

Support Service Standards



WPH



If you need this leaflet in large print, Braille, audio or a different language call 0151 606 3000

Support Service Standards

WPH aim to provide housing and support services which enable older people to live independently, improve quality of life, promote social inclusion and encourage an active and enjoyable lifestyle.

Sheltered Housing Service Standards

We will:



Carry out an initial risk/need assessment with you to ensure a support plan is in place as the service starts.



Invite friends, relatives, carers or agencies involved with your support to participate in your assessment if you chose to.



Provide you with a Sheltered Handbook that will explain the service you can expect from WPH and what we will expect from you.



Provide you with a welcome pack that will tell you about the facilities of the scheme and about the local and cultural amenities



Allocate a support officer to you from the start of the service.



Carry out a full assessment of need within 6 weeks from the start of the service.

- ✓ Make a copy of your Support Plan available for you to keep.
- ✓ Maintain regular contact with you in accordance with your needs.
- ✓ Reassess your Support Plan every six months but sooner if you want.
- ✓ Provide you with 24 hour access to WPH Support Link service through a community alarm in case of emergency
- ✓ Respond to calls activated by your community alarm within 60 seconds
- ✓ Encourage the use of communal facilities within schemes for social activities and as a community resource.
- ✓ Only disclose personal information about you to third parties with your prior written permission (Authority to Disclose) unless there is serious risk of health, safety or well being to you or others.
- ✓ Actively seek to safeguard our vulnerable older service users from abuse and will fully support victims of such incidents.
- ✓ Carry out regular quarterly liaison meetings at all enclosed schemes.

Floating Tenancy Support Service Standards

We will:

- ✓ Acknowledge requests for support within 10 working days.
- ✓ Carry out a pre-assessment within five working days.
- ✓ Agree a date for you to meet your support worker within five working days.
- ✓ Identify your support worker and provide contact details.
- ✓ Carry out a needs/risk assessment on signing up to the service.
- ✓ Agree a support plan with outcomes that we will help you achieve.
- ✓ Make a copy of your support plan available to you to keep.

- ✓ Contact you regularly according to your needs.
- ✓ Review your support every three months or sooner if you wish.
- ✓ Agree a date to exit the service when your outcomes are achieved.
- ✓ Seek your views about the service to help us improve.
- ✓ Provide a confidential service and only disclose personal information with your permission.

Accessible Homes Service Standards

We aim to promote inclusion through accessible housing for those who experience difficulty due to age or disability. We will help people remain in their own homes and in their community for as long as practically possible.

We will:

- ✓ Acknowledge request for major adaptations (eg level access showers) within 28 working days.
- ✓ Advise you of your priority (1,2 or 3) once you are accepted onto the waiting list within 10 working days.
- ✓ Advise you of how long you are likely to wait for your adaptation.
- ✓ Discuss other options, including rehousing, that may address your needs.
- ✓ Meet reasonable rehousing costs where moving is the agreed option.
- ✓ Advise you of the reasons why your request will not be completed.

- ✓ Give you 28 days notice of the intention to commence works on a major adaptation with timescales for completion.
- ✓ Contact you 6 weeks after completion of works to seek your feedback via a telephone survey and offer a follow up visit, if that is appropriate.
- ✓ Advise you of changes made to the service as a result of your feedback.
- ✓ Complete requests for minor adaptations as a routine repair within 28 days or less if there is an urgency.
- ✓ Complete requests for major adaptations within no more than 12 months.

Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتسويق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم **0151 606 3000**.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য দরকার হয় অথবা এটাকে আপনি অন্য কোনো ফরমেটে, বড় হরফের ছাপায়, অডিও বা ব্রেইলে পেতে চান, তাহলে অনুগ্রহ করে **0151 606 3000** নম্বরে ফোন করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 **0151 606 3000** 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: **0151 606 3000**.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu **0151 606 3000**.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪਾਂਤਰ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ **0151 606 3000** 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac **0151 606 3000**.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر **0151 606 3000** پر ٹیلیفون کریں۔