

Gloucester City Homes



RESIDENT AND COMMUNITY INVOLVEMENT STRATEGY



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You can also contact us using our online reporting forms.

Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Gloucester City Homes Document Format Information

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Chinese

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Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]



STATUS (Draft / Approved / Updated / Archived)	REFERENCE
APPROVED	H:\Master Documents\Templates\GCH Policy & Procedure Template.doc
<p>Important Notice: Printed paper copies of this procedure are uncontrolled. The current version of this procedure is available on the Intranet</p>	

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
1	November 2005	1st draft		LB	
2	July 2006	2nd draft		LB	
3	October 2006	3rd draft		LB	
4	13.09.07	4th draft		LR	Tenants sub-group review session
5	03.12.07	5th draft		LR	Tenants sub-group review session
6	28.02.08	6 th draft		LR	Tenants sub-group review session
7	21.01.09	7 th draft		LR	Tenants sub-group review session
8	16.02.09	8 th draft		LR	Tenants sub-group review session
9	06.03.09	9 th draft		LR	Tenants sub-group review session
10	20.03.09	10 th draft		LR	Review following all sub-groups
11	30.03.09		30.03.2009 10.06.2009	LR	Customer Forum Board

Summary of most recent changes:

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GLOUCESTER CITY HOMES RESIDENT AND COMMUNITY INVOLVEMENT STRATEGY

1. FOREWARD

GCH has a lead responsibility for developing tenant participation as part of its management agreement with the City Council. We are proud of our achievements in working with our tenants and leaseholders to secure improvements in services and local communities. We greatly appreciate the many hours given up by our customers to support us and work with us to deliver changes and secure outcomes. We look forward to engaging with our customers in as many ways as possible to ensure we meet the diverse needs of our customers every step of the way.

We are delighted that the new Resident and Community involvement strategy will provide a key element in Tenant and Leasehold participation in the future. The strategy will allow Tenants and Leaseholders to get involved in their communities at a level for which they feel comfortable.

Involvement will focus on making sure our estates are good places for everyone. At the highest-level, tenants will focus on the strategy and policy issues which will make a difference for all tenants on the city with the overarching aim to improve outcomes for tenants.

At grass roots level it will ensure that operational issues like cleaning of blocks, anti-social behaviour, community and environmental issues are tackled and delivered by Gloucester City Homes, the Council and other agencies.

Tenants will be at the heart of what we do, shaping and influencing service delivery and performance. They will play a major part in the community and will work with other partners and agencies to develop improved neighbourhoods and successful sustainable communities.

Building sustainable and cohesive communities by ensuring all interests are heard, by including hard to reach groups, minority groups and by building a consensus between conflicting views at or interests at neighbourhood level is a key aim of our strategy

Gloucester City Homes is an Arms Length Management Organisation, a non-profit making company set up to provide housing management services for 4,900 tenants and leaseholders on behalf of Gloucester City Council. We took over the management, maintenance and improvement of Gloucester City Council's housing stock in December 2005 and have had a successful track record to date.

We have improved our services by listening to our tenants and identifying their priorities. Our tenants have created their own service standards and we take into account their views every step of the way through monitoring and driving



improvement. We will continue to strive for excellence to meet their needs and aspirations for their homes and communities.

Following the Audit Commission Inspection in March 2007, Gloucester City Homes has been rated as a Good 2* Service with Promising Prospects for Improvement. As a result, the company has unlocked almost £40 million in Government Funding and is delivering a major improvement programme in our tenants' homes to the "Gloucester Standard" which will more than meet the Governments' Decent Homes Target.

Our aim is to ensure that our vision to become an excellent 3* rated service is realised. Our tenants deserve excellence and our action plans and objectives support our strategy of improving our tenants' homes and the services we provide. In the past, there have been a number of references to council estates or estates. In our view, people are part of a community and this is clearly identified throughout the Tenants charter and Resident and Community Involvement Strategy.

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2. EXECUTIVE SUMMARY

Our vision is to develop a neighbourhood approach to resident involvement as a key contribution to Neighbourhood working in line with the Council's Community Strategy aiming to "Create a fair, just and thriving community in Gloucester where no one is disadvantaged".

Our aim is to make sure our estates are good places for everyone.

We will review opportunities for the regeneration of our estates, identifying options for remodelling properties and re-build. Our vision is to breakdown segregated communities and the "fear of difference".

Resident involvement will be based on what our customers feel comfortable with in terms of participation and input. We recognise that some residents do not want to be involved in strategic or policy issues, but may wish to be involved in community issues affecting their property or their community.

