



Press release

For immediate release

Ref: GCH

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Five Grade A's for GCH Supported Housing Service

We are delighted to announce that Gloucester City Homes Supported Housing service has been awarded 5 grade A's, the highest score possible in the delivery of our supported housing services to older and vulnerable people.

GCH had previously been the first organisation in the county to be awarded the gold standard for its service in an earlier inspection in 2006. The inspection criteria have since been reviewed with organisations now being awarded up to a maximum of 5 A grades for the delivery of services.

GCH's Supported Housing service has 11 dedicated Community Scheme Managers who provide a service to sheltered scheme residents and vulnerable residents in the community. It also includes the Lifelink service which provides 24 hour emergency cover, helping people to remain independent in their own homes. The service can also refer people to other agencies for support to help them maintain their tenancies.

The assessment team visited 8 of 10 GCH's sheltered housing schemes over a period of 4 days in a recent Quality Assessment Framework review to assess our supported housing service against the following Quality Assessment Framework criteria:

- **Assessment and support planning** including household assessment, allocations and support planning
- **Security, health and safety**, including risk management, sheltered scheme security, alarm services and out of hours cover
- **Safeguarding and protection from abuse** including dealing with abuse cases, anti-social behaviour issues and whistle blowing
- **Fair access, diversity and Inclusion** including diversity, employment law, recruitment, communication and publications
- **Client involvement and empowerment** - how much residents have a say in which things are run.

The team also looked at financial security, ie the money we spend on delivering the service, how it is allocated to rent accounts and whether it is

value for money. Finally they reviewed the accuracy and timeliness of our returns on key performance indicators.

The assessment team commented:

“We visited Gloucester City Homes four years ago and they were good then, but now they are doing a brilliant job. We have never seen so much positive and meaningful involvement with the residents. We can certainly look to Gloucester City Homes as an organisation of excellence in Supported Housing”

GCH Chief Executive Ashley Green added:

‘I am really delighted by this phenomenal recognition for our Sheltered Housing Services. It shows the hard work and dedication of the team and what they achieve on a day to day basis with our older residents. The assessment team highlighted the “Telling Tales Book “and “Christmas Extravaganza” as national best practice which is fantastic news. I can only thank Diana Wilks, my Supported Housing Manager and her tremendous staff for their excellent work. To get a maximum of five Grade A’s is an amazing achievement.”

ENDS

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NOTES TO EDITORS:

Gloucester City Homes is a 2 star Arms Length Management Company, which provides housing management services to 4800 homes in Gloucester on behalf of the City Council. The company is carrying out a £40 million improvement programme to bring customers’ homes to the Decent Homes Standard. Since Gloucester City Homes was created in 2005 it has:

- Achieved a 2* rating (Good service) from the Audit Commission in June 2007
- Secured £39.6 million in Decent Homes funding to meet the Government’s Decent Homes standard and completed improvements to over 3000 homes in the City
- Become the first housing provider in the County to achieve a Gold standard for its supporting people services and reaccredited with 5 stars in May 2010

- Achieved Investors in People Gold Accreditation for performance management of our staff
- Achieved ISO 9001 for Quality Management systems, re-accredited again in March 2010 following re-inspection
- Achieved “managing for others” status with the Housing Corporation
- Achieved Investment Partner status with the Housing Corporation
- Implemented a programme of training for staff to achieve the Institute of Customer Service Awards
- Achieved the Customer Services Excellence Award in April 2009 and Special Recognition Award in October 2009
- Achieved the Equalities Framework Award April 2009