



# Press release

For immediate release

Ref: GCH

4th March 2010

## GCH gets IIP Gold Award!

Gloucester City Homes is delighted to announce that it has achieved the Investors in People (IIP) Gold Standard following a recent inspection. **GCH is one of only 9 organisations in the South West and 128 across the UK to have achieved Gold Status, putting it in the top 1% of all 40,000 IIP organisations.**

To achieve Gold Status Gloucester City Homes had to satisfy at least 126 evidence requirements over and above those required for the standard which it achieved in 2006. The IIP assessment framework is an effective business tool through which GCH has continued to improve business performance, effectively set and communicated business objectives and invested in and developed its staff to deliver successful outcomes.

This builds on Gloucester City Homes' recent success in achieving an unprecedented 57 out of 57 compliances for the Customer Service Excellence Award and a Special Recognition Award for 'providing services that have changed peoples' lives' by achieving 9 compliance plus awards.

### **Anita Pope, Executive Manager, Organisational Development and Diversity says :**

'Achieving the IIP Gold standard has been part of a journey for GCH which has seen us embed a culture of excellence in service delivery and in investment in our people. The comments from the assessor reflect our commitment to this and the passion we have for the services we provide to our customers. We look forward to building on this tremendous success and working with the Investors in People team as we continue our journey.'

### **In the IIP Report, the assessment team states:**

"Gloucester City Homes is an exemplar of outstanding performance in particular of employee engagement.....The values of the organisation are central to every activity particularly 'Pride' in delivering excellent service to residents, the community generally and each other .....Senior managers daily find reasons to praise the contribution to success people are making.....Every Chief Executive briefing starts with successes and congratulations.....The enthusiasm of staff is palpable.....There is an air of excitement and anticipation across the organisation.....Everyone has a part to play and is recognised for it. ....Teams have become innovation hotbeds for ideas to extend, improve services and improve performance."

**The report also states:**

“Recognition at Gold level is an outstanding achievement by everyone who works for the Company. To have achieved success against 173 of the possible 196 Evidence Requirements (88%) is truly exceptional, a wonderful team effort”

**GCH Chief Executive Ashley Green says:**

‘This really puts us on the map as one of the top performing housing providers in the Country. Investors in People are about delivering outcomes for customers through our fantastic employees, tenants and partners. However, GCH is not just about awards, we are about providing excellent services that really do make a difference to peoples’ lives. Some of our highlights include improving over 75% of our homes in just two years under the Decent Homes improvement programme, completing 100% performance in home safety checks of gas appliances, reducing rent arrears by 50% as a top quartile performer and reducing the time that vacant homes stay empty to just 18 days, meaning that families waiting for new homes can move in faster.’ In April, we move to our new repairs partner Lovell Respond who will complete our programme of transformational change in just 4 years. We are so proud of everyone associated with Gloucester City Homes”

**ENDS**

**Contact: Jenny Wyatt Head of Marketing and Communications**

**Tel: 01452 396559**

**Email: [jenny.wyatt@gloscityhomes.co.uk](mailto:jenny.wyatt@gloscityhomes.co.uk)**

**[www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)**

**NOTES TO EDITORS:**

**Gloucester City Homes** is a 2 star Arms Length Management Company, which provides housing management services to 4900 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 1200 homes in the City.
- Become the first housing provider in the County to achieve a Gold standard for its supporting people services
- Achieved Investors in People Gold Accreditation for performance management of our staff
- Achieved ISO 9001 for Quality Management systems, re-accredited again in September 2009 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