Involvement will focus on strategy and policy, operational activities, including estate management issues like cleaning of blocks, anti-social behaviour and environmental issues. In addition Tenants will be able to shape and influence service delivery and performance.

Importantly, Tenants will play a major part in the community and will work with other partners and agencies to develop improved neighbourhoods and successful sustainable communities.

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3. INTRODUCTION

Tenants Forum agreed a new strategy on the 26th September 2005 for future tenant and resident involvement linked to the Gloucester Partnership - Strategy for Neighbourhood Working 2005

The summary and key recommendations of the Neighbourhood working strategy is to:

- Increase community involvement
- Strengthen local democracy
- Improve public services
- Deliver neighbourhood renewal
- Encourage joined-up working between agencies

The summary and key recommendations of Gloucester City Homes Resident and Community Involvement Strategy is to:

- Increase & empower neighbourhood involvement to achieve stronger and sustainable communities to include everyone.
- Build sustainable and cohesive communities
- Strengthen local democracy
- Encourage tenant and leaseholder involvement
- Deliver neighbourhood renewal
- Encourage partnership working with other agencies including partners
- Deliver Decent Homes
- Drive service improvement and delivery

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4. BACKGROUND

In May 2005, forum members considered a report on the future role of Tenants Forum and Tenant involvement. The report considered possible options for future tenant involvement as a move from the traditional forum, which has been in existence for many years.



The report was drafted as a result of the move towards ALMO status by the City Council.

The report was rejected by Forum members because it was officer driven and lacked the views of tenants. As a result, a working group was established to review the future of tenant and resident involvement in the city and focus on a wider brief to look at resident involvement and closer partnership working in communities.

The group agreed to make changes to the report, which reflected a more inclusive Resident strategy linked to the Gloucester partnership.

As a result a further report was drafted and submitted to Forum on the 26th September 2005, which was agreed and forms the basis of the strategy below.

In December 2005, Gloucester City Homes went live as the new Arms-Length Management Organisation. It delivers a range of services on behalf of the City Council, including the implementation of the resident involvement strategy.

The Resident Involvement and Community Engagement strategy was review by tenants in 2008 and a further review has taken place in 2009 via three sub groups from January to March.

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5. GLOUCESTER PARTNERSHIP STRATEGY FOR NEIGHBOURHOOD WORKING 2005

Residents define neighbourhoods and neighbourhood working is the interface between resident-led structures for community involvement and public service agencies. It is about working together to deliver better services.

Gloucester City Homes strategy sets out a framework of principles and processes for Resident Involvement, which will contribute to the objectives of the Gloucester Partnership for improving the quality of life for residents. It sets the direction for resident involvement, neighbourhood participation, neighbourhood management and improving services at neighbourhood level.

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6. GLOUCESTER STRATEGIC PARTNERSHIP

In 2006, partners will work together to agree set priorities, based on factual evidence, what local people tell us they want and central government priorities. These will form the basis of our LAA, which will be agreed with government by April 2007.

LAA's aim to make services more effective and efficient by promoting agencies working together, streamlining funding arrangements, simplifying inspection and reducing bureaucracy.

The Gloucestershire LAA will be built around five 'blocks'. The development of each block will be led by an existing countywide partnership. The four blocks, and the partnerships leading their development are:

- Safer and Stronger Communities - Gloucestershire Community Safety Partnership – see below
- Healthier Communities and Older People - Gloucestershire Healthy Living Partnership
- Children and Young People - Gloucestershire Children & Young People's Strategic Partnership
- Economic Development and Enterprise - Gloucestershire First

Natural & Built Environment - partnership currently being developed

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7. GLOUCESTER SAFER & STRONGER COMMUNITIES STRATEGY

The Gloucestershire Community Safety Partnership (GCSP) will manage the Safer and Stronger Communities Agreement on behalf of the Countywide Gloucestershire Strategic Partnership (GSP).

The GSP's Community Strategy seeks 'to make a positive difference for people who live in, work in and visit Gloucestershire', and proposes that this is achieved primarily through six themed approaches, one of which is the ambition to achieve 'A Safe County'.

Each of Gloucestershire's six districts also has its own Local Strategic Partnership (LSP). Gloucester City Homes is a member of the LSP.

These bring together partners from the public, private and voluntary & community sectors to deliver their respective Community Strategies. This Safer & Stronger Communities Agreement builds on the objectives and targets set out in these



strategies. This agreement aims to capture the diversity of Gloucestershire by reflecting those priorities which are common to us all, while allowing each district the flexibility to develop its own responses and approaches to building safer and stronger communities. The support group to the GSP has lead officers from the 6 LSP's as members, to ensure that there are effective linkages between all of the work of the LSP's. The GCSP is tasked with leading on achieving this ambition.

