

local area co-operation promise



Our Local Area Co-operation Promise

This document sets out our Promises to customers in relation to how we will co-ordinate activity and co-operation in your local area.

The document has three sections which have been developed with our customers.

The first section sets out our Promises to you. The second section sets out the way we will measure and report our performance and in section three we explain how we will achieve value for money.

Our Promises to you

- Working with you and other organisations (e.g. Local Authority and Police) we will support and invest in regenerating your neighbourhood
- Together we will develop Neighbourhood Investment Plans to ensure you influence our investment in your home and the wider neighbourhood
- Working with other organisations we will agree priorities and target resources based around what matters to you in your neighbourhood
- We will work with other organisations to gain funding to support new and existing projects in your neighbourhood
- We will work with you and other organisations to support the development of new and existing resident and community groups
- We will monitor neighbourhoods to identify issues and measure sustainability and the difference that our work makes
- We will look at what other housing associations do to ensure value for money, share best practice and discover new and innovative ways of working

“We are proud to support young people via the Princes Trust”

Jan Melia,
Wulvern’s Regeneration Officer



Measuring our Promises

- We will listen to you and measure what matters most to you in your neighbourhood
- We will monitor neighbourhood sustainability through the W.I.N.S* tool, and take appropriate action
- We will agree targets and measures with partner organisations and measure our performance against them
- We will report our results on our website each month
- We will send our results to all customers twice a year
- We will publish our results in our Annual Report
- We will benchmark our service both nationally and locally with similar landlords to ensure we know how we compare and to learn and improve
- We will monitor all of the above against customer data and information to assess if there are any trends and identify potential discrimination



* The WINS tool is used by Wulvern to measure the performance of our neighbourhoods. It captures and brings together a range of different issues occurring in particular neighbourhoods and helps us to make justified and evidence based decisions about the future of these neighbourhoods.

Value for Money

We will consider and review the three key elements to delivering value for money:

Economy:

We will keep a close eye on what it costs to provide the service

Efficiency:

We will continuously explore ways of reducing waste and improving

Effectiveness:

We will measure the impact of what we achieve

- We will secure the right partnerships to facilitate neighbourhood initiatives
- We will seek external funding to help make our resources go further
- We will follow best practice and innovation to deliver initiatives and activities in a cost effective way





**Opening hours for
Wulvern Head Office**

Monday – Friday 8.30am – 5pm

**Opening hours for
Wulvern Office Crewe**

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
1pm - 2pm

**Opening hours for
Wulvern Office Nantwich**

Monday 9am – 5pm
Tuesday 10.30am – 5pm
Wednesday 9am – 5pm
Thursday 9am – 5pm
Friday 9am – 5pm

Closed between
12.30pm - 1.30pm

Contact details:

Wulvern Head Office

Wulvern House
Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Office Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Office Nantwich

Beam Street
Nantwich
Call 01270 506200



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર ફોન કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ند یمان بێ بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔

Bengali

যদি এই ডকুমেন্ট আপনার ভাষায়, টেপে, বড় আকারে বা ব্রেইলে পেতে চান তাহলে দয়া করে আমাদেরকে
01270 506200 নম্বরে ফোন করুন অথবা আমাদের কোন একটি অফিসে বলুন।



www.wulvern.org.uk

01270 506200