

1 Introduction

1.1 Three Sixty (SHG) Ltd is part of the Stockport Homes Group and delivers maintenance, planned works, construction and development for both Stockport Homes Ltd and other clients. This policy will define Three Sixty's commitment to and management of quality, for all of its customers driven by its leadership commitment at all levels.

2 Authorisation

2.1 All Three Sixty employees shall comply with this policy and its associated arrangements as a part of their roles and responsibilities. We will bring this policy to the attention of our employees, supply chain partners and all relevant interested parties, and review it on regular basis.

3 Policy Statement

3.1 Three Sixty shall create and maintain a culture where the team are focused on delivering quality for our customers ensuring that it is trusted by its clients on all projects that it completes.

3.2 The company will ensure that everyone takes responsibility for quality, empowering our people to become experts in their roles whilst embedding lessons learnt and best practice to drive continual improvement across the business.

3.3 Three Sixty will continually review robust indicators to measure performance including planning, delivery, satisfaction and auditing both internally and by external experts. The performance will be measured and reported via corporate Key Performance Indicators which will be developed in conjunction with customer requirements.

3.4 Quality will be assured by implementing a business leadership review process that creates a framework to establish and meet our quality objectives and deliver on our business aims and commitments.

3.5 The company will engage and maintain accreditations with industry authorities whilst implementing auditing processes to meet recognised required standards such as NICEIC, CHAS, NFRC, BMTRADA, GAS SAFE, FENSA and LABC.

4 Primary Objectives of Three Sixty (SHG) Ltd.'s Quality Policy

4.1 Three Sixty will ensure provision of effective and competent resources, arrangements, and management controls to deliver the policy requirements and ensure they are appropriately established and implemented.

4.2 To achieve this, the aims and objectives of the policy are:

- To provide a high-quality maintenance, compliance, construction and refurbishment service for all its customers with high levels of customer satisfaction
- To continually improve our service by engaging with our customers to gain feedback either in person or by utilising technology where applicable
- Identifying and maintaining all necessary certifications and accreditations for the sectors in which we operate
- To involve customers in setting repairs standards and other key decisions
- To ensure staff and approved contractors working for Three Sixty adhere to the relevant Codes of Conduct, Health & Safety requirements and other applicable policies and procedures
- To ensure value for money is achieved in the delivery of the service for both internal and external customers
- To regularly review the performance and service delivered by contractors and suppliers and report issues in a timely manner
- To ensure value for money is achieved by using “fit for purpose” materials and components sourced through approved and effective supply chains
- To ensure equality and diversity issues are integrated into the service for all customer.
- Committing to comply with all Group, legal and other applicable requirements

5 Internal Controls

1	Version control	Version number will change every three years or at major review	
	Version No.	Date	Change/s and reasons for change
	1	July 2025	3 yearly review

2	Policy Owner i.e. Director	Director of Corporate Services/Deputy Chief Executive 
	Policy Author/s i.e. Head of Service	Assistant Director Commercial Services 
	Approved by/date	Director of Corporate Services/Deputy Chief Executive – 14 th July 2025
	Communication	Team Meeting
	Effective Date - the date of sign-off	14 th July 2025
	Next Full Review Date i.e. 3 years after effective date, with an annual light touch review	13 th July 2028

3	<u>Regulatory Standards</u>	Please list the Consumer, Governance, Viability standards and outcomes this policy meets
	Standard/s	Required outcome
	Safety and Quality Standard	<u>1.1 Stock quality</u> 1.1.1 Registered providers must have an accurate, up to date and evidenced understanding of the condition of their homes that reliably informs their provision of good quality, well maintained and safe homes for tenants (see the glossary of terms for a definition). <u>1.2 Decency</u> 1.2.1 Registered providers must ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard unless exempted by the regulator. <u>1.3 Health and Safety</u> 1.3.1 When acting as landlords, registered providers must take all reasonable steps to ensure the health and safety of tenants in their homes and associated communal areas. <u>1.4 Repairs, maintenance and planned improvements</u>

Quality Policy

		1.4.1 Registered providers must provide an effective, efficient and timely repairs, maintenance and planned improvements service for the homes and communal areas for which they are responsible.
4	Linked policies/strategies	
		Three Sixty Environmental Policy Statement
5	Equality, diversity and inclusion	Describe how different experiences, characteristics, and approaches were considered during the formulation of the policy, e.g. neurodiversity, age, religion, sex/gender, financial/digital inclusion.
		An Equality Impact Assessment Screening form has been completed which has determined that a full Equality Impact Assessment is not required for the Quality Policy.
6	Customer/Colleague Voice	Describe how the customer and/or colleague voice shapes and influences the policy and services
		N/A
7	Risk management (Three Sixty)	This policy helps to mitigate the following risks identified on the Corporate Risk Register
	Corporate Risk 2	Three Sixty does not positively contribute to SHG's consumer regulation requirements and / or to the political setting in which SHG (as an ALMO) operates
	Corporate Risk 4	Three Sixty is unable to deliver an effective Repairs and Maintenance Service in line with stakeholders' expectations (including the Regulator and Ombudsman and customers)
	Corporate Risk 5	The customer experience of services delivered by Three Sixty is poor
	Corporate Risk 7	Health and safety and statutory compliance obligations are not fulfilled and relevant accreditations are not maintained
8	Performance monitoring	Please list the relevant government TSMs (Tenant Satisfaction Measures)
		N/A