



NEIGHBOURHOOD PLAN REVIEW 2019-2024

Pride. Quality. Integrity. Innovation.

Launched in October 2019, the Neighbourhood Plans Local Offers represent a five-year Community investment plan for each area of Gloucester and were based on two years of consultation with our customers to identify their priorities.

The Covid pandemic in 2020 affected much of the work that GCH was able to complete and resulted in a worldwide shortage of materials and labour. In addition, the restrictions enforced during 2020 and 2021 meant that much of our work had to be carried out in a new way in order to keep everyone safe. In 2022, the Social Housing White Paper was launched and contained seven commitments that Social Housing tenants should be able to expect from their landlords.

It makes sense in these circumstances to look at what we have been able to achieve and what we will continue to work on, in this, our final update of these 5-year plans.

Social Housing White Paper commitments:

- 1. To be safe in your home.**
- 2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money.**
- 3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman.**
- 4. To be treated with respect, backed by a strong consumer regulator and improved consumer standards for tenants.**
- 5. To have your voice heard by your landlord.**
- 6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.**
- 7. The government will ensure social housing can support people to take their first step to ownership.**



Many areas reported that looking after and improving community and open spaces was a priority. We have delivered on our commitment to bringing the management of our green space back in house rather than being carried out by a contractor with effect from 3 April 2023. During 2021 – 2022 we have:



£60,000

spent removing
fly-tipping



28

tree surgery jobs



50

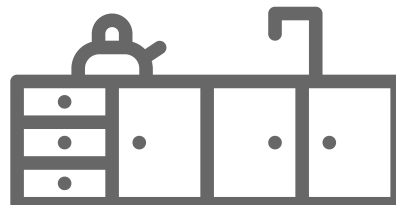
one-off garden cuts

PRIORITY: TO PROVIDE QUALITY HOMES
INCLUDING UPGRADES TO BATHROOMS AND KITCHENS

During 2021 – 2022 we installed:

82

new bathrooms



102

new kitchens

We have a fully costed Business Plan to support ongoing investment in our properties to ensure that we achieve decent homes.

PRIORITY: TO IMPROVE HOME SAFETY (FEELING SAFE IN YOUR HOME)



In 2021 – 2022 we installed 290 new doors and windows improving both security and energy efficiency.

290

new doors and windows

We carried out 5040 Home Safety checks and spent £980,000 on fire safety improvement in communal areas in 112 blocks.

5040

home safety checks

We continued to work closely with partners who cover different aspects of Anti-Social Behaviour including the police, Restorative Justice, MARAC, the Strategic Hate Crime Group, Restorative Gloucestershire, Domestic Abuse Housing Alliance (DAHA) South West Group, Gloucestershire Anti-Slavery Partnership, GDASS, and Victim Support.

£980,000

spent on fire safety improvement

We have contributed, together with other partners to the Vulnerable Women with Complex Needs project.

PRIORITY: REDEVELOPMENT AND INVESTMENT

70

we have built 70 new homes in the past 12 months

We have continued to develop new properties across the city and the neighbouring areas and work with partners at the City and County Councils to invest in our existing homes, in particular to improve their energy efficiency rating to at least band C to help both the environment and reduce heating costs.

Over 2021 - 2022 we have increased the number of homes rated as Band C by 5%. The Business Plan has an allowance of over £16 million to improve the rating of 1650 homes to a Band C. Our aim is that all properties will meet Band C by 2035.

Our in-house energy assessor's role is to assess each GCH home and provide the necessary recommendations for works needed to increase the EPC rating to C or above.



Our customers told us how much they valued their local community and recreational facilities. We work closely with local partners to maintain access to these facilities on our estates. We have provided funding and support for local projects in all areas of the city.



We have funded the Matson Radio Podcast Project based at The Ewe Space to enable training of local residents in recording and interviewing techniques.

We have also funded Art & Craft activities to enable people to be able to meet socially and explore their creative talents.

We funded temporary lighting on blocks of flats for a Community Dance event





We will continue to:

- Provide high quality Estate Services
- Work with a range of community partners to listen and respond to your views so that we understand what really matters to you in your community, clearly publishing the outcomes of any community consultation.
- Work with local partners to improve our customers' life outcomes, including facilitating helping them into training, volunteering and employment.
- Continue to support and work with community organisations and venues to ensure ongoing access to community facilities and groups that support residents.
- Provide a varying schedule of community events allowing us to engage with customers.
- Publish information through our website and GCH Connect magazines and our Annual Report.
- Offer a range of options for customers to participate and give feedback on our services.



We are also strengthening our work as an independent housing association providing affordable homes and building successful communities:



- We have supported 4 people into volunteering in the last two years
- We have maintained partnerships that have facilitated people back into work, for example via Gloucestershire Gateway Trust and the High Street Heritage Action Zone project.
- We have provided use of community venues in Matson, Podsmead and Westgate for peppercorn or no rent to enable community activities to take place within local areas.

We recognise the importance of developing and sustaining a culture of respect and understanding. Actively striving to treat each other, our residents and the people we meet fairly and justly.

We believe that promoting and valuing diversity is more than just the right thing to do. At GCH we pride ourselves on being a community-based housing organisation, highly visible within our neighbourhoods, delivering valued housing services to residents in over 4,500 homes.

Domestic Abuse

GCH is committed to assisting victims of Domestic Abuse and are going to be working towards the Domestic Abuse Housing Alliance Accreditation. This is designed to enable GCH to embed policy and practice that ensures we identify and respond to domestic abuse earlier and with greater efficiency so that victims/survivors can achieve safety and housing security.

Environmental Commitment

In September 2020, we introduced our new Environmental & Climate Change Vision that sets out a pathway to help tackle climate change and support the UK Government target to deliver net zero carbon emissions by 2050. We report our Environmental, Social and Governance outcomes on an annual basis.

Increasing the customers voice within GCH

- A new group of customers who will put a priority on scrutiny to ensure maximum impact and influence on our services.
- Three customers have been recruited to sit on two new boards to ensure that the customer voice is heard at every level, in addition to the two current Tenant Board Members.
- An annual plan of engagement at varying levels to allow all customers the opportunity to give us feedback regardless of how much time they have to spare or how they wish to get involved.
- Focus on our Equality, Diversity & Inclusion to ensure that all customer voices are heard and everyone has a chance to get involved.





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GCH is a charitable Community Benefit Society Registered Number 7041 and a non-profit registered provider of social housing
Registered Number 4584 regulated by The Regulator of Social Housing.

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