

EYES WIDE OPEN POLICY STATEMENT

30 August 2022

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Policy approved by:	OMT
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EIA Required? NO	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	3
Lead officer:	Anila Khalid

1 EYES WIDE OPEN POLICY STATEMENT

1.1 Stockport Homes Group (SHG) is committed to ensuring that all employees fully understand their role and responsibilities with regards to meeting the organisation's mission of Transforming Lives and specifically the aims of developing thriving, safe and sustainable neighbourhoods and appropriately act on issues they witness whilst undertaking their role.

2 OBJECTIVES

2.1 The Eyes Wide Open Policy Statement compiles and underpins many of SHG's policies and procedures as well as supporting Stockport Council's strategy objectives, ensuring its employees and contractors take ownership of, and report any issues identified whilst working on neighbourhoods, in customers' homes or when travelling through Stockport to and from the workplace.

2.2 Using a 'one team' approach and having effective external partnerships working, together to achieve neighbourhoods which are clean, sustainable and with services that are delivered to a high standard.

2.3 To support the aims of the Safeguarding Children and Adults at Risk Policy, striving to provide a safe environment for children and vulnerable adults where there are concerns that may include property condition, hoarding, abuse including financial, emotional, physical and child neglect.

2.4 To support the aims of the Anti-Social Behaviour Strategy in response to ASB, Hate/Organised/Environmental Crime, such as fly tipping, illegal horse grazing, running businesses from SHG premises, car repairs, suspected drug dealing, illegal driveways without drop curbs.

2.5 To ensure that all employees of SHG, contractors and any other representatives of SHG such as volunteers are aware of their responsibilities pertaining to Eyes Wide Open and the general maintenance of the neighbourhoods managed by SHG, whether employees, regardless of their role.

2.6 To ensure that Stockport Homes properties and communal areas are safe places for customers/visitors and also compliant with building and fire safety regulations e.g. condition of fire doors, communal areas are clear, mobility scooters are not stored etc.

3 STOCKPORT HOMES COMMITMENT

3.1 To induct new employees and provide routine refresher training to all employees as part of their learning and development into the Mission, Vision and Aims of SHG making clear reference and examples of the relationship with Eyes Wide Open.

3.2 To have employees and contractors who are confident and competent in reporting issues identified as part of Eyes Wide Open, supporting employees to achieve cleaner and sustainable neighbourhoods.

3.3 Ensuring that SHG employees and their contractors are committed to ensuring the safeguarding of customers in their homes and neighbourhoods and immediately act on any concerns witnessed.

3.4 Have effective relationships with partner agencies, for example, Stockport Council, who also have a role in the maintenance, policing and safeguarding of the neighbourhoods managed by SHG to ensure that any issues in service delivery or community safety are promptly resolved.

3.5 To successfully communicate Stockport Homes Eyes Wide Open Policy Statement to all employees at their corporate induction, and through the most effective methods on a regular basis including toolbox talks, learning and development activities, team meetings and the Huddle, and as part of other policies operated by Stockport Homes.

4 LINKS TO CORPORATE STRATEGIES AND POLICIES

4.1 The Eyes Wide Open Policy Statement will not be operated in isolation and works to support and complement other strategies and policies adopted by Stockport Homes and Stockport Council. The key strategies and policies are identified below:

- Stockport Homes Delivery Plan
- Safeguarding Adults and Children at Risk Policy
- Neighbourhood Inspection & Customer Walkabout Policy
- Tenancy Visit Policy
- Housing Fraud Policy
- ASB Policy
- All Tenancy Agreements operated by Stockport Homes
- SHG Greenspace Strategy
- Hoarding Policy
- Serious and Organised Crime Strategy
- Stockport Council's All Ageing Strategy
- Stockport Council Safe Stockport Strategy
- Building Safety Policy.

5 LINKS TO LEGISLATION

5.1 The Eyes Wide Open Policy Statement also complies with a number of key legalisation:

- Housing Acts
- Crime and Disorder Act
- ASB, Crime and Policing Act
- Environmental Protection Act.

6 CORPORATE RESPONSIBILITIES

LEADERSHIP FORUM ENSURES:

- 6.1 They develop a positive culture around Eyes Wide Open embedding this within all service areas and amongst all employees.
- 6.2 To lead by example by taking ownership of, and reporting, any issues identified whilst working on neighbourhoods, in customers' homes or when travelling through Stockport to and from the workplace.
- 6.3 To provide adequate training and resources to enable employees to competently and confidently report and take ownership of issues identified as part of Eyes Wide Open.

EMPLOYEES ENSURE:

- 6.4 To take responsibility for any issues identified when in customers' homes, working in neighbourhoods and when travelling through Stockport and refer or report the issue to the relevant organisation, service area or Neighbourhood Housing Officer.
- 6.5 To liaise effectively and give feedback and updates on any issues referred from one member of staff to another.

7 EQUALITY IMPACT ASSESSMENT (EIA)

- 7.1 It has been identified that SHG need to ensure the refresher training and contractor liaison work includes how to deal with issues around protected characteristics for example how to deal with issues relating to disability.
- 7.2 The Corporate Strategies and policies that link from any the Eyes Wide Open Policy Statement will detail how to deal with issues identified with protected characteristics groups.

8 OWNERSHIP, MONITORING AND REVIEW

- 8.1 This Policy is owned by the Operations Directorate and will be monitored by the Operations Management Team.
- 8.2 The Policy will be reviewed in line with the Operations Management Policy and Procedure Review Schedule.