

# Independent Living

Independent Living is made up of a number of different services designed to support our customers to live independently in their own home and maintain their tenancy. The services include sheltered and extra care housing, floating support, CareCALL and Telecare, and adaptations. They are available to customers with a range of different needs such as older people, homeless families and unemployed young people.

## OUR COMMITMENT TO YOU

- We want to ensure that customers live their lives as independently as possible.
- We want to treat all of our customers with the dignity and choices we would want for ourselves and our own family.
- We will ensure that our services meet the Supporting People Quality Assessment Framework standards.
- We want to provide housing that suits the differing needs of customers throughout their tenancies and respond to needs without delay.
- We will publicise our Independent Living Services so that as many customers as possible are aware of the services available and how they can access them.
- We want to support the work of Social Care and Health by making more resources available for our customers to access the adaptations that they need.
- We will work with partner agencies to ensure that customers receive an efficient referral and adaptation service.
- We will provide a single point of contact for information and advice about adaptations.
- We will give advice on the Disabled Facilities Grant process and support customers through the application process.
- We will allocate an annual budget for minor adaptations up to a cost of £1,500 per case.
- We will carry out regular customer satisfaction surveys for our Independent Living Services and publish the results of these surveys.

## STANDARDS WE WILL MONITOR

- We will test the telephone connection to all sheltered and extra care schemes every week day.
- We will review the details that we hold about our customers at least annually to make sure we communicate effectively with you and your family.
- When a customer is referred to our Floating Support Service we will assess the priority of their needs and attempt to make contact with urgent cases within 3 working days and non urgent cases within 10 working days of receiving the referral.
- We will make face to face contact with all sheltered housing and extra care customers at least twice per week unless they have opted out of this service.
- When we receive a request for minor adaptation work we will either complete a survey or order the work within 5 working days.
- Following completion of a survey we will install minor adaptations within a maximum of 31 calendar days.
- We will complete a needs assessment and support plan for all sheltered housing and extra care customers and review this at least annually.