



Supported Housing Service Standards

Tenant Involvement and Empowerment

We will support all of our vulnerable tenants to be involved in the design and delivery of services to meet their needs, at a level that they feel comfortable with. As a minimum we will provide the following opportunities:

Consultation

1. We will consult with tenants on their views before implementing any new policies and procedures in supported housing.
2. We will carry out regular (at least two times per year) one-one consultations to include people who do not wish to take part in group meetings
3. We will carry out regular postal surveys to establish our tenants views (at least twice per year)
4. We will provide or arrange support to be provided to complete postal surveys where required

Involvement

5. We will hold a supported housing steering group meeting at least every two months and invite all supported housing tenants.
6. We will arrange transport for tenants to attend involvement meetings if required.
7. We will deliver team building/confidence building for supported housing tenants at least once per year.
8. We will involve tenants in the recruitment of Endeavour Supported Housing staff.
9. We will involve service users/potential service users in the development of new supported housing services.
10. We will provide a Supported Housing Newsletter and involve tenants in its production 4 times per year.
11. We will attend at least 1 tenants meeting per year at each service.

Feedback

12. We will provide feedback to tenants on all consultations and on our performance against these standards via our newsletter or through tenants' meetings etc.

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Customer Service and Choice

Communication

We will:

1. Provide you with easy to understand information in plain English
2. Provide information in other formats where required i.e. translated, Braille, large print etc.
3. Arrange communication methods to meet the needs of the individual for example provide an interpreter / British Sign Language interpreter, etc. if required for meetings.
4. Provide you with a wide range of opportunities to make complaints, compliments or suggestions about our service through formal consultation or through suggestion boxes, our web site etc.
5. Respond to all communication from you and use your comments, complaints and suggestions to improve our services.

Service

6. Tell you if your appointment is delayed and explain why and compensate you for any failures in our service.
7. Ensure that staff are well trained to answer your questions, or otherwise will find out the answers and return your call

Choice

8. Arrange visits at a time that suits you.
9. Treat you as an individual by noting your individual needs and liaising with support staff to ensure that our service meets your needs wherever possible.
10. Provide you with a laminated list of all contact numbers and out of hours emergency numbers.

In our own support services we will:

11. Provide you with an individual assessment of your needs within 6 weeks of joining the service.
12. Take time to build up a rapport with you, with a support plan prepared within 6 weeks of joining the service
13. Ensure that you are advised within 1 month of planned staff absences and introduced to any cover staff
14. Agree your support plan with you and provide support in agreed areas of need
15. Always offer you a copy of your support plan

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16. Review your support plan with you at your request or at least every 6 months.
17. Agree with you the frequency of support contact required.
18. Meet with you face to face at least every two weeks.
19. Where required i.e. in minimal support services or where a tenant is ready for move on agree a reduced contact of at least every month.
20. At least once a year we will distribute leaflets to local services so that people who may need our services are aware of what is available.

Home Standard

Quality of Accommodation

1. We will involve service users/potential service users in the design of all new services.
2. We will support the independence of vulnerable tenants with technological adaptations such as care call, electronic communal doors for wheelchair users etc.
3. We will supply TV aerials for all temporary and communal accommodation
4. Where adaptations/enhancements to existing services are required to support independence we will consider the feasibility of all requests and provide a response outlining our position within one month of the request being received.
5. All supported accommodation will be provided decorated to a good standard and in services where we emulsion walls we will use washable paint (in cases where we supply tenants with decorating vouchers we will ensure that they purchase washable paint).

Repairs and Maintenance

1. We will offer appointment times for all repairs reported at a time to suit you.
2. We will get the repair right first time.
3. We will keep to agreed appointments times and compensate you for any failures in our service.
4. We will provide a clear statement which sets out when tenants are likely to be recharged for repairs.
5. We will give all supported housing tenants the opportunity to be supported for contractors visits.
6. We will treat all repairs relating to security or lack of heat as a priority and offer an appointment within 24 hours.
7. We will check the quality of our repairs by regular surveys.
8. Our contractors will always show ID
9. Our contractors will always clear up after themselves

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10. Our contractors will always ask your permission to use electricity for power tools etc.
11. Offer a range of ways for you to report repairs – through your support worker, by telephone, by email, web-site, letter, in person at our offices.
12. Our contractors will offer to wear shoe protectors to prevent marking carpets.
13. We will work with our contractors to raise the awareness of the needs of vulnerable tenants.

