

Short notice inspection

Doing it the Great Places way!



The following is a summary of the approach taken by Great Places Housing Group in developing our action plan to address the recommendations made by the Audit Commission following Short Notice Inspection in December 2009:

We involved our tenants ...

Over a three-week period, we held 27 focus groups at accessible venues across 13 local authorities, offering translation services, reimbursement of childcare costs and travel expenses.

We also gave tenants the opportunity to share their views via our website, telephone, text message or in person at any of our regional offices.

In total, 373 tenants took part in the consultation exercise, 42% of which came from black minority ethnic communities.

The focus groups also offered resident involvement staff the opportunity to engage with tenants who do not normally get involved in meetings or events – 79 tenants have signed up to take part in future activities as a result!

And we involved our staff too!

We took the key messages our tenants had given us to our annual corporate planning event on 10th March and gave 80 members of staff, representing all of our regional offices and several



supported housing schemes, the opportunity to contribute to the action plan.

Final gaps in the action plan, with an emphasis on cost (both in terms of money and resources) and outcomes, were filled at a senior managers meeting' chaired by the Chief Executive on 15th March.

So what next?

The Tenant Services Committee, a tenant-led service delivery committee of Great Places' Board with delegated

authority for housing and property services, will monitor the implementation of the action plan and will scrutinise bi-monthly progress reports with the ability to commission remedial action if performance slips.

Performance will also be disseminated to our local Tenants Panels, Tenants Advisory Groups, and Residents' Associations.

In addition to this, regular updates on our performance will be published in our tenants newsletters, for both general needs and supported tenants, and via www.mygreatplace.org.uk

As the actions to address the Short Notice Inspection recommendations are contained within our 2010 Corporate Action Plan which will be approved by the Board of Great Places Housing Group, performance will also be monitored regularly by our Directors and quarterly by our Audit Committee.