



Service Standards Sheltered Housing

West Lancs Borough Council aims to put customers and frontline services at the top of our priority list to ensure that the people of the borough receive the highest quality services. To help us do this we have developed a set of standards which show the level of service you can expect. The standards listed below relate to the Sheltered Housing Service

- A specific Sheltered Housing application form has been designed to assist in assessing both support and housing needs
- In order to assist applicants make informed choices, they may visit schemes prior to submitting an application or an offer being made
- Applicants may view the property they are offered with the Scheme Manager / Housing Officer and have the opportunity to ask questions and receive information
- All new Sheltered Housing tenants will be given a 'Welcome Pack' and receive a full introduction to the scheme within 5 working days of moving in
- Scheme Managers will complete a Support Plan with all tenants within 6 weeks of moving in and review this plan every 12 months, or sooner if their circumstances change
- The Scheme Manager will contact tenants each working day (unless agreed otherwise). When the regular Scheme Manager is absent this service will be provided by another member of staff from the Sheltered Housing Team
- The Scheme Manager will help tenants to maintain their independence by working in partnership with other agencies including their family, friends, Social Services, Health Service and voluntary organisations. They will promote and help tenants to organise leisure activities on scheme

- Each Sheltered Housing property is fitted with smoke detection and 'Lifeline' type equipment in order to summon help in an emergency. This equipment will be tested every 13 weeks by the Scheme Manager who will ensure faults are reported and rectified
- When the Scheme Manager is on duty they will respond to calls for assistance. When they are off duty calls for emergency assistance will be answered by staff from WLBC Control Room
- Staff in the Control Room will respond to calls and may contact a relative, friend or the emergency services as appropriate. In some circumstances they may arrange for a Mobile Warden to attend
- A Risk Assessment will be completed for all schemes every 12 months. Health and safety on schemes will be monitored by Scheme Managers and maintained to a legal standard. Communal facilities and equipment will be checked and maintained on a regular basis
- A tenant representative will be given the opportunity to accompany the Team Leader on their quarterly Health and Safety inspection of the premises
- Cleaning requirements for communal areas of Sheltered Housing schemes have been professionally assessed and these areas will be cleaned accordance with the recommendations