

Response to inspection report

Homes in Sedgemoor

Housing Management Services

Introduction

This response has been prepared by Homes in Sedgemoor (ALMO - Sedgemoor District Council) following an inspection carried out by the Audit Commission. Inspected bodies are asked to prepare responses to the Inspectorate's reports which set out how the report's recommendations will be met and how services to users will be improved following the inspection. The Commission has editorial control over the content of the responses of inspected bodies.

Response

Homes in Sedgemoor (HiS) accept the majority of the conclusions reached by the Audit Commission. We also accept the report recommendations and accordingly, have updated our 2010/11 Service Improvement Plan.

We are pleased that the Audit Commission concluded that we are an "increasingly customer focused organisation that is working effectively with our tenants to deliver better services leading to higher levels of customer satisfaction".

We would like to acknowledge the efforts of our staff, stakeholders and our involved residents, all of which have significantly aided the progress we have made since 2007.

We recognise that there is more to achieve and will work with our customers to ensure that the present rate of improvement is maintained. Our service improvement plan and team targets will continue to be rigorously performance managed and will remain aligned to the cited weaknesses within the latest inspection report.

The Audit Commission have assessed our prospects for improvement as 'excellent'. This reflects the determination of HiS, supported by Sedgemoor District Council to achieve our stated ambitions. We are pleased that the inspection team acknowledged just how far we have travelled and the fact that we have created significant momentum which now drives our continuous improvement.

We look forward to welcoming the inspection team back later in 2010/11. Our target is to secure a minimum of two stars at re-inspection and thus qualify for our decent homes funding which is 'provisionally' allocated for April 2011. Our primary aim at re-inspection will be to demonstrate that consistent quality and high performance exists across all our embedded service reforms.