

Community Empowerment

Achieving what matters with
you in your community



 Knightstone

What is Community Empowerment?

Community Empowerment is a service that aims to achieve what matters with you in your community. We'll listen to you on local issues and support you to take action. We can provide anything from one off advice or information, to hands on help to develop a large or small project. We're already working with communities that need intensive support.

What we can help you with

We can help you to:

- Get to know your neighbours better, perhaps through a local event
- Find out what matters to others in your community and agree common ground
- Talk through early ideas
- Plan local projects and make them happen
- Work well together even if there are differences between you
- Link up with other helpful local agencies and opportunities
- Bid for a grant from our Community Improvement Fund or find other funding
- Meet with other local people who are doing or planning something similar.

Service standards

our promise to you

We promise to:

- Listen to you to understand what's great about where you live and what matters in your community
- Treat your community with respect and recognise and use your collective strengths, skills and aspirations
- Involve you in making your community a great a place to live, by building and delivering great projects, activities and plans
- Make sure that you enjoy equal access to our service and that we get you involved in different ways
- Make sure that decisions which affect your community are reached openly and fairly and that we act on the response of the majority
- Help you set up and run your own community groups, activities and projects
- Adopt a can do approach

- Provide you with friendly, professional and well trained staff
- Respond to your request for our support on the day we receive it.

How we'll do it. We'll:

- Try different methods to find out what matters to you and your community
- Organise community activities and events with you to bring your community together, making sure that we assess risks and have fun at the same time
- Involve you in designing local solutions and making sure our work with you is on track
- Communicate with you clearly and regularly to make sure that you're well informed and kept up to date on how things are going
- Support and offer training to you if you want to take a lead on a community activity

- Identify excellent partner organisations to support us to achieve what matters because we know we can't do everything.

Why this is important

We produced these standards after listening to our residents. We want everyone who uses our services to be clear about what they can expect from us. We'll:

- Review all standards at least every three years
- Involve residents in the reviews
- Make sure the standards reflect a balanced view from all the resident groups
- Monitor how well we're doing and publish the results in our Annual Report and on our website
- Make sure the results we publish are in Plain English and that they're written and approved by residents
- Involve our residents in the reviews

- Make sure our standards reflect a balanced view of all our residents

If we get anything wrong we'll:

- Put it right as soon as possible
- Let you know what's happening
- Say sorry
- Learn from mistakes so they don't happen again
- Find out if you're satisfied with how we dealt with the problem
- Let you know how to make a complaint if you're not satisfied.

We'll monitor our performance by:

- Capturing and publishing the social and economic impact of our work in our annual Impact Assessment
- Involving you in reviewing and refreshing our community plans (where we have them in place) every six months.





Get in touch

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