

Press release



18 February 2013

GCH reaccredited with liP Gold

Gloucester City Homes is delighted to announce that it has been reaccredited with the prestigious Investors in People Gold Standard following a recent inspection. GCH was one of the first organisations in the country to achieve the Gold Standard in 2009.

The Investors in People Standard is part of the Investors in People framework and helps organisations to improve business performance through a planned approach to setting and communicating business objectives and developing people to deliver them.

To achieve reaccreditation with the Gold Standard Gloucester City Homes had to satisfy 126 evidence requirements over and above those normally required. GCH met 183 out of 183 evidence requirements, an increase from 173 in 2009.

The assessor identified GCH's key strengths as being an ambitious and forward thinking organisation with creative and committed people who have a 'can do' approach and focus on outcomes for customers.

Investors in People Specialist Christina Simmonds, who completed the inspection comments: "People are at the heart of everything that GCH does whether in terms of serving customers (their tenants and residents), members of staff or the wider community. The philosophy is one of inclusion, development and caring. This ethos is underpinned and supported by highly trained and well qualified people led by effective line managers."

GCH Chief Executive Ashley Green adds: "I am delighted that GCH has been reaccredited with Gold Status in our recent Investors in People Inspection. Christina's comments say it all and we value our staff and recognise the importance investing in our workforce to enable them to develop their knowledge and skills. This accreditation is a testament to the continuing hard work of our staff in planning our business strategies, monitoring performance and developing our staff to ensure that we continue to improve and provide excellent services to residents."

Pat Scannell, Tredworth resident and Chair of GCH's Customer Forum said: "This is an amazing achievement and demonstrates to tenants that we have a fantastic organisation who they can trust to deliver really excellent services on their behalf. GCH's journey has been spectacular and most tenants will have received the benefit of significant improvements in their home and a strong ethos of customer care by staff who deliver really great services. I am so pleased."

ENDS



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NOTES TO EDITORS

Gloucester City Homes is a 3-star arms length management organisation, which provides housing management services to 4800 homes in Gloucester on behalf of the City Council. The company has completed a £40 million improvement programme to bring residents' homes to the Decent Homes Standard. Since Gloucester City Homes was created in 2005 it has:

- Achieved a 2 star good rating from the Audit Commission in June 2007 and a 3 star excellent rating in December 2010
- Secured £39.6 million in Decent Homes funding to meet the Government's Decent Homes standard and completed over 13000 improvements to homes in the city
- Become the first housing provider in the County to achieve a Gold standard for its supporting people services and 5'A's on re inspection 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 September 2011 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
- Won the Communicator of the Year Award in the Citizen and Gloucestershire Echo Business Awards 2010.