The GCSP's role is to further encourage those who can make a difference, and to support this with action where 'added value' can properly be achieved through countywide partnership working. The GCSP Strategy sets a framework for the future Safer & Stronger Communities Funding (SSCF). We see the potential in the future for the GCSP Strategy to be integrated into one SSCF Strategy. Local community targets will be developed to demonstrate the commissioning process, which engages the community and voluntary sector. The GCSP will use appropriate channels to ensure that there is effective engagement of community involvement at all levels including to neighbourhood level. An effective community engagement approach will need to demonstrate how the community influences the SSCF and Local Area Agreement (LAA).

The SSCF Agreement will add value to how we are already working across the County in a co-ordinated way. The GCSP has been in existence for 3 years and has developed significantly over this time. It is clear that there is a need for it to further evolve to effectively deliver SSCF; specifically around it's ability to capture the 'stronger' element of this agreement. The direction of travel is that by April 2006, the GCSP will be in a position to oversee the management of the SSCF.

Gloucestershire will be a LAA from April 2007 and the SSCF will be one of the four blocks. We are ensuring that the development of the SSCF in terms of governance, performance monitoring and management and target setting will dovetail into the forthcoming LAA for the County. Cross cutting themes, which appear in the SSCF as well as other LAA blocks, will be highlighted as part of the LAA development.

The Vision of the GCSP is:

'To improve the quality of life for individuals and communities in Gloucestershire by improving community safety'

The GCSP's Mission is:

'To support and encourage agencies and partnerships to be effective in community safety activity, with a particular emphasis on:

- Combating drug and alcohol misuse
- Reducing crime and the fear of crime, and increasing confidence in the criminal justice system
- Building safer and stronger communities.'

The vision and mission of the GCSP will be developed to further demonstrate the 'stronger' element of the Agreement.

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8. VISION OF THE STRATEGY

Our vision is to develop a neighbourhood approach to resident involvement as a key contribution to working in line with the Gloucester's Community Strategy to "Create a fair, just and thriving community in Gloucester where no one is disadvantaged".

The key aims of the strategy are:-

- Creating opportunities for involvement in designing and shaping services.
- Encouraging residents to become involved within their community.
- Working with residents to find out what's important to them in their communities to Improve service delivery
- Building sustainable and cohesive communities ensuring all interests are heard including hard to reach groups.

Monitoring key outcomes and performance.

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9. LEVELS OF INVOLVEMENT AND OUTCOMES

Resident involvement will be based on what our customers feel comfortable with in terms of participation and input. We recognise that some residents do not want to be involved in strategic or policy issues but may wish to be involved in community issues affecting their property or their community.

Resident Involvement will focus on the following aims and outcomes:

