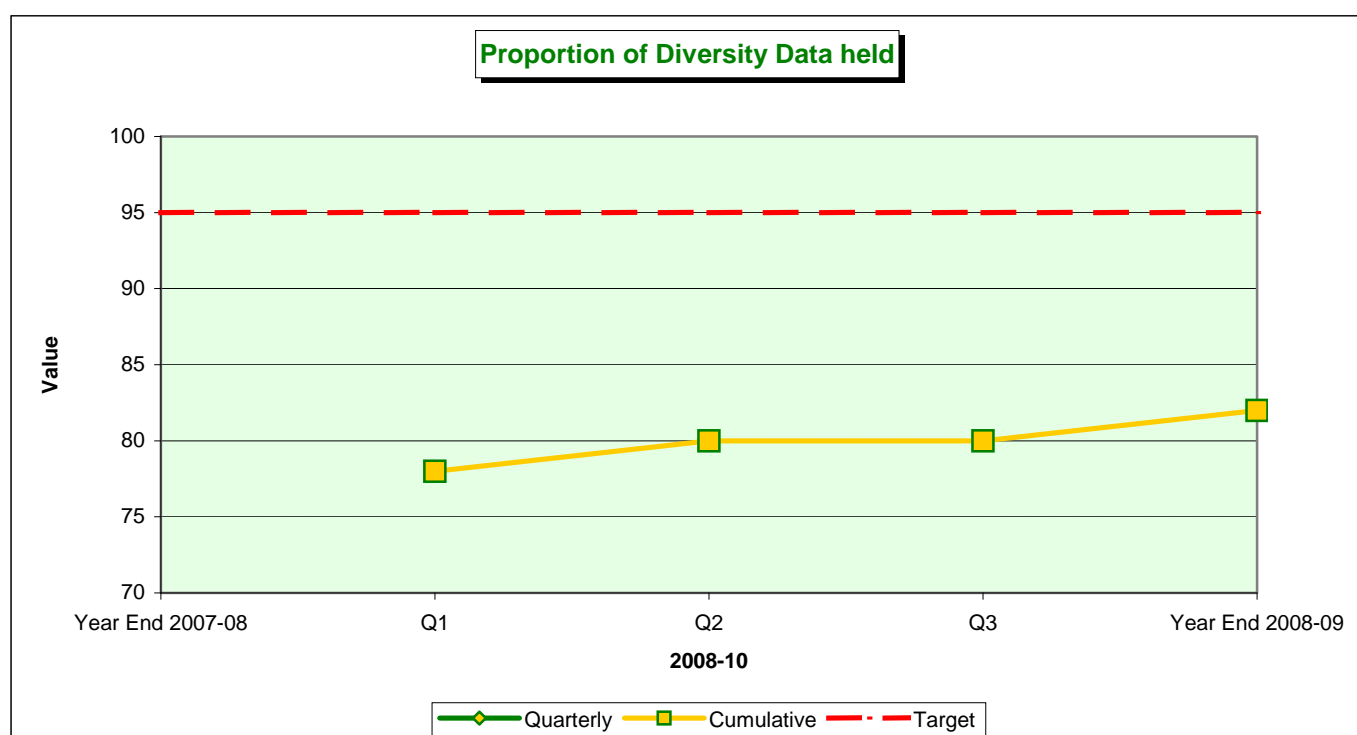
EQUALITY AND DIVERSITY Diversity Information

Target	95.00%
Top Quartile	-
Year End	82.00%
Trend	

The percentage of tenancies for which diversity information is held

Responsible Officer: Anita Pope, Human Resources Manager

	Year End	Q1	Q2	Q3	Year End
Percentage of tenants	-	78.00%	80.00%	80.00%	82.00%



Equality and Diversity Secondary Indicators	Q1	Q2	Q3	Q4	Target
BME staff employed	11.60%	11.50%	11.30%	11.50%	7.45%
Female staff employed	66.60%	65.60%	67.00%	67.00%	66.60%
DDA staff employed	8.10%	7.30%	8.30%	9%	7.00%
Top 5% earners who are female	25.00%	25.00%	25.00%	25.00%	-
Top 5% earners who are BME	0.00%	0.00%	0.00%	0.00%	-
Top 5% earners who are DDA	25.00%	25.00%	25.00%	25.00%	-
Equality standard for Local Government	2	2	2	2	Achieving level


