

Response to inspection report

West North West Homes Leeds - Leeds City Council - ALMO Re-inspection

Introduction

This response has been prepared by West North West Homes Leeds 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

West North West homes Leeds is pleased to have been recognised as providing a "good", two-star service. During the inspection we were able to demonstrate the significant improvements we have made since our last inspection. We are also delighted that the Audit Commission has recognised that West North West homes Leeds has promising prospects for further improvement. There has been a programme of considerable change in the company since the last inspection. This has included the restructuring in key service areas which improved communication and working practice. The achievement of a range of accreditations and initiatives has encouraged us to focus on the impact we made on outcomes for customers.

The Inspectors recognised that there is strong leadership which motivated and empowered staff since the last inspection our strength is acknowledged by partner organisations. This underlines the change in company culture that has happened since the previous inspection where customers' views are now at the heart of driving forward service improvement in all areas. The report also recognised improvement in Value for Money, Governance, Access and customer care, Cohesion and diversity and key areas of performance.

We accept that there is still work to be done to improve the service to our customers and are pleased to report we have commenced work on the improvements recommended 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 Board, Customer Sounding Boards and Service Improvement Groups to ensure that the actions are completed to schedule.

West North West homes Leeds would like to thank the Audit Commission for the approach they took to the inspection. We would like to thank our Board Directors, staff, customers, Leeds City Council and partners for the effort they have contributed throughout the inspection process. West North West homes Leeds is determined to develop our company in becoming a leader in excellence and innovation.