

make it happen

Housing with Support Service Standards



What you can expect

If you live in one of our housing with support schemes we will:

- Be courteous and helpful at all times.
- Provide you with a safe environment with the support, advice and facilities you need to help you live an independent life.
- Promote and support your independence by providing you with relevant information.
- Complete a Support Plan within two weeks of moving in. Your Support Plan will identify the support needs you have and enable the Housing with Support Officer to liaise with agencies that can help you. The support needs may be around financial well-being, staying healthy and safe, enjoying and achieving and making a contribution. These are outcomes which our funders measure us against and we are happy to explain more about this.
- Review your support plan if changes occur and we will book a meeting with you at least every twelve months to formally review this document.
- Meet with you in your home 3 monthly to check the alarm equipment and pendant and update the information we hold for emergency response. At this visit we will give you fire safety advice and check your fire doors.
- Offer you regular welfare contact from a Support Officer. This contact arrangement can be changed to suit your needs at any time, although it will always be no less than weekly. Your welfare contact can be by phone, text, email, by remote connection, or in person.
- Consult you about any proposed changes to your scheme or service.
- Attend your scheme to meet with you on request. This gives you the chance to have your say about how your scheme is run.
- Ensure the service is accessible and inclusive. We will consider the needs of different individuals, groups and communities. We will make sure information is available in different formats and languages and we will consider accessibility when organising meetings and events.
- Respect your privacy and confidentiality at all times. We will not enter your home unless you agree to this, or if we are worried about your safety or that of others.
- Provide an emergency alarm response service 24 hours a day, 365 days a year. This is an alarm unit in your home and a pendant or other device, and a monitoring service, so that you can always call for help when you really need it, whether or not there are staff on site.

- Provide a named Housing with Support Officers who can be contacted from 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Fridays.
- Have someone available to provide emergency response out of hours, to access keys and provide an onsite presence in emergencies.
- Help you with any rent or benefit queries, and any repairs issues you may have.
- Support you in setting up social activities in your scheme and in your neighbourhood.
- Test the communal pull cords twice a year to make sure they're in working order, and provide any repairs and maintenance needed.
- Test the fire alarm in your scheme weekly, and ensure fire safety systems are maintained and working
- Carry out weekly and monthly water hygiene tests, to keep you and others safe from the risk of Legionella
- Invite you to a monthly Health & Safety inspection of the building.
- Change your light bulbs in an emergency, if you provide the bulb.

Housing with Support Officers do not provide personal, medical, or domiciliary care, or handle residents' money. They will liaise with other service providers to make sure you receive the services you need.

We won't go into your home, or let others in, unless it is an emergency, and we won't accept deliveries and parcels on your behalf.

If you are interested in moving into one of our housing with support schemes, you can expect to:

- Complete an assessment of your support needs with one of our Housing with Support Officers to make sure the service we offer meets your needs and expectations.
- Receive all relevant information about the scheme when we carry out your assessment.
- Be given the opportunity to view the accommodation and meet with a Housing with Support Officer before you accept an offer.

Let us know what you think

If you want to complain or give a compliment about any service you receive. You can contact your Housing with Support Officer or Housing with Support Manager on 01752 388392.