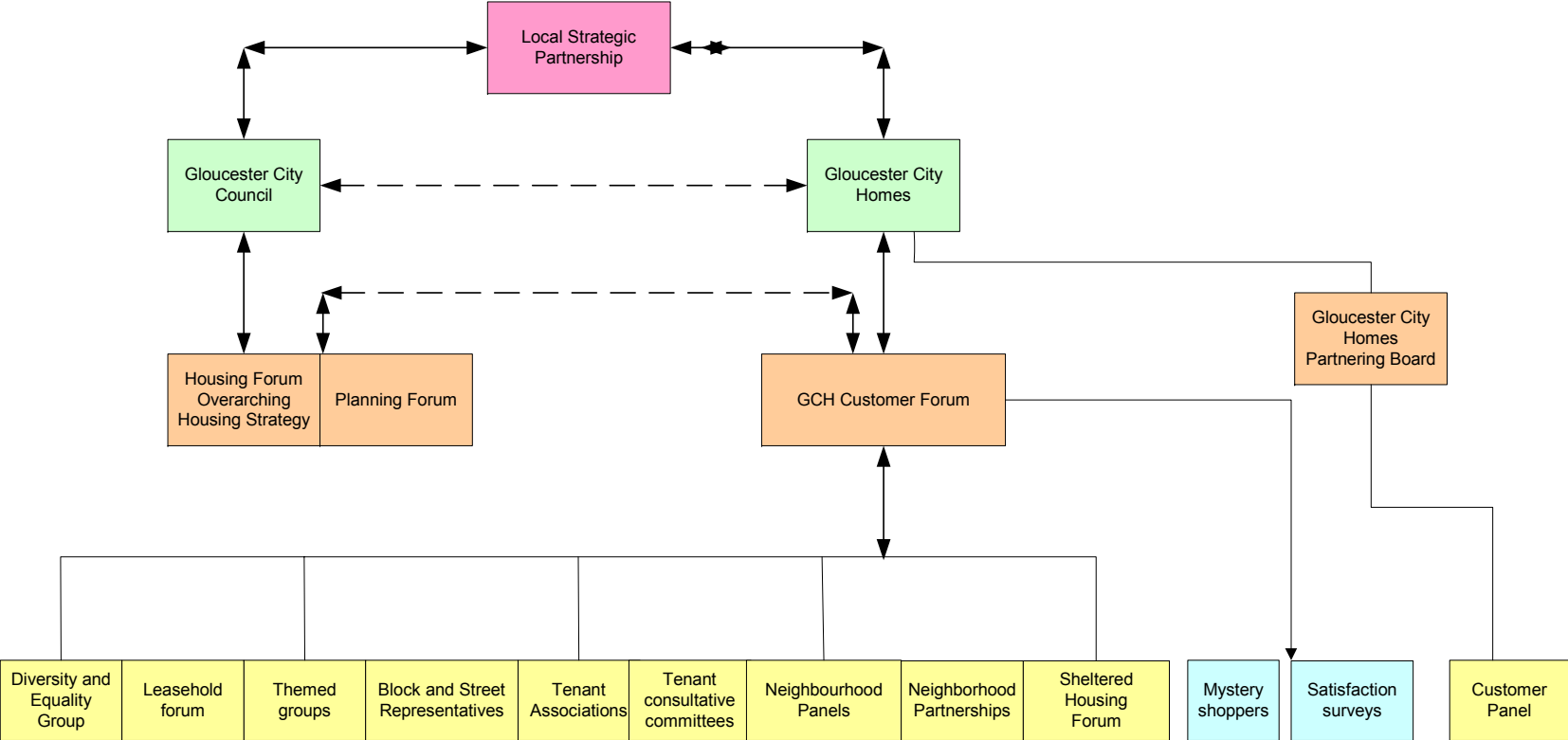
Level	Outcome
Gloucester City Homes Board	Gloucester City Homes has a Board of Directors who are responsible for setting the policies of the organisation and overseeing the running of the company of which there are tenant board members.
Gloucester City Homes Customer Forum	All avenues of tenant involvement will feed into the customer forum, playing a key role in terms of the strategic and wider reaching issues of GCH, as well as monitoring the success of tenant involvement and the success of the tenant's charter. The forum also drives service improvement, delivery, agreeing estate investment and improvement programmes, monitoring customer satisfaction, performance of GCH and its partners, reviewing housing policy. The forum recommendations feed directly into the GCH board decision-making process and provides an opportunity for tenants to influence budget decisions and help steer the future direction of the organisation
Housing and Planning Forum	Part of Gloucester City Council's formal decision making body for overarching Housing strategy, planning matters, policy, scrutiny, business planning approval, and matters relating to the management of the Council's dwellings and related issues, such as policy letting.
Leasehold Forum	Established to meet the needs of leaseholders that provide feedback on their services, statutory consultation, policy and performance monitoring.
Themed workshops	Required to focus on specific service or performance issues – for example, Anti-Social Behaviour.
Tenant and Residents Associations	Formal Groups established to represent estates within the city.
Tenant Consultative Committees	Developed to provide a form of independent management on estates, focusing on grounds maintenance, estate improvements and cleaning services

Level	Outcome
Neighbourhood Partnerships	<p>Focus on neighbourhood and Community issues at operational level incorporating the clean, green and safe theme. They will work with Gloucester City Homes and Gloucester City Council.</p> <p>Neighbourhood partnerships will have the power to deal with local issues and monitor operational service levels.</p>
Sheltered Action Group	A forum for residents to address specific service issues for those living in sheltered housing schemes.
Contract monitoring team and partnering board	Responsible for employing the right contractors, developing customer service standards, service improvements and performance monitoring of GCH key partners and contractors. They feed directly to the partnering board of GCH.
Mystery Shopping	Provide independent feedback on service standards and delivery of customer focussed housing services.
Satisfaction Surveys	Independent feedback undertaken by MRUK Ltd and VMS Ltd as well as resident involvement and customer services team.
Community pride days	Tenants are involved in an action event with Gloucester City Homes staff to improve an area of the estate, deliver a community event or a direct improvement
Focus groups	Service area themed groups to enable tenants to contribute in areas that will develop the service.
Project meetings	Project meetings attended with Gloucester City Homes staff in order to develop the service to three star.
Gloucester City Homes Board	The Gloucester City Homes Board of Directors meets once a month and members of the public are invited to attend to observe this.
Street and block representatives	Tenants and residents are able to report on grounds maintenance, cleaning, estate and other services with responsibility for their own street(s) or block(s).
Tenant inspectors	Tenants provide feedback through inspecting a property prior to letting. This enables the minimum relet standard and other procedures/policies to be reviewed and updated to meet the needs of our customers.

