

# A brilliant Tpas Accredited Contractor



Organisation	LOVELL
Achieved accreditation	May 2016

## Inspiring Involvement

- 1. Trade road-shows offer residents opportunities to learn basic DIY skills such as 'How to use a drill' and decorating**  
These locally scheduled events provide essential learning particularly for newer households and offer a valuable opportunity for residents who are struggling with basic home maintenance. What is different is the approach using road-shows designing in a level of informality and increased accessibility at local area levels.
- 2. Eco Bus events offer residents training in how to manage Heating Thermostats**  
Residents who took part in the LOVELL assessment process particularly valued this practice following the installation of new and different heating systems. These residents talked about energy cost concerns and viewed these activities as offering valuable opportunities to understand how to use the system and get the best value out of it, one resident said, "It helps avoid guesswork and gives you peace of mind". Other residents commented that it makes a difference to relationships when a contractor makes the effort to come out to local areas to help residents understand improvements made.
- 3. Clients and Lovell Team staff (the Partnerships) provides introduction to the construction industry workshops for school leavers increasing the pool of potential local labour, Employability Training for young people e.g. CV and interview skills.**  
This area of activity demonstrates a commitment to the future success of young communities where LOVELL is delivering contracts. The approach demonstrates a win-win situation for young residents to increase their future job security options, and, for LOVELL to raise local awareness of their business and maximise the level of locally employed young people: This example combines investment in young futures and good business sense.
- 4. Investment in local businesses through supply chain and subcontractor stimulates the local economy and helps ease local skill shortages that are present in every area of the country.**  
This is another example of LOVELL practice demonstrating commitment to the communities and local economies where they have contracts. By investing in locally established businesses they avoid the potential for displacement of local employment levels and contribute to local economic security.
- 5. Wide range of local and national initiatives: Lovell Legacy – Positive Impact**  
Community, education, employment and sustainability are the four cornerstones of LOVELL commitments to being good corporate citizens. There is clear local relevance in the range of initiatives supported across the different communities where LOVELL operates which makes it clear that they really get to know the local areas and communities to agree the additional support they contribute. This is a classic example of doing things with communities and not to them!
- 6. Team Specialist Mentor scheme**  
This initiative is highly valued by LOVELL resident liaison staff and offers a sense of security and confidence in delivery of the role; staff members are supported by dedicated and specialist peer mentors who share their skills and expertise through side-by-side support and shadowing. In particular, this was found to have positive impact supporting residents through the many different situations they face. This arrangement is well structured and monitored closely to identify learning and is used to inform a valuable range of approaches highly focused on delivering the best for residents receiving the service.

## The Difference

“This Accreditation stands out from others as a direct result of the dedication to resident involvement demonstrated throughout the process. I am particularly impressed with the inclusive approach the organisation takes to delivery of excellent service through sharing experiences between staff and between staff and the communities they work with.”

**Kate Newbolt, Tpas Consultancy Manager (Central)**

