

Specialist Support Services Performance- Independent Living and Extra Care April 2024 – March 2025

Performance against our Service Standards

Service Standard	Q1	Q2	Q3	Q4	Total	Comments
Independent Living - We will complete an assessment within ten working days of receiving a referral to identify your housing and support needs (if you have a live housing application)	90%	84%	90%	78%	86%	We completed a total of 262 assessments, with 43 delayed due availability of applicants and family members.
Extra Care - We will complete an assessment within ten working days of receiving a referral to identify your housing and support needs (if you have a live housing application)	85%	58%	78%	93%	79%	40 assessments were completed within 10 days. 7 were completed after 10 days due to hospital admissions and applicant availability.
We will complete a settling in support plan within two weeks of you moving in to agree your support needs.	70%	91%	24%	49%	59%	We had 169 Settling in support plans due, 126 were completed within 2-week target.
We will provide a 24 hours/day, 7 days a week response service to emergency calls by specialist support officers who wear a uniform, ID badge and are checked by the Disclosure and Barring service. Number of emergency calls attended.	923	860	945	945	3728	We attended 3728 emergency calls to residents. 724 were for physical health related issues and 743 were for housing management e.g. to support with repairs or fire alarms.
We will ensure there are annual Crime prevention information sessions at all schemes.	4	2	1	5	12 86%	We completed 12 Annual crime prevention information sessions, unfortunately 2 were delayed due to availability of Police team.

Service Standard	Q1	Q2	Q3	Q4	Total	Comments
We will ensure there are annual Fire prevention information sessions at all schemes.	0	0	4	10	14 100%	All 14 schemes received a Fire Prevention Information session
We will hold 4 tenant meetings per year at your scheme.	100%	100%	100%	100%	100%	All 14 schemes had 4 tenants meeting during the year.
We will carry out pull cord testing bi-monthly.	96%	96%	97.3%	98.3%	96.6%	5482 pullcord tests were completed across the year. 140 were not completed due to tenant availability and no access to void properties.
We will test the fire alarm every week and carry out fire equipment checks regularly.	99%	100%	98%	100%	99 %	777 weekly fire alarm tests were completed over the year
We will complete a fire and general health, safety and security risk assessment annually. 14 sites due.	6	2	3	3	100%	All 14 schemes completed a fire and general health, safety and security risk assessment

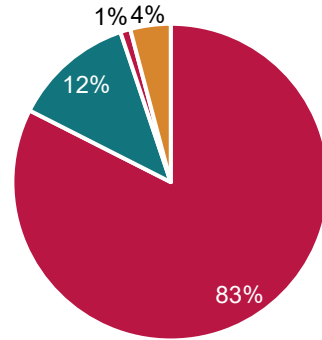
Customer Satisfaction

We complete a satisfaction survey with residents that have just moved into their new accommodation to see how they feel about the support they received from referral to moving into their new home.

Between 1st April 2024 and March 2025 **98** tenants have taken part in our Specialist Accommodation survey.

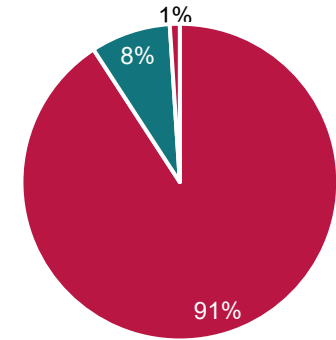
How satisfied are you with the information, guidance and communication from the team throughout the process of finding and moving into your new home?

- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very Dissatisfied



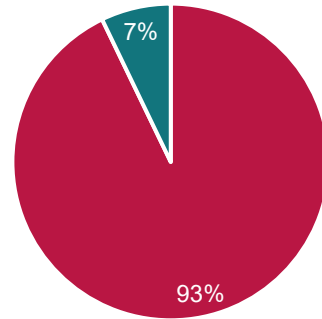
How satisfied are you with the support you received from the Specialist Support team throughout the process of finding and moving into your new home?

- Strongly Agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree



How satisfied are you that your new home aligned with your preferences and choices when you joined our waiting list?

- Strongly Agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree



Brodie Court Opened August 2024

Our first new build Independent Living schemes in over 30 years



What our Tenants say about us and service Highlights...

Here are some of our service achievements and highlights from the year with some compliments we have received.

