

# SERVICE STANDARDS SHELTERED HOUSING

## Summary of service

*Aim of service, what the service does and does not provide*

Ealing Council provides a housing support service to people over 60 and registered disabled over 55 which encourages them to live independently.

Housing Support Officers help people and properties stay safe through advice and support and encourage residents to participate in social activities should they want to.

## Service Standards "What we will do"

After signing up to the Sheltered Housing service we will agree a contact agreement which will be reviewed annually or earlier if required

Within 24 hours of moving in you will receive an induction from your Housing Support Officer

Within one week of you moving in, with your assistance we will complete essential paperwork, such as the confidential client data record, consisting of important personal and medical information. This paperwork is subject to review annually, or immediately upon change of circumstances.

When you move into your property, we will complete a "risk" assessment with you. If necessary, we will refer you to appropriate agencies that can provide assistance tailored to your particular needs. This is also subject to annual review.

We will help you to sustain your tenancy by informing you and your Neighbourhood Housing Officer when you get into arrears

We will offer weekly or monthly welfare checks, in accordance with your contact agreement

We will not enter your home without your consent unless in an emergency or advance written notice

We will assist with emergencies 24 hours a day, 7 days a week either through your Housing Support Officer or the Careline service

We aim to answer 97.5% of emergency calls within 60 seconds of the call reaching our control centre

We will ensure your dedicated Housing Support Officer visits their scheme every weekday and the Duty Housing Support Officer visits the scheme twice a week

We will ensure all equipment is working for your well-being and safety by:

- Reporting any faults on the alarm system or care safety equipment in the building on the same day we become aware of them
- Reporting any repairs needed in the communal parts
- Testing communal care alarms on a weekly basis
- Carrying out health and safety checks of communal areas on a monthly basis
- Testing all sheltered scheme pull cords and pendants every six months
- Testing sheltered scheme lifts every six months
- PAT testing any electrical items in communal areas annually

When you are discharged from hospital, if necessary, we will provide you with a pendant to provide easy access to Careline. Also, we will regularly review any additional support needs you may have

We will promote and help tenants organise and engage in leisure and educational activities in each scheme and the wider community

We will provide you with opportunities to engage with other residents by delivering social and well-being events that you can participate in

We will offer you a range of opportunities to be involved at whatever level you wish. These include RA (Residents Association) meetings, CASH (Campaign for Action in Sheltered Housing) meetings every 6 weeks and/or individual or group meetings, as appropriate, to consult with you on changes to the service and to ascertain if we are meeting service standards

We will review our staff training needs on a yearly basis e.g. basic first aid

## **Tenant Responsibilities “What you will do”**

*Outline actions the tenant needs to do to activate the service, behavioural expectations etc.*

- Residents must not damage nor interfere with any equipment supplied with or "as part of" their property
- Residents must report any faults with equipment to their Housing Support Officer
- Residents must only use their pull cord in the event of an emergency
- Residents must not add their own door lock, second lock, nor other locking device, onto the front door of their property, as all front door locks are on a master key system
- Residents must not allow friends/relatives to stay with them but should book the guest room where provided
- Residents away from their property must notify their Housing Support Officer in advance, the dates for the entire period of their absence
- Residents must respect communal areas and rooms by keeping them tidy and clear of personal property and combustibles
- Residents must comply with fire safety regulations and avoid wedging open or obstructing fire exits and communal doors
- Residents must make arrangements to dispose of domestic items responsibly such as using the Bulky Items Collection Service
- Residents with access to laundry facilities must follow operating procedures on the equipment and leave the laundry room and all equipment in a clean condition
- Residents should report queries by telephone, in person at their local housing hub or via their Campaign for Action in Sheltered Housing (CASH) representative at the surgery following CASH meetings