

Supported Housing

Service Standard



What you can expect from us

- 🔑 We aim to offer a Call Monitoring and Home Visiting Service to all households within the Ashfield area who have a health or disability problem, or support needs.
- 🔑 Our Support Centre provides a 24 hour monitoring and response service, and is fitted with the most up to date equipment necessary to ensure that all calls from our customers are received and handled as quickly as possible.
- 🔑 Where an equipment fault is reported to the Support Centre, we will respond to investigate the problem within two working days.
- 🔑 We will carry out a full needs assessment of service users receiving our service at least once per year, set up a Support Plan, and a visiting programme with you.
- 🔑 We will carry out a review of your situation every six months, though you can request a review of your Support Plan at any time.
- 🔑 Our service will be responsive to your changing needs.
- 🔑 We will work in partnership with Social Services, Primary Care Trusts, Health Services, and the Voluntary Sector to help provide effective services for our service users in their own homes.
- 🔑 We will act as an advocate on your behalf, assisting you to receive care and home support services, and to maximise your welfare benefit entitlement.
- 🔑 We aim to promote the dignity, independence, security, confidentiality, choices, rights, privacy, equal opportunities and well being of our customers.
- 🔑 We will respond to requests from tenants of Ashfield District Council for small scale adaptations to council properties, such as grab rails and handles, extra stair rails, and half steps within 4 weeks.
- 🔑 If you have a more severe mobility problem, at your request we will help you contact the Occupational Therapist Section of Social Services to arrange for a full assessment.

Ashfield Homes Supported Housing Services have procedures in place for identifying Anti Social Behaviour and Domestic Violence. We will investigate and may take action against those living in Ashfield District Council properties, for example informing the police and or taking legal action if appropriate, disciplinary action and working with perpetrators to avoid any future incidents.

Putting things right

We always try to provide the best service that we can. However, if you are not happy with the service, contact the staff at Head Office (see below). If you continue to be dissatisfied we encourage you to complete a complaints form. These are available from any of the offices listed below.

Alternatively, you can write to the Performance and Business Improvement Manager at our Head Office.

Ashfield Homes
Broadway
Brook Street
Sutton-in-Ashfield
Nottinghamshire

Telephone 01623 608925

Getting Help

Speak to a Housing Management Advisor in the Lettings Team. They can be found at:

Property Shops ((Mon to Fri 9.00am to 5.00pm)(Close 4.30pm on Friday))

Sutton in Ashfield

16 Brook Street,
Sutton in Ashfield, Notts. NG17 1AL

Telephone 01623 608 950

Kirkby in Ashfield

Unit 2, Shopping Centre, 3 Lowmoor Road,
Kirkby in Ashfield, Notts. NG17 7BE

Telephone 01623 608 932

Hucknall

Council Offices, Watnall Road,
Hucknall, Nottingham. NG15 7LA

Telephone 0115 9568 713

Visit our web site at www.ashfieldhomes.co.uk

IF YOU REQUIRE THIS DOCUMENT IN ANOTHER FORMAT,
FOR EXAMPLE ANOTHER LANGUAGE, AUDIO CD,
BRAILLE OR REQUIRE A MAGNIFYING SHEET TO MAKE
THE TEXT LARGER PLEASE CONTACT US ON

Tel - **01623 608888**