



ALABARÉ

RESIDENT AND CLIENT CONSULTATION POLICY

Introduction

It is important that when Alabaré proposes changes, carry out works or make decisions that may affect you, we take your views into consideration. By doing so, we would hope to get things right.

By creating and implementing this policy, we are fully committed to consulting our residents and clients on all issues which may affect them. We will endeavour to do this by :

- TALKING with you
- EXPLAINING to you what is going on
- ASKING for and LISTENING to your views
- WORKING with you to IDENTIFY a way forward
- INFORMING you of what has been decided

The aim of this policy, therefore, is to ensure that we carry out our obligations to our clients and to ensure that we comply with the law, Housing Corporation and Supporting People guidelines by consulting with our clients when proposing changes that may affect your accommodation or the services you receive from us.

Consultation

Policy and procedures: Where we propose any change to existing policies or procedures affecting the level of housing management or maintenance that will affect you, e.g. changes to conditions of license, availability of staff or changes to how we deal with repairs.

How we will consult: This will be done in a number of different ways, depending on the importance of the changes. We will normally consult by having resident / client meetings in each project and if necessary by writing to or meeting with clients individually. Where proposals only affect one project, we will consult with the residents/ clients in that scheme. In addition, we will oversee the election and appointment of both a Client Representative and Deputy Client Representative to the appropriate Care & Support Committee. The term of office for these posts is 12 months.

These representatives will:

- Undergo a formal induction with the Chair of the Care & Support Committee and receive appropriate training
- Attend Care & Support Committee meetings bi-monthly

- Hold regular monthly meetings with clients
- Liaise between clients and Care & Support Committee, ensuring that clients receive feedback on any relevant issues
- Express the views of the clients, not just their own opinion
- Attend any other meeting as necessary to represent the clients
- Take on any other duties relevant to the post as requested by the clients or Care & Support Committee (e.g. client feedback surveys).

Monitoring

Maintenance: We will use appropriate maintenance feedback forms. Each project will analyse their records to assist in monitoring maintenance standards, and feedback to the landlord any areas of concern if appropriate.

Resident / Client Satisfaction: In addition to resident meetings, we will seek to find your views on how we provide our services by asking you to complete periodic questionnaires.

At all times will endeavour to:

- Consult with you at the earliest opportunity.
- Explain any proposals, fully and clearly.
- Identify alternatives to any proposals, if possible, and provide residents / clients with real choices.
- Give our residents / clients sufficient time to consider and respond to any proposals.
- Take account of residents / clients views and if feasible, incorporate such views into the final proposals.
- Feedback to residents / clients the outcome of any consultation process and how the final decision was arrived at.
- Make residents / clients aware of their right to appeal by using our complaints procedure.
- Keep records of all consultations carried out and include such information in reports to appropriate committees.