

Our service standard **Sheltered Housing**

Cross Keys Homes is committed to delivering excellence in customer service at all times.

This leaflet explains our Sheltered Housing service standard which has been developed with the help of our customers so that you know what to expect from us.

If you feel our service has ever fallen short of this standard, please let us know using our customer feedback form available on our website or from any of our offices.

Cross Keys Homes will:

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

- Kept fully informed and involved in service delivery
- Treated fairly, professionally, and with respect
- Given increasing independence and choice
- Provided with a swift response time to certain repairs dependant on your needs such as problems with central heating systems

Cross Keys Homes will provide a high quality housing support service to older people which enables support and encourages them to live independently by:

- Providing a scheme manager service Monday to Friday, from 8.30 am to 4.30 pm. Outside of these hours we will provide an emergency alarm service
- Ensuring a confidential and personal approach to service delivery
- Providing a service where the dignity and right to privacy of all residents is paramount
- Providing a person centred approach to needs and support planning, working in conjunction with partner agencies, as appropriate
- Providing a range of housing support services tailored to meet the individual as recorded on the support plan
- Agreeing a support plan with you and reviewing it at least annually, or more frequently if there are any changes in your circumstances

Service standard

- Providing a service where a variety of methods are used to promote well-being of all sheltered residents
- Providing opportunities for life-long learning which promote social inclusion and encourage every tenant to realise their full potential
- Ensuring that all residents are kept informed, and have access to information in respect of their rights and choices
- Enabling social activities throughout the year and working with scheme social clubs
- Listening to and acting on customer feedback
- Ensuring that all incidents of anti-social behaviour are referred to the ASB team
- Aiming to answer 98.5 per cent of emergency calls within 60 seconds of the call reaching our control centre (in line with the Telecare Services Association targets)
- Testing all sheltered scheme pull cords and pendants every three months
- Testing sheltered scheme fire alarms weekly
- Testing sheltered scheme lifts every six months
- Carrying out annual sheltered scheme risk assessments

Monitoring and review

This service standard is reviewed, monitored and reported on annually by our involved residents.

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

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