

Response to inspection report

Dale and Valley Homes ALMO (Durham County Council)

ALMO Re-inspection

Introduction

This response has been prepared by Dale and Valley 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

The company welcomes the report and the recognition of our improved 'prospects for improvement' from uncertain to excellent in such a short period of time.

In particular we are pleased to see the report recognises how much the company values the involvement of customers in everything it does and the significant reduction in the level of non-decency.

Overall, the report recognises the improvements that have taken place and the Audit Commission's identification of areas for improvement will assist the company in improving services for customers. We will work with customers and partners to build upon the positive results of this inspection. The recommendations will be integrated into our Business Plan and our performance management framework to ensure that outcomes from their implementation can be monitored and evaluated.

Finally, the company would like to thank the Audit Commission, our customers and partners for making this inspection so successful. Dale & Valley Homes is determined to have its services rated as among the best when externally evaluated.