

# Response to inspection report

## Nottingham City Homes

### ALMO Reinspection

#### Introduction

This response has been prepared by Nottingham City Homes 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

Nottingham City Homes is pleased to have been recognised as providing a 2 Star service. During the Inspection we were able to show the Inspectors the significant improvements we have made since our last inspection.

We are also very pleased that the Audit Commission has recognised that the company has excellent prospects for improvement. There has been a programme of significant change in the company since the last inspection. This has included the introduction of a new Management Team who have been committed to raising standards for tenants and leaseholders of Nottingham.

The inspectors recognised that staff at all levels showed a strong focus on customers when delivering services and that those services are shaped and influenced by involved tenants and leaseholders. This underlines the change in culture that has happened at Nottingham City Homes since the previous inspection.

We recognise that there is still work to be done to improve the service to our customers and we are pleased to report we have commenced work on the improvements suggested by the Audit Commission. Each of the Audit Commission recommendations have been incorporated into our Service Improvement Plans with identified lead officers and timescales for completion, and these will be monitored by our Business Improvement Team to ensure that the actions are completed to schedule.

Importantly, this inspection result has released £165 million to spend on improving 30,000 council homes. This will help us transform the neighbourhoods in Nottingham and improve the lives of thousands of people living in Nottingham. It will also enable us to develop an extensive apprentice scheme which will have a significant impact on reducing worklessness within Nottingham at a time of uncertainty for the local economy.

Nottingham City Homes would like to thank the Audit Commission for the approach they took to the inspection. We would also like to thank our Board Members, employees, residents and partners for the effort they have put in throughout the process. Nottingham City Homes is determined to become an excellent organisation at our next inspection.