- Gloucester City Homes has developed an action plan to implement the new CRE code for Housing and has been awarded the 'achieving' level of the new equalities framework.
- 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 achieve level 2 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. GCH will be inspected on 29th April 2009 for accreditation for an 'Achieving' status
- We know the diversity profile of our customers with detailed diversity information held on 82.00% of our customer base. We are now using this information to shape service delivery and to provide individually tailored services.
- 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.
- The management development programme was launched in July 2007 and completed in August 2008

ANTI SOCIAL BEHAVIOUR

Proportion of ASB events with further action

The proportion of hate crime, racist and domestic abuse reports resulting in further action, including partnership working, referrals to support agencies etc

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

Target	100.00%
Top Quartile	-
Year End	100.00%
Status	
Trend	

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Proportion of racist incidents resulting in further action	100%	100%	100%	100% 2 cases	100%
Proportion of hate crimes resulting in further action	100%	100%	100%	100% 2 cases	100%
Proportion of domestic abuse incidents resulting in further action	100%	100%	100%	100% 11 cases	100%
Satisfaction with the outcomes of Anti Social behaviour team intervention	-	82.61%	-	84.74%	87.91%
Tenant satisfaction with their neighbourhood	Status survey - November 2008				84.00%

- 87.91% of respondents (80 of 91) to the in-house closed action satisfaction survey indicated that they were very or fairly satisfied with both the support given and the outcomes of their complaints and the service provided by the ASB team
- Further action has been taken on 100.00% of domestic abuse cases when the victim has agreed to further action. As a matter of course, permission is always sought from the victim to take further action.
- Further action has been taken on 100% of incidents of hate crime when the victim has agreed.
- GCH focuses on building relationships with partner agencies and doing more preventative work within communities. GCH aims to act swiftly to tailor support to those people experiencing ASB.
- In November 2008 the ASB Team introduced witness reassurance packs for complainants of anti-social behaviour. These packs include basic low cost security devices such as panic alarms, window alarms, safe cans and information literature.
- Any satisfaction survey's that are returned to the ASB Team that indicate a customer is dissatisfied with the overall outcome of their complaint a follow up review of their case is carried out and discussed with them