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How the strategy fits together in the Gloucester City Homes and Gloucester City Council decision making process:



10. MAKING IT HAPPEN

The following officers from Gloucester City Council and Gloucester City Homes have committed to making the strategy happen and have signed up to the action plan and targets below:

Supplier	Officer or Team	Contact number
Gloucester City Council	Martin Shields, Corporate Director of Services and Neighbourhood, Gloucester City Council	396293
Gloucester City Council	Trea Connon, Client Services Manager, Gloucester City Council	396573
Gloucester City Council	Di Robinson, Assistant Director, Community Engagement	396166
Gloucester City Council	Sylvia Webster, Neighbourhood Partnership Officer	396895
Gloucester City Homes	Ashley Green, Chief Executive – Project Management and Resource management	396471
Gloucester City Homes	Valerie Haylor, Director of Housing – Housing Management specialist and Project management of overall service delivery of company	396528
Gloucester City Homes	Lisa Ritchie – Community Involvement and Customer Access Manager	396058
Gloucester City Homes	John Mann Director of Asset Management and Regeneration	396063
Gloucester City Homes	Pat Andrade – Housing Services Manager	396530
Gloucester City Homes	Philip Amos, Resident Involvement Officer	396080
Gloucester City Homes	Lyn Scudamore - Resident Involvement Officer	396081
Gloucester City Homes	Terry Elcock - Resident Involvement Officer	396071
Gloucester City Homes	Jenny Wyatt – Head of Communications and Marketing	396599
Gloucester City Homes	Neighbourhood Services Team	
Gloucester City Homes	Anti-Social Behaviour Team	
Gloucester City Homes	Asset Management Team	
Gloucester City Homes	Customer Services Team	
Gloucester City Homes	Estate Services Team	

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11. KEY TARGETS

The Key targets and outcomes with responsibilities are shown below. Although some targets were completed before deadline, the period of monitoring commenced from 1st October 2005.:

Year 3 and 4 – 1st April 2009 – 31st March 2010

Action	Responsibility	CORE value/KLOE	Progress	Target
<p>Agree new partnership and funding arrangements as a result of the new Neighbourhood Project structure in the City (TARA)</p> <p>Strategic Aim: To build strong partnerships that help us to make a real difference to the local communities in which we work</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p>	<p>Integrity Pride Quality</p> <p>KLOE 5</p>		30-04-2009
<p>Develop a clear resident involvement communications campaign within the existing Marketing and Communications strategy which enhances the reputation of GCH in the eyes of tenants and key stakeholders</p> <p>Strategic Aim: To be a customer driven provider of excellent services</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p> <p>Jenny Wyatt Head of Marketing and Communications</p> <p>Resident Involvement Team</p>	<p>Integrity Pride Quality</p> <p>KLOE 5</p>		01-04-2009 – 30-06-2009

Action	Responsibility	CORE value/KLOE	Progress	Target
<p>Review the major works compact and make it more user friendly and reflects tenants needs</p> <p>Strategic Aim: To be a customer driven provider of excellent services</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p> <p>Resident Involvement Team</p> <p>Tenant Representatives</p> <p>Asset Management Team and key partners</p>	<p>Integrity Pride Quality</p> <p>KLOE 5</p>		30-06-2009
<p>Review and amend the resident involvement strategy with tenants and key stakeholders to improve access to GCH services and tenants opportunities to shape and design services now and in the future. (TARA)</p> <p>Strategic Aim: To be a customer driven provider of excellent services</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p> <p>Resident Involvement Team</p> <p>Tenant Representatives</p> <p>Service Unit Managers (as required)</p>	<p>Integrity Pride Quality</p> <p>KLOE 5</p>		<p>Continuous Review</p> <p>31-07-2009</p>

Action	Responsibility	CORE value/KLOE	Progress	Target
<p>Explore opportunities to secure external funding to develop tenant participation and involvement, tenant and staff training opportunities as examples.</p> <p>Strategic Aim: To deliver value for money and maximise the use of all of our resources</p> <p>Strategic Aim: To build strong partnerships that help us to make a real difference to the local communities in which we work</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p>	<p>Integrity Pride Quality</p> <p>KLOE 5</p>		<p>31-07-2009</p>

