

Response to inspection report

Daventry and District Housing

Housing Services

Introduction

This response has been prepared by Daventry and District Housing 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

Daventry & District Housing welcomed the opportunity provided by inspection for an external appraisal of services after its first two years. We would like to thank the inspection team for their energetic, constructive and professional approach which enabled the inspection to be such a positive learning experience.

We are delighted with the inspection team's assessment that we provide a "good" two star service that has excellent prospects for improvement.

The inspection team acknowledged that the service has a number of strengths and important drivers in place. The team also recognised the significant improvements made in the short amount of time since transfer and the improved performance in key areas. We have increased tenant satisfaction across service areas, whilst maintaining financial stability and achieving good value for money.

Our score reflects that we have benefited considerably from our membership of Futures Housing Group, which has added capacity and expertise via shared services. It also reflects that we are working well in partnership with our tenants and other organisations to make a difference to the communities we serve.

The inspection has given us a firm foundation on which to build and highlighted key areas for improvement, which we are already on our way to addressing through comprehensive action plans. We are committed to ensuring that all the issues raised during the inspection are addressed to improve the organisation and the services we provide.

We are working with tenants to ensure that this year's business plan incorporates our actions to deliver all of the recommendations made. We are also working to share the areas of good practice across the group as part of our culture as a learning organisation.

Our score was only possible through the hard work, commitment and enthusiasm from our tenants, staff across the group and our Board, who all contributed to our successes so far.