

Sheltered housing

service standard 2008-09

We aim to provide a sheltered housing service which helps older people live independently in a safe, secure and homely environment.

To achieve this we will:

- Assign a local scheme manager to your sheltered scheme
- Visit you every working day unless you don't want us to
- Complete a support plan with you which we will review once a year or whenever your circumstances change significantly
- Provide 24 hour emergency alarm cover, including an out-of-hours staffed response
- Answer 98.5% of all alarm activations within 60 seconds
- Check your pull cord alarm system is working monthly for sheltered housing, every three months in high rise flats and conduct visits yearly for non-sheltered homes
- Respond within 24 hours if your equipment fails. If it needs replacing or will take more than 24 hours to repair we will provide an alternative alarm unit
- Test fire alarm systems and water services at all schemes every week in sheltered housing or by the caretaker in high rise flats
- Help you to fill out forms and applications
- Keep you up to date on what's happening with our services
- Meet the Sheltered Housing and Telecare Users Forum every two months to discuss our services
- Clean communal areas every working day and will make sure schemes are neat, clean, safe and secure

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(continued)



- Use trained visiting staff who have all passed Criminal Record Bureau checks
- Tell you how we have performed each year
- Help you organise up to five social events a week at your sheltered housing scheme
- Invite you to monthly meetings with your scheme manager and six-monthly meetings with your housing patch manager to discuss the running of your scheme and how we may improve services
- Sheltered Housing Patch Managers or Scheme Managers will do monthly scheme checks accompanied by a tenant
- Ask you what you think of our services and use what you tell us to help improve those services.