Action	Responsibility	CORE value/KLOE	Progress	Target
<p>Review the Resident Involvement service standards in conjunction with its service users and stakeholders.</p> <p>Obtain the views of Tenant and Resident Groups on the support provided by GCH and other agencies (TARA)</p> <p>Strategic Aim: To be a customer driven provider of excellent services</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p> <p>Resident Involvement Team</p> <p>Tenant Representatives</p> <p>Service Unit Managers (as required)</p>	<p>Integrity Pride Quality</p> <p>KLOE 5</p>		31-08-2009
<p>Review resources to ensure GCH meet service outcomes and tenant needs through benchmarking, peer reviews and best in class desktop analysis and can demonstrate Value for Money</p> <p>Strategic Aim: To deliver value for money and maximise the use of all of our resources</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p> <p>Carole May Procurement and Value for Money Manager</p>	<p>Integrity Pride Quality</p> <p>KLOE 5</p>		31-12-2009

Action	Responsibility	CORE value/KLOE	Progress	Target
<p>Engage with under represented to groups within the community including older people, young people to ensure fair representation and service take-up in our local communities</p> <p>Strategic Aim: To be a champion of diversity</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p> <p>Resident Involvement Team</p> <p>Tenant Representatives</p> <p>Service Unit Managers (as required)</p>	<p>Pride Quality</p> <p>KLOE 5</p>		<p>Continuous review</p> <p>31-03-2010</p>
<p>Establish excellent partnership arrangements with the Tenant Services Authority and actively supports GCH customers in opportunities for involvement</p> <p>Strategic Aim: To build strong partnerships that help us to make a real difference to the local communities in which we work</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p>	<p>Integrity Quality</p> <p>KLOE 5</p>		<p>01-04-2009 – 31-03-2010</p>

Action	Responsibility	CORE value/KLOE	Progress	Target
<p>Provide information and support to tenants and residents groups as well as tenants consultative committees to enable them secure access to Grants and Social Fund opportunities</p> <p>Strategic Aim: To be a customer driven provider of excellent services</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p> <p>Resident Involvement Team</p>	<p>Integrity Pride Quality</p> <p>KLOE 5</p>		31-12-2009
<p>Develop the GCH training plan so that tenants are provided with excellent opportunities for personal development and which will empower them to be involved in their local communities (TARA)</p> <p>Strategic Aim: To be a customer driven provider of excellent services</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p> <p>Resident Involvement Team</p> <p>Anita Pope Human Resources Manager</p>	<p>Integrity Pride Quality</p> <p>KLOE 5</p>		31-12-2009

Action	Responsibility	CORE value/KLOE	Progress	Target
<p>Develop and support the GCH Community Cohesion Strategy and its targets to ensure fair representation and break down barriers created by fear and misunderstanding</p> <p>Strategic Aim: To be a champion of diversity</p> <p>Strategic Aim: To be a customer driven provider of excellent services</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p> <p>Resident Involvement Team</p> <p>Anita Pope Human Resources Manager</p> <p>Samantha Chambers Income Services Manager</p>	<p>Integrity Pride Quality</p> <p>KLOE 5</p>		31-03-2010
<p>Develop and support the Financial Inclusion Strategy and its targets to support tenants through maximising opportunities for work, maximise incomes and develop pride in individuals and the community</p> <p>Strategic Aim: To be a customer driven provider of excellent services</p>	<p>Lisa Ritchie Community Involvement and Customer Access Manager</p> <p>Resident Involvement Team</p> <p>Anita Pope Human Resources Manager</p> <p>Samantha Chambers Income Services Manager</p>	<p>Integrity Pride Quality</p> <p>KLOE 5</p>		31-03-2010



Action	Responsibility	CORE value/KLOE	Progress	Target
<p>Outcome for Tenants:</p> <ul style="list-style-type: none"> • Tenants are supported to enable them to participate; • Tenants skills are developed enabling them to maximise ability; • Customers are able to drive services; • Engagement of non-representative communities; • Development of a 5-year estate improvement plan as a result of tenants and residents group agreements; • Full review of neighbourhood projects to ensure clarity on outcomes for tenants. 				