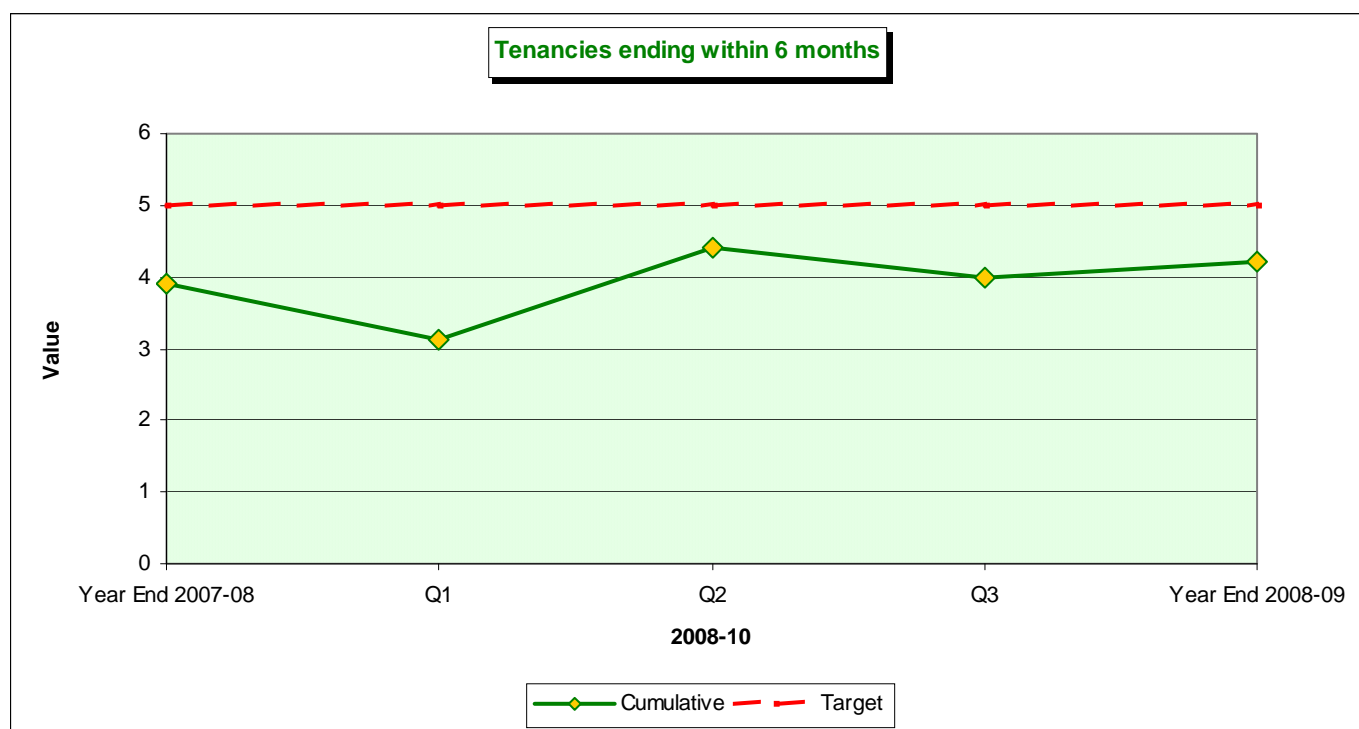
TENANCY MANAGEMENT Sustainable Tenancies

Target	5.00%
Top Quartile	-
Year End	4.22%
Status	★
Trend	➔

Proportion of tenancies ending within 6 months of start date



Responsible Officer: Rebecca Hayward, Neighbourhood Services Manager

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Tenancies ending within 6 months of start date	3.90% 15 / 385	3.12% 4 / 128	4.40% 10 / 227	4.00% 13 / 225	4.22% 16 / 379
Abandoned or evicted tenancies	3.63% 14 / 385	3.12% 4 / 128	4.86% 11 / 226	6.08% 16 / 263	5.79% 23 / 397



- 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
- 13 tenants were evicted for rent arrears during 2008/09. This indicates the determination of GCH to reduce rent arrears for the most persistent debtors. 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.
- 10 tenants were evicted for reasons other than rent arrears. The majority of these were for Anti Social Behaviour and again demonstrate the aspiration of GCH to create safe and cohesive communities.

HOME OWNERSHIP Leaseholders

Target	97.00%
Top Quartile	-
Year End	86.98% part year
Status	
Trend	

Leaseholder Service Charges Collected

Responsible Officer: Jasmine Ellicott, Leasehold and Home Ownership Manager

	Year End 2007/08	Q1	Q2	Q3	Year End 2008/09
Leaseholder charges collected a proportion of charges due, including arrears brought forward	4.60%	99.92%	98.70% previous year	77.86% new bills	86.98%
Leaseholder charge arrears as a percentage of charge due	11.28%	3.43%	0.001%	23.70% new bills	6.21%
Leaseholders' satisfaction with the service	-	84.80%	-	-	-
RTB applicationn processed within statutory time limits	100%	100%	100%	100%	100%

- There are currently 255 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 leasehold satisfaction survey is has recently been conducted and shows a rise in satisfaction from 80% to 84.80%.