





Review of Traffic Lights: Strategic

1.1 Failure to achieve quality service to meet customer needs and aspiration – The overall score has reduced to 8, with the likelihood reducing from 3 to 2 and the impact remaining at 4.

1.1 Performance Management Delivery to achieve top quartile targets



GCH has set up the Continuous Improvement Team who will take responsibility for this area of work. The traffic light has been changed from amber  to green 

1.1 Effective Strategic and Operational Partnership working



Due to the resolution of the position with the Response Repairs contract the indicator has moved from amber  to green 

1.2 Failure to deliver Investment Programmes to target date – The overall score has increased to 12, with the likelihood increasing from 2 to 3 and the impact remaining at 4.

1.2 Undertake a minimum 10% stock condition survey annually to maintain stock condition data information

Discussion took place regarding the need to undertake 20% stock condition surveys annually. This risk was changed on the register and in light of this the indicator would move from green  to amber 

1.2 Effective monitoring of decent homes partners in terms of quality and delivery to cost and time.

GCH is effectively monitoring the profile spend regarding decent homes, this has resulted in the indicator moving from amber  to green 

1.2 Delivering VFM

GCH has identified efficiencies within the investment programme resulting in the indicator moving from amber ● to green ●

1.2 Will GCH receive Government funding for the remainder of the programme?

This was added as an additional risk. This indicator was marked as red ● due to the risk that funding may not be available from the Government to complete programmed work.

1.3 **Long term viability of GCH**

1.3 Challenge front line and support services through regular benchmarking to provide VFM, efficient services which provide outcomes to meet tenant needs.

An area of weakness had been identified by the Harries report regarding tenant involvement in benchmarking of services. In light of this the indicator would move from green ● to amber ●

1.3 Changes in supporting people funding and influence and lobby the County Supporting People Team for future funding.

This was added as an additional risk. This indicator was marked as red ● due to the risk that funding supporting people funding may not be available in the future.

1.4 **Failure of IT Systems and Delivery – The overall score has increased to 12, with the likelihood increasing from 2 to 3 and the impact remaining at 4.**

1.4 Procure IT solutions to meet business objectives and service needs

Due the impact of the change in Response Repairs contractor on the IT service, it was agreed that the indicator would move from green ● to amber ●

1.4 Implement IT solutions through project management

Due to the impact of the change in Response Repairs contractor on the IT service, it was agreed that the indicator would move from green ● to amber ●

1.4 Effective maintenance of existing and new IT solutions

This indicator would move from green ● to amber ● due to concerns regarding the maintenance of the property database.

1.5 Failure to appoint and retain key personnel – The overall score has reduced to 4, with the likelihood reducing from 2 to 1 and the impact remaining at 4.

1.5 Identify key personnel, duties & responsibilities

EMT has implemented the changes identified in a comprehensive structure review including evaluations of every post. The risk has reduced from amber ● to green ●

1.5 Effective resource management to meet demand

GCH has a good record of managing resources in a proactive and successful manner. In light of this the indicator would change from amber ● to green ●

1.6 Ineffective Governance – The overall score has reduced to 4, with the likelihood reducing from 2 to 1 and the impact remaining at 4.

1.6 Effective Board led scrutiny process

Risk reduced from amber ● to green ●, as there has been a significant increase in challenge by the board.

Review of Traffic Lights: Operational

1.1 Failure to meet performance targets

1.1 Publicise/communicate performance to stakeholders

As GCH are not currently providing cost per service information it was agreed that this indicator would move from green ● to amber●

1.2 Inadequate procurement systems.

1.2 Clear understanding of policy

This indicator would move from green ● to amber● as due to staff changes the understanding of policy would not yet be up to speed.

1.4 Ineffective management and procedure

1.4 Compliance with Company Statutory requirements in accordance with health and safety legislation across all aspects of the business operation

This indicator would move from amber● to green ● as GCH are fully compliant.