







# SERVICE STANDARDS

What you can expect from our

## Supported Housing

### ***We will:-***





-  **Meet with you to discuss your support needs when you view your property**
-  **Explain our charges and what they cover**
-  **Agree a support plan with you and the frequency of our visits or contact; within 5 days of your tenancy start date**
-  **Wear a name badge and carry ID when visiting your home**
-  **Ensure that your care needs are met**
-  **Provide you with information about our service, community services or activities**

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### ***We will:-***





-  **Keep you informed about any actions we have taken and share all information with you (or a member of your family with your permission) related to your support plan reviews and assessments.**
-  **Keep your personal information secure and provide information in a format of your choice, e.g. large print**
-  **Only contact other agencies with your permission unless there is a serious risk to personal safety**
-  **Consult with you and involve you in any changes to your service or home**
-  **Ensure that emergency support provided through Lifeline is maintained 24 hours per day 365 days per year**

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*We will assess these standards by keeping:*

-  **Records of referral dates and visits**
-  **A written record of your support plan and any information relating to it**
-  **A record of permissions you have given us**
-  **Information about the service, community events and charges**

Seven Locks Housing

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*If you would like to talk to us about  
Supported Housing*

**Telephone:**           **01858 414533**

**Or email:**           **[info@sevenlockshousing.co.uk](mailto:info@sevenlockshousing.co.uk)**



**Deborah Bennett**  
**Executive Director**



**Sarah Conway**  
**Chair of the Board**

**Dated 15th October 2010**