

## Agenda Item 11

Strategic Housing Services  
Salisbury District Council, 26 Endless Street,  
Salisbury, Wiltshire SP1 1DR

Andrew Reynolds,  
Head of Strategic Housing Services  
01722 434357  
[areynolds@salisbury.gov.uk](mailto:areynolds@salisbury.gov.uk)

# Report

**Report Subject** : Service Standards for Sheltered Housing

**Report to** : The Cabinet

**Date** : Wednesday 13 December 2006

**Author:** Andrew Reynolds

**Cabinet Member for Community & Housing:** Councillor John Cole-Morgan

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### Purpose:

Cabinet will be asked to consider the proposed service standards detailed in the report and approve them for consultation with sheltered housing tenants.

### Introduction:

The council is committed to providing support to tenants who require assistance to lead independent lives. The council provides designated sheltered and supported housing with visiting Housing Support Officers.

The philosophy of the Housing Support Service is to enable tenants to live independently in their own home for as long as possible and to co-ordinate access to services they need to maintain the quality of their lives.

Communal lounges are provided in most schemes. However, all tenants living in sheltered or supported accommodation are encouraged to take part in organised functions and activities. By arrangement, they are also welcome to use the common room facilities for special occasions, such as birthday and anniversary celebrations.

### Why have service standards for sheltered accommodation?

The council's sheltered housing service has, over the past two years, undergone significant change. The role of sheltered housing is now focused towards:

- Developing a more explicit role for sheltered housing as part of enabling people to maintain their independence;
- Expanding, promoting and developing the preventative role of sheltered housing;
- Promoting the community role for sheltered housing;
- Expanding the role of sheltered housing schemes as resource centres.



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## **Proposed Service Standards:**

### **When you move into your home we will:**

1. Inform you about the Housing Support Officer Service through our comprehensive induction procedure within five working days of notification of the start of your tenancy.
2. Issue you with a welcome pack.
3. Explain the cover provided through the Housing Support Service 8am to 8 pm everyday. Emergency cover at night is provided by CareConnect.
4. Explain and demonstrate the emergency alarm system.
5. Complete a Support Plan with you to help identify your needs and arrange home visits suited to the level of support needed to monitor your health and well-being.
6. Show you important features of your accommodation e.g. location of stop cock, and explain how your heating works.
7. Answer any queries you may have concerning service charges and Supporting People benefit.
8. Provide information about community centres, clubs and social activities available in the area.
9. Inform you about the communal facilities and common room functions and activities.
10. Provide you with information about the sheltered housing tenants forum.

### **On a regular basis we will:**

11. Monitor your health and well being through visits as agreed with yourself and liaise with other agencies, such as Doctors, District Nurses, Home Care etc. to provide any further support needed.
12. Continue to monitor the support delivered to you and review service levels where required, generally every six months.
13. Check that personal details that we hold are updated on a regular basis and any changes notified to CareConnect.
14. Ensure that your emergency alarm, smoke detectors and pendants (where applicable), are checked on a regular basis and are working correctly.
15. Liaise with the Housing Repairs service to ensure outstanding repairs, adaptation etc. Are completed (after agreed timescales have elapsed).
16. Offer advice where required, help you access other services and speak on your behalf when this is requested.
17. Organise and assist with social activities for all tenants and work with you to enable you to organise your own social activities.
18. Communal facilities such as laundry equipment are checked and maintained on a regular basis.
19. Consult with you on the delivery of the sheltered housing service to ensure that our sheltered housing schemes are well-maintained and pleasant places within which to live.

### **You have a responsibility to:**

20. Tell your Housing Support Officer about changes to your personal information e.g. if a relative moves, or a phone number changes.
21. Let your Housing Support Officer know if you need assistance, you don't have to wait to be asked if you need help.
22. Inform your Housing Support Officer if you are going to be away from your home for any length of time.
23. Report any incidents of suspicious callers to your home; either to your Housing Support Officer or to CareConnect by pulling your alarm cord or pressing your pendant.

### **Consultation process:**

Subject to Cabinet approval, consultation will be undertaken with:

- Community & Housing Overview and Scrutiny Panel
- Sheltered Housing Tenants Panel

- Registered Social Landlords
- Wiltshire PCT – South Wiltshire
- Wiltshire County Council – Supporting People Team

**Proposed Implementation date** - 1 April 2007

**Recommendation:**

Cabinet are recommended to approve the proposed service standards, subject to consultation, and delegate authority to the Head of Strategic Housing Services in consultation with the Portfolio Holder to make any minor amendments.

**Implications:**

Financial:	None
Legal:	Housing Act 1996 requires the council to consult stakeholders in respect to any changes with the Housing Allocation Policy
Human Rights:	Article 8 (the right to respect for private and family life) does not confer the right to a home.
Personnel:	None in respect of this report
Community	None in respect of this report
Safety:	
Environmental:	None in this report
Council's Core Values	Promoting excellent service, supporting the disadvantaged, being fair and equitable, communicating with the public, wanting to be an open, learning council and a willing partner.
Wards affected:	All
Consultation undertaken	Contained in the Report