

Sheltered Housing Service Standards

Quality Control:

UDC Sheltered Housing Service 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 in how you are supported by the council. This is delivered via a sheltered housing tenant's assessment plan.**
- ✓ **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.**

Sheltered Housing Services:

We will provide a high quality sheltered housing service to older people which enables sheltered housing tenants to live as independently as possible:

The service includes a daily weekday visit from your Sheltered Housing Officer, to check if there are any Health and Safety issues in your property. If you do not wish to receive the daily visit, you can opt out of this part of the service. To opt out of the daily visit you need to sign a disclaimer with your Sheltered Housing Officer.

The service also includes full access to an emergency response system, including a weekend and out of hours response service, as well as all other housing services agreed in your tenancy.

We will promise to:

- ✓ **Provide a person-centred approach to assessments and service delivery, working in conjunction with partner agencies when appropriate.**
- ✓ **Provide a service where the dignity and right to privacy of all tenants is paramount.**
- ✓ **Ensure that all tenants are kept informed and have access to information in respect of their rights and choices.**
- ✓ **Provide tenants the opportunity to comment on the services they receive via residents meetings, newsletters, surveys and consultation with our Tenant Participation Officer.**
- ✓ **Provide tenants with the information they require to engage with activities within the scheme and the local community.**
- ✓ **Agree a Sheltered Tenant Assessment form with each tenant and review it annually or more frequently if there are any changes in their circumstances.**

- ✓ **Acknowledge complaints within three working days and provide a full written response within ten working days.**
- ✓ **Aim to answer 98.5% of emergency calls within 60 seconds of the call reaching the control centre, which exceeds the TSA (Telecare Services Association) platinum service levels.**
- ✓ **Ensure an adequate and timely response is given to all emergency calls (90% response time in 45 minutes – average response time 32 minutes). This may include; a visit to your home, a call to the emergency services or contacting a family member to the emergency and checking 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 smoke detectors on a quarterly basis.**
- ✓ **Test sheltered schemes' fire alarms weekly at schemes that have communal areas.**
- ✓ **Test sheltered schemes' lifts and stair lifts every month.**
- ✓ **Carry out annual sheltered scheme risk assessments.**
- ✓ **Undertake communal area visual premises safety inspections monthly.**
- ✓ **Access resident's homes to check on their wellbeing and in emergency situations. This includes doing regular safety tests. A card will be left to say a Sheltered Housing Officer has called.**

You will promise to:

- ✓ **Ensure that the Sheltered Housing Team can gain access to your property via their master keys at all times. No chains or bolts are to be fitted to your door.**
- ✓ **Inform the Sheltered Housing Officer when you are going away and inform them on your return that you are home.**
- ✓ **Provide basic details i.e. Name, date of birth, medical details, telephone number and any contacts so the monitoring centre can provide an effective response.**
- ✓ **Respect the rights of council staff to carry out their duties free from harassment or abuse**
- ✓ **Respect your neighbours right to privacy and the quiet enjoyment of their home**
- ✓ **Not smoke or allow any visitors to smoke in scheme communal areas.**