



Kingstown Works Limited

Resident Involvement Policy

Policy Authorisation	Version No.	Date Approved
Roger Grannon, KWL	1	19 January 2017

Kingstown Works Limited – Company No. 05867235
Registered Office: Connaught Road, Kingswood, Kingston upon Hull. HU7 3AP

Resident Involvement Policy

Purpose

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

As a Hull City Council controlled company, 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 on a regular basis.

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 reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation or social status.

Scope of the Policy

KWL will work effectively in line with the Client's 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.

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 the Client to understand tenant profiles and respond to the needs of the local residents. 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.

Consultation, Liaison and Training

We will actively share information on our services and seek feedback through involvement in: tenant 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 Housing Project Liaison Core Group 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.
- Shadowing the operational teams to observe behavioural and quality standards.

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 are fully informed of planned works and appointments are agreed at a time to suit individual customers.

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 safeguarded and provisions are in place to maintain confidentiality.

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 2015-16, 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: the Green Apple Award for Sustainability 2016, APSE Apprentice of the Year and the Green Investors in the Environment Award 2016 thus 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

Policy Review

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


This policy will be openly available to all members of the public via our website: www.kingstownworks.co.uk

This policy is fully endorsed by the Board of Directors.

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

Signed for and on behalf of KWL:

Name: Daren Hale (Chair)

Signed: 
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Date: 19/01/17.
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