

## What you can expect from us – Independent Living and Extra Care

### Our Service Standards

As a resident living in our Independent Living or Extra care schemes, you can expect the following service standards from us:

- 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).
- We will complete a settling-in support plan within two weeks of you moving in to agree your support needs.
- We will provide a 24-hour/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.
- We will ensure there are annual Fire and Crime prevention information sessions at all schemes.
- We will hold 4 tenant meetings per year at your scheme.
- We will carry out pull cord testing bi-monthly.
- We will test the fire alarm every week and carry out fire equipment checks regularly.
- We will complete a fire and general health, safety, and security risk assessment annually.

### Our Promise

In addition to our service standards, we promise to:

- Ensure master keys are kept securely and only used as agreed by you.
- We will provide you with the level of contact you want from the Specialist Support Officer.
- We will consult/involve you in decisions related to the service and your scheme.
- Promote and support regular social activities within your scheme and local community.
- Provide information on services and issues relating to older people.

- Support and assist you to receive care and home support services by working with other agencies and help maximise your welfare benefit entitlement.

## **Our Values**

These are our values and the behaviours you can expect of our team when delivering our service to you:

- We will do what we say we will do and if we can't, we will keep you informed and explain our reasons why.
- We will act in a professional manner to you, your family, and other professionals supporting you.
- We will treat you as an individual, with dignity, respect, and kindness.
- We will actively listen to you showing empathy.
- We will promote an inclusive environment, respecting diversity, and beliefs.
- We will respond to you in a timely manner, communicating quickly and effectively.
- We welcome new ideas from our service users and residents to improve our service, keeping you informed along the way.
- We will work together as a team to ensure you receive a seamless service.
- We will work collaboratively with internal departments and external professionals.
- We will use plain English without jargon and abbreviations when talking or corresponding with you.
- We will be transparent, giving clear and accurate answers to you.

## **What we expect from you**

Please always treat our staff and other service users with respect (in person, on the phone, or in writing/email).

We will not tolerate verbal or physical abuse, or aggressive or bullying behaviour and will take appropriate action where this occurs, such as limiting contact and may put your tenancy or service at risk.

## **Feedback**

We always welcome feedback from our customers - the good and the bad.

We hope our service makes a difference to you or a loved one and if you would like to say a thank you or compliment the team, please email [specialist.support@stevenage.gov.uk](mailto:specialist.support@stevenage.gov.uk) or call 01438 242912.

If we didn't get something right, we would like the opportunity to make it right and improve our service in the future.

To make a complaint about our service you can use the [compliments and complaints online form](#) on our website or phone 01438 242242.