

Supported housing

Service standards



Supported housing

our promise to you

We promise to:

- Provide you with the right level of support from fully trained staff
- Make sure that your home is a safe and secure place to live
- Provide you with support to meet your needs and work closely with other agencies
- Make sure that we meet you in a safe and secure environment
- Respect your privacy and keep your information confidential
- Involve you in lots of different ways and show we're listening by the actions we take.

How we'll do it

We'll:

- Make sure that our staff have full training
- Involve you when we recruit staff
- Refer you to other agencies who can help you, if you agree

- Make sure that we understand your needs
- Work with you to create your support plan
- Review your risk assessment and support plan at regular intervals or if there's a significant change, an incident or you request a review
- Carry out assessments and support sessions at a time and place to suit you
- Make sure we clearly identify ourselves by showing our ID badge
- Let you know your support worker's name, contact details, the telephone number for your area office and duty telephone number if applicable
- Ask what you think about our service
- Support you to access social events, education and training
- Make sure that information is accessible
- Support you to move on to independent accommodation

- Work with you to resolve any neighbourhood or anti social behaviour issues, including parking disputes
- Ask you to come with us when we carry out monthly estate inspections to make sure communal areas, including gardens, are kept clean and safe
- Carry out assessments and support sessions at a time and place to suit you
- Make sure we clearly identify ourselves by showing our ID badge
- Let you know your support workers name, contact details, the telephone number for your area office and duty telephone number if applicable
- Ask what you think about our service
- Provide a 24 hour out of hours number for you to report maintenance issues
- Support you to resolve any maintenance issues.
- Review all standards at least every three years
- Involve residents in the reviews
- Make sure the standards reflect a balanced view from all resident groups
- Publish how well we're doing on our website
- Make sure the results we publish are in Plain English and they're approved by residents.

Putting things right

If we get anything wrong we'll:

- Say sorry, and put it right as soon as possible
- Let you know what's happening
- Learn from mistakes so they don't happen again
- Find out if you're satisfied with how we've dealt with the problem
- Let you know how to make a complaint if you're not satisfied.

Why this is important

We produced these service standards after listening to our residents. We want you to be clear about what you can expect from us. To make sure we deliver what you need we'll:

We'll monitor our performance by:

Monthly review by managers, quarterly review by our Strategic Business Managers Team and yearly review by our Champions Groups.



Get in touch

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If you need this information in
another format please contact us.



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 **Knightstone**