

Tenant Services Management Board – 15th March 2011

Supported Housing Service Standards- Housing Related Support

Report of the Supported Housing Manager

Executive Summary

This report has been produced to present the revised service standard for the Supported Housing service.

It outlines the service, tenants in designated Sheltered, Low Level and Extra Care Housing schemes can expect to receive.

It provides details of the specific elements of the service, how outcomes will be monitored and what a client may do if they wish to make a complaint that a standard has not been met.

1. Purpose of the Report

To raise the awareness of the Tenants Services Management Board, (TSMB) and to provide an opportunity for members to comment and shape the format of this service standard.

2. Background to this report.

Service standards for the Housing Related Support service were originally agreed following consultation with tenants in Sheltered Housing schemes in 2004. They were reviewed in 2010 as part of the validation process to achieve the revised Quality Assessment Framework, the standard providers are expected to achieve by Supporting People. These standards have been reformed to produce a leaflet that is in the same style as other Housing Service Standards and will be shared with members at the meeting.

3. Aim of the Standard

The aim of the standard is to provide clear information to prospective and existing tenants as to what they can expect from TDBC, how this will be monitored and what a tenant can do if they do not consider that a standard has been met. Appendix A is a copy of the Service Standard.

3. Approximate costs

The cost of implementing this standard will be met within existing budgets. It is the intention that the standard will be incorporated into the welcome pack for new tenants.

4. Impact on Tenants

Tenants will be better informed on what to expect from the Supported housing team. There is information on the leaflet about how these standards will be monitored and outcomes scrutinized.

5. Diversity

Some tenants may need specific help to fully access the standard, where required officers will explain the standard. Additional information may be required in different formats:

- Large font
- Audio version
- Different languages
- Website page

6. Timetable

2nd March 2011, The revised format of the Service Standard was approved by members of the Supported Housing Service Development Group.

15th March 2011 revised standard reviewed by Tenant Services Management Board. If agreed standard to be implemented with immediate effect.

28th April, 2011 – Standard published at the Sheltered Housing Forum meeting.

7. Outcomes

- Improved information to prospective tenants and existing tenants on the housing related support service.
- Opportunity to discuss the service with existing tenants
- Tenants more aware of service provided by TDBC
- Performance will be monitored and reported back to Sheltered Housing form and TSMB.
- Maintenance of Level C, Quality Assessment Framework

8. Recommendations

- Agree the content of the leaflet provided
- All new tenants to be provided a copy of the leaflet
- Task Officers to update the page for the Housing Website
- Task Officers to provide updated information at the Sheltered Housing forum Annual General Meeting in April 2011.
- Task officers to formalise the way the standard is monitored and scrutinized.

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Supported Housing Service Standard Housing Related Support Revision March 2011

developed in consultation with the Sheltered
Housing Service Development Group

We will provide:

- a supportive service that promotes independence
- support which is person centered and focused on individual housing related support needs, as identified in a Needs and Risk Assessment and planned through individual Support Plans
- access to The Deane Helpline and Emergency Response Team via emergency alarm equipment provided in your property
- emergency alarm equipment compatible with Telecare and Telehealth sensors such as smoke detectors, bed and door sensors which tenants can access with the support of the team
- Support to tenants to contact appropriate services and agencies to ensure they get the help they need to remain independent
- support tenants to access health and other care and support services as necessary

We will :

- promote tenants well being, health and quality of life
- encourage and support tenants to access activities at Extra Care, Sheltered Housing schemes and in the wider community
- respond to the changing needs of individual tenants in a flexible way involving other professional services as appropriate to meet identified needs
- review Support Plans regularly, as a minimum annually
- provide a high standard of appropriate secure accommodation
- work alongside Taunton Deane Borough Council Estates Team to provide and assist with the maintenance and management of properties, therefore allowing clients to maintain their tenancy
- make schemes as safe as possible for all tenants, ensuring communal areas comply with Health and Safety legislation through regular on site inspections