Three Value For Money*

Services

1. Where we provide window cleaning services we will ensure that windows are cleaned once per month.
2. Where gardening services are provided we will ensure that gardens are fully weeded at least once every two months during the spring, summer and autumn seasons.
3. We will tell garden contractors to litter pick in the gardens.
4. We will regularly inspect contractors work to ensure that it is carried out to a good standard.
5. We will provide every tenant with a list of service charges with an explanation of what this charge covers.
6. We will thoroughly review our furniture suppliers at least once every three years to ensure that tenants are please with the quality and they continue to offer value for money.

* NB. These value for money standards will form the basis of a procurement exercise in summer 2010. While these are the agreed standards they will not come into effect until after the selection of a new provider.

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Spanish

En caso de que el inglés no sea su idioma de preferencia, favor contactar Endeavour Housing Association, quienes podrán ofrecerle un servicio de traducción sin cargo, al **0800 9 80 90 50 / 01642 796200**.

Portuguese

Se o Inglês não é a sua língua preferida, por favor contacte a Endeavour Housing Association, que pode fornecer-lhe um serviço de tradução gratuito, pelo nº. **0800 9 80 90 50 / 01642 796200**

Dutch

Als Engels niet uw taal van voorkeur is, neem dan contact op met Endeavour Housing Association via **0800 9 80 90 50 / 01642 796200**. Zij zorgen dan gratis voor een vertaling.

Kurdish

0800 9 80 89 50 / 01642 796200 فۆنۆ هت هل رئاگی نامز هیاکت ، هل هرامژی زیلگنئی ی ئ ر هیینۆ هئی هگ هب ناتیرگ ناک هوی همزخ وکات هیراکت هب Endeavour Housing Association دن هب نی هپ هوی هکب **01642 796200** . گـر تاکب ناتش ر ئ پ نائـخ هکش ر و یای

Urdu

0800 سے Endeavour Housing Association نابرهی زیرگنا رگای ک پای حیرتی م ر ئارب وت ، نیهن نابز ک بمجرت بضواعم لاب وج ، نیرک بطبار رپی تکس رک مهارف تمدخی ره . **0800 9 80 90 50 / 01642 796200**

Farsi

0800 9 80 90 50 / 01642 796200 سیلگنا رگای ارب بولطم نابزی نفلت هرامش قیرط زا افطل ، تسین امش ورت رایگان برایتان تماس بگیرید تا امکان ارائه خدمات ترجمه به ص Endeavour Housing Association اب فراهم شود .

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Bengali

হবে BsþiwR Avcbvi cQþ>ì fvlv bv nq, AbyMÖn Kþi Endeavour Housing Association-þK

0800 9 80 90 50 / 01642 796200 b^þi þhvMvþhvM Kiæb, hviv webvg~þj" Abyev` cwiþlev cÖ`vb KiþZ cvþi

Chinese Simplified

如果英语并非您所习惯于使用的语言,那么请致电 **0800 9 80 90 50 / 01642 796200**

与‘全力住房协会(Endeavour Housing Association)’联系,本机构将能够为您提供免费的翻译服务。

Somali

Haddii Ingiriisigu uuna ahayn luqadda aad doorbideyso, fadlan la soo xirii Endeavour Housing Association, oo kugu siin karta adrrg tarjumaad lacag la'aan, kana soo was **0800 9 80 90 50 / 01642 796200**.

Punjabi

ਜੇ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਐਂਡੇਵਰ ਹਾਇਸਿੰਗ ਐਸੋਸਿਏਸ਼ਨ ਨਾਲ **0800 9 80 90 50 / 01642 796200** ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ, ਜੋ ਮੁਫਤ ਅਨੁਵਾਦ ਸੇਵਾ ਦੇ ਸਕਦੇ ਹਨ।

Arabic

إذا كانت الإنجليزية ليست لغتكم المفضلة يرجى الاتصال بجمعية إندوفر للإسكان على الهاتف رقم **0800 9 80 90 50 / 01642 796200** وسوف يوفرنا لكم ترجمة مجانية.

French

Si l'anglais n'est pas votre langage de choix, veuillez contacter Endeavour Housing Association au **0800 9 80 90 50 / 01642 796200**, qui vous offer un service de traduction.

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Traditional Chinese

若您不擅於使用英文溝通，請聯繫 Endeavour 住房互助協會 (Endeavour Housing Association) 以便安排免費翻譯服務，聯絡電話是 **0800 9 80 90 50 / 01642 796200**

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