

Uttlesford District Council

Sheltered Housing

Our Service Standards

If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter. Please contact our customer service team on 01799 510510.

Sheltered Housing

Uttlesford District Council is committed to delivering excellence in customer service at all times.

In order to achieve and maintain excellent customer service, we have developed a service standard with the help from our service users. This leaflet explains our standards for sheltered housing so that you know what to expect from us when you access this service.

If you feel our service has fallen short of this standard, please let us know. You can do this by using the customer feedback form on the back of this service standard document and sending it to Council Offices, London Road, Saffron Walden Essex, CB11 4ER or by contacting the senior sheltered housing officer on 01799 510510.

Sheltered Housing Services

Uttlesford District Council will:

Use a quality control system which makes sure that you are:

- Kept fully informed and involved in service delivery, by newsletters and consultation
- Kept safe from abuse
- Treated fairly, professionally and with respect
- Given independence and choice
- Provided with a swift response time to certain repairs dependant on your needs (please refer to your tenants' handbook)
- Provided with a weekend and out-of-hours response service.

Uttlesford District Council will provide a high quality housing support service to older people which enables support and encourages sheltered housing tenants to live independently by:

Providing a range of housing support services tailored to meet individuals' needs by offering three levels of service:

1. A daily weekday visit from your sheltered housing officer, and full access to Careline and all the services agreed in your tenancy

2. A weekly visit from your sheltered housing officer, and full access to Careline and all the services agreed in your tenancy
3. No daily visit from your sheltered housing officer, but full access to Careline and all the services agreed in your tenancy

We will

- Be courteous, respectful, and treat everyone fairly
- Provide a person-centred approach to assessments and delivery of support working in conjunction with partner agencies, when appropriate
- Provide a service where the dignity and right to privacy of all tenants is paramount
- Provide opportunities for life-long learning which promotes social inclusion and encourages every tenant to realise their full potential
- Ensure that all tenants are kept informed and have access to information in respect of their rights and choices
- Agreeing a support plan with you and reviewing it annually or more frequently if there are any changes in your circumstances
- Aiming to answer 96.5 per cent of emergency calls within 60 seconds of the call reaching the control centre, in line with the TSA (Telecare Services Association)
- Ensure an adequate and timely response is given to all emergency calls. This may include: a visit to your home, a call the emergency services, if requested or contact a family member to the emergency and check to ensure that your property is safe and secure
- In the absence of a family or friend provide a prescription collection service for urgent-only prescriptions issued by GPs on home visits
- Assist with social activities throughout the year at individual schemes. Also at standalone schemes we can help facilitate social activities, e.g. trips and days out
- Test all sheltered schemes pull cords and pendants every month
- Testing sheltered scheme's fire alarms weekly, at schemes that have communal areas
- Testing (where installed) sheltered schemes' lifts every three months and stair lifts every six months
- Carry out annual sheltered scheme risk assessments

- Undertake communal area visual premises safety inspections monthly
- Listen and act on customer feedback

N.B. These services are part funded by the government's "Supporting People" grant, which is reviewed annually. We will inform and consult you on any changes to the service which may be proposed due to the change in funding, best practice or regulation.

Your Responsibility:

Uttlesford District Council employees work hard to provide its customers with the best possible service. We will not tolerate verbal or physical abuse or damage to our property. These circumstances are very rare but our staff are not expected to stay in situations where they:

- Feel threatened either verbally or physically
- Fear for their own safety, that of colleagues or members of the public

