

Eastbourne Homes Limited

Arms Length Management Organisation

Introduction

This response has been prepared by Eastbourne Homes Limited following an inspection carried out by the Audit Commission's Housing Inspectorate. 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

The Board and Staff of Eastbourne Homes Limited would like to thank the Audit Commission's Inspectors as well as the South Region team for their constructive approach to the inspection and for the final report. Eastbourne Homes believes that the report is an accurate reflection of where we are in our journey to excellence and has clearly identified areas for improvement. We would also like to express our appreciation for the Voluntary Improvement Work (VIW) carried out in 2006. The constructive criticism given with candour during the VIW helped to focus the company on delivering improvements in critical areas.

The access to the supported capital expenditure has resulted in immediate implementation of the Decent Homes Programme; the escalation of this programme has been the priority for Eastbourne Homes and we are pleased that we are now able to deliver substantive improvements to our tenants' homes.

The recommendations contained within the inspection report are consistent with our priorities for improvement:

- Strengthen the focus on Access and Customer Care
- Improve Performance in Key Areas
- Strengthen Performance Management
- Improve the Value for Money of the service

We aim to provide customer led services and the implementation of the Inspection Team's recommendations is being quantified and integrated into our performance framework balanced with our customers' priorities for improvement and the available resources.

Eastbourne Homes is aiming to achieve continuous improvement not only in the condition of the housing stock but across all services and the sustainability of the Eastbourne community. In April 2008 a new full partnering contract for carrying out responsive repairs will start. This change in the method of procurement will facilitate continuous improvement in value for money, performance and customer care. Similarly the move away from location based to floating support will enable greater numbers of residents to access support and increase the number of residents able to maintain independence in their own home.

Finally we would like to express our thanks for the staff at Eastbourne Homes for their hard work and enthusiasm for improving services, our partners in Eastbourne Borough Council and the tenants and leaseholders who have helped us through their input and involvement be assessed as providing a good service.