

# Housing Management Service Pledges

## F. Sheltered Service

The sheltered housing service aims to provide older people with a high quality of accommodation and support services, meeting a wide range of needs that enable older people to live independently and in comfort.

### Key service pledges

We will:

- provide each resident with a personalised support plan, co-ordinated with other services, where necessary. The plan will be reviewed at least annually (and at regular intervals depending on the nature of the support need and the level of vulnerability). Priority will always be given to the most vulnerable who need more intensive care and support.
- offer to call each resident personally between 8.30am and 12 noon (Monday to Friday). Our weekend call service will be targeted at the most vulnerable.
- provide at least one social activity per week, where requested, in liaison with the tenants association or social club

### Other Service Pledges

We will:

- listen and respond to the views of residents through a variety of different means (including customer satisfaction surveys, scheme meetings, tenant participation)
- provide a named on-site scheme manager (or a relief when they are away)
- provide access to a 24 hour emergency alarm service 365 days per year
- ensure that every new resident receives an induction to the service by their scheme manager when they first move in.
- provide every new resident with a sheltered housing 'Residents' Guide'
- supply an electric cooker and fridge in our sheltered homes, where required
- clean our sheltered schemes each week day (with a schedule of the cleaning displayed on the scheme notice board)
- clean communal windows every three months
- carry out regular health and safety checks, including an annual fire safety talk
- make available guest rooms in some sheltered schemes for the benefit of all sheltered residents
- have a special feature on what is happening in sheltered housing in each edition of Homing In
- assess an applicant's support needs when they apply for sheltered housing, and will provide help with bidding where an applicant needs this
- have a Local Letting Plan for sheltered housing, which prioritises tenants who wish to move within their own scheme.

## **How we will involve residents**

- Sheltered Housing Action Group is the key group to scrutinise performance in the sheltered service
- Customer satisfaction surveys currently record feedback on support planning and social activities. This will be expanded to include the daily call service. CareLink Plus will conduct surveys of the weekend call service