



2004
SPRING

Outlook

From Bournville Village Trust

With news from Shropshire, Bloomsbury, Bordesley and Redditch

Audit Commission gives BVT 'thumbs-up' for quality

Audit Commission inspectors have given BVT the 'thumbs-up' for the quality of service it offers Trust residents. All housing associations are now inspected and monitored by the Audit Commission, an independent body responsible for ensuring public money is spent wisely, to provide the best possible service to the public.

RESIDENTS' VIEWS

Audit Commission inspectors spoke at length to around 70 Trust residents, staff, BVT Trustees and many organisations which work with BVT.

"After spending almost two weeks looking closely at all aspects of our work, the inspection team assessed BVT's performance ... and we were pleased to be given the second highest rating in answer to the two main questions," BVT Director of Corporate Services, Alastair Flint, told Outlook.

The questions were: 'How good is the service?' and 'Is the Trust working for continuous improvement?'

REPORT PRAISE

The report praised BVT for many aspects of its service, in particular its:

- Responsive repairs service to tenants
- Committed, well-resourced approach to tackling anti-social behaviour and nuisance
- Effective working with the Police and other agencies
- Its involvement of residents in shaping services

"We were glad to have confirmation that every single area of our service at least reached the standard expected from a housing association. That's not to say there isn't some room for improvement in a few areas.



Chief Executive Peter Roach

We need to tighten up on our paperwork and procedures and ensure our tenants are kept informed more effectively of such things as planned maintenance programmes," Alastair added.

In a few cases, complaints were not handled fully in line with BVT procedures.

ACTION PLAN

"We are drawing up an 'action plan' to work on the issues identified by the inspectors, to ensure they are built into our Business Plans. The Housing Corporation will be keeping a close eye on how we are doing against our targets. And of course, BVT residents will be involved in monitoring our progress, via various

groups, including the two Advisory Committees and the Housing Services Committee," Alastair concluded.

SEE FOR YOURSELF

The full report can be seen at www.auditcommission.gov.uk - the Audit Commission website. If you do not have access to the Internet but would like a summary of the report, please call Alastair Flint on 0121-415 6406, or drop him a line at BVT Estate Office, Oak Tree Lane, Bournville, Birmingham B30 1UB.

To all tenants who willingly gave time to meet with the Inspection Team, a special 'thank you' from all at BVT