Year 2 and 3 – 1st April 2007 to 31st March 2009

Ref	Target	Deadline	Responsibility	Progress
1.	Work with community partners to establish sustainable communities strategy	30-09-07	Chief Executive	
Outcome: Improved service delivery and outcomes for tenants.				
2.	Hold annual conference with Tenants and Leaseholders to review strategy and develop on-going targets	01-12-07 01-12-08 01-12-09	Resident Involvement Officers	Tenants conference arranged to take place on 06.12.07 to review customer service standards. Two tenant focus sessions have taken place to-date to review the current resident involvement strategy.
3.	Hold one community action day for all residents encouraging BME involvement	31-12-07	Human Resource Manager and Resident Involvement Team	Gloucester City Homes fair held on 28.04.07 in partnership with GHA
Outcome: Improving the quality of life on our estates through sustainability and regeneration				
4.	Develop neighbourhood partnerships for other areas of the City.	31-03-08	Director of Housing	Partnerships are currently in place at Matson, Barnwood and Moorlands. New partnerships are being developed at Elmbridge and Longlevens to be launched in January 2008.
Outcome: Improved service delivery and outcomes for tenants.				
5.	Develop TRA agreements for TCC and TA's	31-03-08	Community Involvement and Customer Access Manager	Draft agreements have been piloted at Barnwood and Westgate in September 2007. The draft agreement was approved by customer forum on 26 th November 2007. The resident

Ref	Target	Deadline	Responsibility	Progress
				involvement team are currently implementing these with all constituted groups.
Outcome: Improved service delivery and outcomes for tenants.				
6.	Develop Estate Action Plans for all areas in the City	31-03-08	Community Involvement and Customer Access Manager	The tenants/residents groups and TCC agreement all have five year estate improvement plans to be incorporated into their vision. This information will be given to Asset Management Team who will investigate and arrange for appropriate works to take place.
Outcome: Improved service delivery and outcomes for tenants.				
7.	Tenant Board Member elections	31-03-08 31.03-09	Company Secretary	Board members elections have taken place this year and tenant representatives have been appointed.
Outcome: Developing modern, effective and efficient services with sound financial management.				
8.	Review and monitor progress within each involvement strand	31-03-08 31-03-09	Director of Housing and SO	Full resident involvement database has been audited to ensure those tenants details of those who wish to be actively involved. This is to ensure that tenants are contacted to be involved at levels that they wish to be involved in. Resident involvement has a target of 10% increase in each involvement strand of which is being monitored.
Outcome: Improved service delivery and outcomes for tenants.				



Ref	Target	Deadline	Responsibility	Progress
9.	Review with community partners to establish cohesive strategies for sustainable communities	30-09-08 and continuous review	EMT	Gloucester City Council monitors the progress/performance of each neighbourhood partnership.
Outcome: Improving the quality of life on our estates through sustainability and regeneration				
10.	Hold one community action day for all residents encouraging BME involvement	31-12-08	Human Resource Manager and Resident Involvement Team	Resident involvement team have written to all BME in order to arrange a focus group of BME tenants. Resident involvement now have list of BME contacts and have met with Human Resources in order to agree a plan of action.
Outcome: Improving the quality of life on our estates through sustainability and regeneration				

Year 1 – 1st April 2006 to 31st March 2007

Ref	Target	Deadline	Responsibility	Progress
1.	Tenant conference to raise awareness of Gloucester City Homes Business Plan, equal opportunities, policy and service delivery	02-08-06	EMT	Complete
Outcome: Understanding of Gloucester City Homes roles and responsibilities, improved service delivery and outcomes for tenants				
2.	Develop a Training Plan for: <ul style="list-style-type: none"> • Tenant Testers • Mystery Shoppers • Focus Groups • Block and Street representatives • Neighbourhood Panels • Minority and Disability Groups <p>To include focus on roles, responsibilities and outcomes to the strategy</p>	31-08-06	Resident Involvement Officers	Commenced July 2006
Outcome: Understanding of strategy and responsibilities				
3.	Hold one action day for all residents encouraging BME involvement	30-09-06	Human Resources Manager	Diversity themed focus groups have been arranged to take place following a survey and low take-up.
Outcome: Improving the quality of life on our estates through sustainability and regeneration				
4.	Agree Constitution of Neighbourhood Partnerships and Neighbourhood Panels	30-10-06	Resident Involvement Officers and Ian Harries	Commenced July 2006
Outcome: Understanding of partnering board and customer panel feedback				



Ref	Target	Deadline	Responsibility	Progress
5.	<p>Agree a timetable to secure membership to the following groups:</p> <ul style="list-style-type: none"> • Tenant Testers • Mystery Shoppers • Focus Groups • Block and Street representatives • Neighbourhood Panels (in other areas) • Customer Panels 	31-10-06	Resident Involvement Officers	<p>Commenced June 2006</p> <p>Now completed October 2006, but on-going recruitment</p>
<p>Outcome: Agreed understanding of the roles and responsibilities of the neighbourhood partnerships, the role of agencies and the impact on tenants</p>				
6.	Tenant Road shows on Decent Homes	31-10-06	Resident Involvement Officers Director of Asset Management and Regeneration	Complete
<p>Outcome: Agreed understanding of tenant priorities for 2007-2010 Decent Homes and sustainability programme</p>				
7.	Agree annual action plan for mystery shopping	31-10-06	Director of Housing	Completed
<p>Outcome: Improved service delivery and outcomes for tenants.</p>				
8.	Develop action plan for the recruitment and training of future and potential tenant board members	31-10-06	Resident Involvement Officers and Governance Manager	Completed
<p>Outcome: Improved service delivery and outcomes for tenants.</p>				
9.	Hold annual conference with Tenants and Leaseholders to review strategy and develop on-going targets: and Decent Homes Programme	01-12-06	Resident Involvement Officers Director of Asset Management and Regeneration	Arranged for the 5 th December 2006

