

Service Standards

Sheltered Housing

At Wansbeck Homes our aim is to be:

‘A caring organisation committed to quality services, affordable homes and working together to build confident communities.’

We recognise the importance of having good quality accommodation and support services to meet the needs of our customers living in sheltered housing schemes.

Our aim is to provide homes that are comfortable, safe, secure, and which are supported by friendly and caring staff who are there to help people enjoy and maintain their independence. This service standard sets out what you can expect if you are a resident or thinking of applying to become a resident of a Wansbeck Homes Sheltered Housing Scheme.

We will:

- Provide a safe and homely environment where you can live as independently as possible with the benefit of professional support.
- Offer support and information to enable you to make choices and decisions about things affecting your life.
- Work with you, your relatives and other service agencies to provide effective and caring services.

Moving into your home, we will:

- Collect information about you after you decide to become a tenant of a sheltered housing scheme, we will not give out this information to anyone else without your permission.
- Give you information about facilities and services in the scheme and within the local neighbourhood area.
- Explain about how equipment and appliances work.
- Give you information about the roles of our staff, their hours of work and how to contact them.

Your social and care support, we will:

- Encourage, advise and support social activities for the benefit of residents.
- Provide advice on how to obtain any additional support or care services you may need.

Keeping in touch, we will:

- Contact you every day unless you tell us that you prefer to be contacted less frequently.
- Respond to emergency calls via the intercom within 60 seconds during office hours.
- Transfer the call system to the Central Control Centre outside of office hours and at times when the Warden has to leave the building.
- Let you know when relief staff are on duty at the scheme.
- Only use the master key to access your home in a real or suspected emergency, or if you give us your permission.

Keeping you safe and secure, we will:

- Check the alarm equipment in your home twice a year to make sure that it is working properly and that you know how to use it.
- We will check with you twice a year that the information we have about you is up to date. We will update our records on the same day that you tell us about any changes to the information we hold about you.
- We will give you information on the fire safety procedures in the scheme twice a year.
- We will report any faults on the alarm system or fire safety equipment in the building on the same day we become aware of them. We will also report any repairs to the shared areas and keep a record of this.
- We will check the fire safety panel, emergency lighting and fire extinguishers weekly to make sure they are working properly and have not been tampered with.
- We will check corridors daily to make sure they are free from obstacles and provide clear evacuation routes

You can help us by:

- Completing all forms with relevant information, therefore preventing any unnecessary delay.
- Allowing our staff access to your home, where it is necessary.
- Keeping agreed appointments or contact us if you are unable to do so.
- Keeping us informed of any changes in your circumstances.
- Completing any questionnaires or survey forms so we can use feedback to improve the services we provide.
- Joining or coming along to our supported Housing Group meetings.

We will monitor our Sheltered Housing Services in the following areas:

- Calls answered within 60 seconds.
- Satisfaction of residents with quality of accommodation and services.

Performance

We will set challenging targets to monitor our performance against service standards. The results of our performance can be found on posters displayed in our offices, in our newsletters and on our website www.wansbeckhomes.co.uk.

Our service standards have been developed with residents and will be reviewed every two years.

Contact us

For all enquiries you can contact us on 0844 800 3800.

Our phone lines are open:

Monday to Thursday	8.45 am to 5.00 pm
Friday	8.45 am to 4.30 pm

Outside these hours, emergencies can be reported on 0800 0279 766. This service is available during weekends and bank holidays.

Email: info@wansbeckhomes.co.uk

Website: www.wansbeckhomes.co.uk

Fax: 01670 532241.

What if we do not meet your expectations?

Report your concerns to a member of staff who will try to resolve the problem.

If you are dissatisfied with the response given you have the right to make a formal complaint via Wansbeck Homes' complaints procedure. Full details of the complaints procedure are available at your local office or by calling 0844 800 3800.

We are always happy to receive any compliments about our services or hear of any suggestions you may have.

Head Office:

Front Street West, Bedlington, NE22 5TU

Local Offices:

3 & 4 Dawson House, Poplar Street, Ashington, NE63 0BY

The Bungalow, Woodhorn Road, Newbiggin-by-the-Sea, NE64 6HG