

Response to inspection report

Great Places Housing Group

Short Notice Inspection

Introduction

This response has been prepared by Great Places Housing Group 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

Great Places Housing Group welcomes the Audit Commission's inspection report which highlights that strengths outweigh weaknesses in all three inspected areas and that we have excellent prospects for improvement.

The 5 recommendations in the report represent areas where we accept that further improvement is required to deliver the excellent services our tenants deserve. We are pleased that each of these encourages us to build on work we are already doing, or planning for, rather than identifying significant gaps. It is helpful that priorities from the Commission are consistent with the corporate objectives of the Group.

We have consulted widely with tenants to produce a comprehensive action plan which addresses the recommendations and robust monitoring arrangements are in place to ensure we deliver the actions in it.

Key areas of focus are:

resolving customer complaints more quickly

improving our assessment of the impact of policies on different sections of the community and formalising the action we take to address any disadvantage

better comparison of costs, quality and performance information with other service providers to highlight where value for money can be improved

Details of our approach and of the action plan itself can be found

<http://www.greatplaces.org.uk/OurOrganisation/PerformanceMatters/Pages/Shortnoticeinspection.aspx>