



# **KINGSTOWN WORKS LIMITED**

## **HCC TENANT AND RESIDENT INVOLVEMENT POLICY**

July 2017

## HCC TENANT AND RESIDENT INVOLVEMENT POLICY

### 1. Purpose

The HCC Tenant and Resident Involvement Policy sets out KWL's commitment and approach towards tenant and resident engagement and customer care.

As a wholly owned subsidiary of Hull City Council (HCC), KWL will adhere to the Council's corporate aims outlined in the Tenant Involvement Agreement and supporting documents, in providing a repairs and maintenance service to the tenants and residents in Council owned dwellings. KWL has a three year Business Plan which is reviewed annually by the KWL Board of Directors.

In addition, KWL is committed to treating people fairly, with dignity and respect, shall not unlawfully discriminate either directly or indirectly on such grounds as age, disability, gender re-assignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation or social status.

### 2. Scope of the Policy

KWL will work effectively in line with Hull City Council arrangements and priorities towards tenants, residents, leaseholders to continually improve the quality of our services. We will strive to work towards the client's residential involvement strategy and framework, working in partnership with those involved to ensure accountability and transparency for residents.

### 3. Commitment

This policy embraces the philosophy of our customer care, corporate social responsibility and equality policies. We are committed to supporting community activities, local labour and skills development, including apprenticeships. We recognise the diverse needs of the local population and work closely with HCC to understand tenant profiles and respond to the needs of the local residents and this will be demonstrated by:-

- Treating all individuals and communities with fairness and respect
- Understanding the different needs of our customers, including in relation to the equality strands and customers with additional support needs.

KWL will communicate this policy to all our employees and ensure they are given appropriate training to raise awareness of resident involvement processes.

Additionally, KWL's service standards are set out within our code of conduct.

#### **4. Consultation, Liaison and Training**

We will actively share information on our services and seek feedback through involvement in tenants' forums; tenant panels; scrutiny panels; area committees; service improvement groups; local residents groups; and patch walks. KWL will work to engage less involved residents. To achieve this, KWL shall engage with residents through the provision of presentations, reports and briefings and attendance at the respective meetings. KWL will use this feedback to inform our aims and approach.

There are strong arrangements in place to review and monitor the client contractor relationship and manage performance against targets through the meetings of the various forum and panels where tenants are active members.

KWL can provide learning and training opportunities in the form of:

- Visits to KWL premises to gain knowledge of the business
- Shadowing the clerical teams to learn the repair ordering process.

#### **5. Provision of Information**

KWL will ensure the provision of clear and concise quality information through a variety of mediums including, tenants packs for planned works, letters, website and tenant meetings. To achieve this, KWL operational teams and customer liaison officers will consult with customers to meet their individual needs.

We aim to ensure tenants and residents are fully informed of planned works and appointments are agreed at a time that is to suitable to them.

KWL shall provide information in other languages and have access to Language Line Services where interpretation and translation is required.

KWL is also committed to ensuring tenants personal information is safe guarded and provisions are in place to maintain confidentiality.

#### **6. Customer Feedback**

Our customer feedback strategies underpin this policy and aims to obtain views and feedback from tenants. We have a robust and effective complaints procedure and processes for managing customer feedback. We are committed to utilising this intelligence and use feedback to inform our future aims and approach to meet customer's needs and improve service delivery, enhancing the way we work.

As highlighted within our Annual Report 2016-17, service delivery and performance has continued to improve, with the number of complaints decreasing. We are proud to have achieved numerous external quality standards including: Green Apple Award for Sustainability 2016, APSE Apprentice of the Year and the Green Investors in the Environment Award 2016 demonstrating our commitment to continuous improvement.

Should you wish to compliment us, raise a concern, make a complaint, or provide feedback please telephone 300300 or visit [www.hull.gov.uk/resident/consultation-and-feedback/customer-feedback-scheme](http://www.hull.gov.uk/resident/consultation-and-feedback/customer-feedback-scheme).

## 7. Policy Review

The Performance & Quality Team, in consultation with KWL management and will review the policy statement on a regular basis, following feedback from our customers and stakeholders. KWL will ensure that Hull City Council tenants and residents have the opportunity to review, feedback and contribute to this policy via The Homes Standard Panel and the HCC Tenant Participation Team.

This policy will be openly available to all members of the public via our website: [www.kingstownworks.co.uk](http://www.kingstownworks.co.uk)

This policy is fully endorsed by the Directors.

The Chief Operations Officer, Roger Grannon, has designated responsibility for the day-to-day implementation of this policy.

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Signed for and on behalf of KWL

Signed:

  
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Date: 8 August 2017

Name:

Robert Morley, Business Leader

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