Ref	Target	Deadline	Responsibility	Progress
Outcome: Agreed understanding of the roles and responsibilities of tenants and leaseholders, the role of agencies and the impact on tenants.				
10.	Identify key outcomes from research via mystery shopping, surveys and focus groups, using the information to identify trends and inform service improvement. Develop an action plan	31.12-06	Resident Involvement Officer (SW) and Ian Harries	Operational from October 2006
Outcome: Improved service delivery and outcomes for tenants.				
11.	Develop and confirm Neighbourhood Panels in: <ul style="list-style-type: none"> • Tredworth • Matson • Coney Hill Estates 	31-12- 06	Resident Involvement Officers and Ian Harries	Commenced June 2006
Outcome: Improved service delivery and outcomes for tenants.				
12.	Communicate outcomes to all tenants and Leaseholders through Tenant Times and Web	31-03-07	Communication Officer	Completed and ongoing
Outcome: Improved service delivery and outcomes for tenants				
13.	Review and monitor progress within each involvement strand	31-03-07	Director of Housing and SO	Ongoing
Outcome: Improved service delivery and outcomes for tenants				
14.	Tenant Board Member elections	31-03-07	Company Secretary	Complete
Outcome: Developing modern, effective and efficient services with sound financial management.				

0 to 6 months – 1st October 2005 to 31st March 2006

Ref	Target	Deadline	Responsibility	Progress
1.	Establish meetings with Gloucester Partnership to develop the strategy	24-8-05 and on-going	Director of Housing and SO	Complete
Outcome: Strategy agreed				
2.	Agree strategy at Tenants Forum	26-09-05	Director of Housing	Complete
Outcome: Strategy agreed and implemented				
3.	Train and Develop Neighbourhood Teams on the new strategy and their role / responsibility	03-10-05 and on-going	Human Resource Manager and Director of Housing	Complete
Outcome: Understanding of strategy and responsibilities				
4.	Agree Partnering Board Constitution, Membership and Schedule of Meetings 2006	05-10-05	Chief Executive	Complete Reviewed again in February 2006
Outcome: Understanding of partnering board and customer panel feedback				
5.	Training Tenant Participation Officers on Neighbourhood Working	31-10-05 and On-Going	Resident Involvement Officers	Completed refresher on 11 th June 2006
Outcome: Understanding of strategy and responsibilities				
6.	Train and Develop all Gloucester City Homes staff and Tenants (e.g. Tenant Groups, Forum etc) on the new strategy and their role / responsibility	30-11-05	Ian Harries and Resident Involvement Officer (SW) and SO	Complete
Outcome: Understanding of strategy and responsibilities				
7.	Communicate strategy to all tenants and Leaseholders and seek involvement	01-12-05	Communication Officer	Complete
Outcome: Understanding of strategy				

8.	<p>Agree Annual Meetings for 2006 and 2007 for</p> <ul style="list-style-type: none"> • Tenants Forum • Neighbourhood Panels • Leasehold Forum • Annual Tenant Conference • Annual Board Conference 	31-12-05	Resident Involvement Officers	Complete
<p>Outcome: Clear communications and annual delivery plan agreed</p>				
9.	<p>Identify key outcomes from research via mystery shopping, surveys and focus groups, using the information to identify trends and inform service improvement.</p> <p>Develop an action plan</p>	01-02-06	<p>Resident Involvement Officer (SW)</p> <p>and</p> <p>Ian Harries</p>	<p>To commence following customer event on 2nd August 2006</p>
<p>Outcome: Improved service delivery and outcomes for tenants</p>				
10.	<p>Produce Timetable for developing Neighbourhood Partnerships city-wide</p>	01-02-06	<p>Resident Involvement Officer (SW)</p> <p>and Director of Housing</p>	<p>Complete and meets LSP plan</p>
<p>Outcome: Agreed understanding of the roles and responsibilities of the neighbourhood partnerships, the role of agencies and the impact on tenants</p>				

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