



SWY CUSTOMER CODE OF PRACTICE

Index

1. Who We Are
2. What This Customer Code is About
3. Our Contact Details
4. Our Services
5. Customer Service
6. Improving the Code.

1. Who We Are

Starts with you Ltd. is a social enterprise subsidiary of Bolton at Home, delivering a range of services on a commercial basis and re-investing profits in the delivery of social impact (social value). We aspire to champion and demonstrate a kinder, fairer way of doing business, trading profitably and ethically, re-investing profits in our Purpose. We exist, not only to deliver our brilliant support and services, but to do it in a way that makes a difference to the people and places we work with and in – we call it our “Positive Change”.

Our services create opportunities and empower people to make Positive Change.

Our values are important to us. They guide the way we treat each other, our employees, customers, and partners to be certain that we provide excellent services.

Ambition: We are ambitious for ourselves, our company, the people, and places where we work. Using our initiative, drive, and energy we learn, grow, and aim to be the best we can be.

Empowering (People): We empower people to help them to live better lives. We support colleagues, customers, and partners to develop the knowledge, skills, and confidence to live and work independently, achieve their goals and to be their best self.

Integrity: We have integrity. You can rely on us; we are open, honest, and trustworthy. We respect each other and the people and places where we work and deliver on our promises.

Passion: We are passionate about the people we work with and places where we work. We love what we do. We are positive and enthusiastic, creating time and space to have fun at work.

One Team: We are one team. Stronger together, we lead by example, take personal responsibility and ask for help when we need it; we celebrate diversity, respect our colleagues, and thrive in an inclusive no-blame culture.

Our Accreditations and Memberships

We have several memberships and accreditations as part of our purpose and helping to improve employment standards in Greater Manchester.

These are:

- Certified Social Enterprise employer (SEUK members)
- GM Good Employment Charter members

- Real Living Wage & Living Hours accreditations
- Disability Confident Employer.

We are members of National Energy Advice Action For Warmer Homes and also accredited as silver members with Constructionline and ACCLAIM; are registered with the Financial Conduct Authority (FCA), and Advice UK who are national recognised bodies by relevant funders and regulators, ensuring that our services meet required high standards for our customers and clients.

2. What This Customer Code is About

We hope you will find this Code of Practice helpful when you need general information about Starts with you's services or if you have questions.

In this Code we tell you what standards of service you can expect in relation to Starts with services. We also explain our commitments and tell you how to complain if things go wrong.

3. Our Services

With a focus on empowering people and creating opportunity to access work, Starts with you delivers a range of People and Property Services to individual and business clients.

Property Services

Our Property Service team offer services to businesses and private customers ensuring high quality delivery whilst creating opportunities for entry level work. We maintain excellent quality services whilst proving a chance to get back to work, with 30% of our workforce drawn from out of work candidates.



SWY Property Services



Property Clearance Services

- Empty Property Clean
- Empty Property Clear
- Environmental Cleans
- Garden Clears
- Bio Fogging
- Needle Sweeps & Sharps Removals
- Fly Tipping Removal



Building Safety

- Statutory Building Safety Tests
- Emergency Light Testing
- Parameter Checks



Caretaker & Handy Persons

- Residential Caretaking
- Residential Handyperson Service
- Commercial Caretaking
- Commercial Handyperson Service

**Caretakers and Handy Persons:**

We provide a caretaking service in older persons accommodation. Our caretakers carry out work to ensure that communal areas are clean, safe, easily accessible and fit for residents to enjoy. Caretakers also provide extra help by doing small practical jobs to make the lives of the residents easier and safer around the home, helping them to live independently and avoid slips, trips, and falls. All caretakers are fully trained in all aspects of health and safety including COSHH, Legionella, needles and sharps, and infection control.

Our Handy People work to support customers and assist with those tasks it is difficult to get help with making lives easier and safer around the house. They provide services ranging from minor repairs, building furniture and manual handling of office & home furniture to support relocation.

Building Safety:

Our trained team carry out statutory building inspections on customer properties including community buildings, offices, and residential premises. The inspections can vary from building to building, and include a range of checks, from fire alarm testing / fire door checks, water hygiene / purging, visual inspections of defibrillators, to fire extinguisher inspection, fault recording and more. In addition to undertaking checks and maintaining building safety records on behalf our clients, our team also provide fault reporting as part of their duties, acting as the eyes and ears of our clients on site.

Our services provide important assurance and audit trails that your statutory duty is discharged.

Property Clearance Services:

Our team support customers by restoring properties back to a clean and presentable condition at the end of a tenancy. Our team work quickly to turn around properties to reduce waiting times and ensure a clean and presentable living environment for tenants.

They are fully trained in all aspects of health and safety including COSHH, risk management, needles and sharps and asbestos awareness. As registered waste carriers we ensure that all hazardous and non-hazardous waste is disposed of in accordance with environmental legislation and regulations, minimising waste to landfill. We work alongside local charities to ensure that we recycle and reuse whenever possible to benefit the community and the environment.

The service includes Initial and final property cleans, full house clearances, garden clearances, removal, and disposal of domestic appliances small or large, roof space clear outs, needle sweeps and removals, biohazard clean up and removal, and specialist cleaning and de-contamination.

People Services:

Our People team offers a range of advice and guidance services, both individual and business customers, aimed at developing knowledge, skills, and confidence to improve quality of life, empower and support customers to access opportunities.



