

## The Independent Living Schemes Service standards

<b>Status</b>	<b>Approved</b>
<b>Document reference</b>	<b>SOPOP423PR</b>
<b>Date document written/amended</b>	<b>11/02/10</b>

<b>STATUS</b> (Draft/Approved/Updated/Archived)	<b>REFERENCE</b>
<b>Approved</b>	<b>SOPOP423PR</b>

Important notice:  
Printed paper copies of this procedure are **uncontrolled**.  
The current version of this procedure is available on the SHG Intranet site

Version Number	Date Amended	Comments	Date Approved	Author	Approved by
1			11/02/2010	D Fairlie	John Wright

**Contents**

<b>1.</b>	<b>The Independent Living Schemes Service standards-----</b>	<b>3</b>
1.1	<b>Expectations of us -----</b>	<b>3</b>
1.2	<b>Expectations of you-----</b>	<b>4</b>
1.3	<b>Monitoring-----</b>	<b>4</b>

<b>Status</b>	<b>Approved</b>
<b>Document reference</b>	<b>SOPOP423PR</b>
<b>Date document written/amended</b>	<b>11/02/10</b>

# 1. The Independent Living Schemes Service standards

## 1.1 Expectations of us

We will:

- Ensure that you are able to view the property and meet with other residents before you decide whether to accept the offer of accommodation
- Provide you with information about the scheme facilities and those within the local area
- Where possible, make sure that our Independent Living schemes are accessible to people with disabilities
- Help residents maintain their independence while providing them with safe and supported quality accommodation
- Make sure that communal areas are cleaned to an acceptable health and safety standard
- Carry out an annual Health and Safety risk assessment and 3 further Health and Safety Inspections each year (in schemes with communal areas) all of which you will be invited to take part in
- Test emergency alarm intercom equipment every three months
- Test fire bells in communal areas every week
- Report repairs to communal areas on the same working day that we become aware of them (Mon-Fri)
- Provide an emergency alarm intercom system linked to an alarm monitoring centre which operates 24 hours a day, seven days a week and provide a secure door entry system for all of our “Independent

<b>Status</b>	<b>Approved</b>
<b>Document reference</b>	<b>SOPOP423PR</b>
<b>Date document written/amended</b>	<b>11/02/10</b>

Living Schemes” (blocks of flats with communal areas)

- Explain how emergency alarm and door entry equipment (where applicable) works when you move into your home
- Consult with you about any proposed changes to your scheme and its facilities.

## 1.2 Expectations of you

We expect:

- You to maintain the conditions of your tenancy and for you and your visitors to be polite towards other residents and our staff
- You to report any repairs that are required to your home other than repairs to communal facilities.

## 1.3 Monitoring

We will monitor these service standards using satisfaction surveys and we hope to achieve a target of 95% satisfaction with the Independent Living service overall.

<b>Status</b>	<b>Approved</b>
<b>Document reference</b>	<b>SOPOP423PR</b>
<b>Date document written/amended</b>	<b>11/02/10</b>