SWY People Services



Employability

- Employment Advice & Guidance
- Career and Life Coaching
- Job Search Support
- Barrier Busting
- Essential Work Skills



Money

- Debt Advice
- Welfare & Benefits Guidance
- Money Management
- Household Budgeting



Energy

- Energy Efficiency Advice & Measures
- Customer Engagement
- Energy Bill Reviews & Switches
- Grant Application Support
- Carbon literacy



Digital

- Essential Digital Skills
- Digital Inclusion
- Digital Engagement



Community Research

- Customer Satisfaction
- Customer Surveys

Employability

The **Career and Life Coaching** service was designed and developed in response to growing demand and is currently being delivered throughout Bolton UCAN centres, libraries and virtually. The service aims to help people to overcome their barriers to employment, including confidence building, coaching positive attitudes to job seeking, identifying areas for personal development, skills development, solutions, and goal setting, as well as CV writing, interview techniques, and career advancement.

Motiv8 is funded by £14 million from The National Lottery Community Fund and the European Social Fund as part of the Building Better Opportunities programme. To date Motiv8 has helped over 5000 participants.

Motiv8 is led by Manchester Athena, a partnership of housing providers working together to transform people's lives. As a subsidiary of Bolton at Home, Starts with you deliver Motiv8 support in the Bolton, Wigan and Leigh area.

Motiv8 transforms lives by helping people overcome the challenges and barriers they face to get back on track. By improving wellbeing, confidence, and employability skills, we can increase participants chances of accessing training or finding a job.

Money

The Welfare, Debt and Money Advice service offers free, impartial advice on a wide range of money matters. We support our customers through face-to-face meetings to take control of their finances and improve the way they manage money. Our advisors are fully qualified Money Advice Practice members, and we are accredited by the Financial Conduct Authority.

We support our customers with preventing and prioritising debt, debt counselling, benefit calculations and support with applying, advice on moving from benefits to employment and access to templates and information.

Energy

Our energy advice service is a free and impartial service, aimed at making homes more energy efficient and reducing bills. Our fully trained energy advisors can check customers current energy bills and



support them to switch to the best supplier and tariff and offer practical advice and tips to save money on energy bills.

Digital

Our basic IT training is the first step in improving IT skills and helping people to use the computer or electronic devices more independently. This service is delivered in UCAN centres throughout Bolton with a focus on job search, financial inclusion, access to health services and social connections.

Examples of what customers can learn are how to use a computer, online basics – using search engines, being safe online, emails and Office programmes, internet skills including social media, online shopping, and online safety, as well as how to find a job online and bespoke support.

Community Research

Our Community researcher co-ordinates and administers research projects on behalf of our parent company, Bolton at Home. They collect and analyse data, allowing Bolton at Home to further understand their tenants and make informed decisions about services and future initiatives. All our work carried out is clear and transparent as to the subject and purpose of data collection, and our researcher ensures they adhere to protocols in relation to data protection and confidentiality.

As a company that empowers people and pride ourselves on doing things well, all our employees are trained in the skills and knowledge needed to keep them and our customers safe. Training and development include data protection, safeguarding, customer service, health and safety, and equality and diversity, plus much more.

4. Customer Service

4.1 Whether working with members of the public or corporate clients we are proud of the level of customer service we offer. We always conduct our services courteously and professionally and in accordance with our values. Our services, actions and advice will always put customers interest first and conform to relevant regulations and law.

Whether we have contact with you in person or by telephone you can expect us to deal with your enquiry quickly and efficiently. If you are dissatisfied, please see our Complaints Policy for further information (this Policy can also be found on our website).

4.2 Information We Hold About You and Data Protection

The information that we collect is limited to that which is necessary in order to deal with your enquiry or deliver services.

Whenever we collect or process your personal data, we will do so with your consent (or under legitimate interest) and will only keep it for as long as is necessary for the purpose for which it was collected.

You can access our Privacy Policy on our website, which includes details of retention timescales.

4.3 Complaints & Compliments

Our Complaints Policy which is available on our website tells you how to complain. It describes how we handle complaints, what happens if you are unhappy and escalate a complaint if you are dissatisfied with the outcome of your complaint.



We will deal with all complaints promptly, including carrying out a thorough investigation and giving you a clear and full response. If we have done something wrong, we will apologise and, where possible, put things right.

We are always happy to receive compliments and suggestions from you. If we have done something well, we will pass on your message to the relevant employee(s). Suggestions will be considered by our managers. We will also give you feedback on how your suggestion has been used.

Complaints, compliments, and suggestions are some of the key ways that you tell us what you think of our services. We use this feedback to learn what we are doing well, what is not working well and how improve what we do.

5 Improving the Code

We hope you have found that this Customer Code answers your questions or lets you know what you should do and who to contact.

If you wish to make suggestions about improving the Customer Code, please do contact us.

6 Our Contact Details

The following details may be useful as a first point of contact:

General Enquiries:

Telephone

01204 937700

Email

Hello@startswithyou.org.uk

Write to us

Starts with you
Suite 2, Oceanic House
Navigation Business Park
94 Waters Meeting Road
Bolton
BL1 8SW

Our Website

[Start With You \(startswithyou.org.uk\)](http://StartWithYou(startswithyou.org.uk))

Social Media

Twitter: Startswithyou1

Facebook: StartswithyouBolton

Linked In: STARTS WITH YOU LIMITED

YouTube: Starts with you, Bolton

Our Financial Conduct Authority (FCA) Reference Number: 806403

FCA Contact Details:

0300 500 0597 from the UK

Firms can also email firm.queries@fca.org.uk.