

Customer Service Standards

Independent Living

Your Home



What is the Independent Living Service?

Independent Living Schemes are available to persons aged 55 years and over. The Schemes offer independent living in comfortable surroundings. Residents can make use of the scheme's facilities as well as participating in the various activities organised for their enjoyment.

Independent Living Schemes are designed to suit older people who are looking to move out of their present accommodation. This could be due to poor health or disability, because they want a smaller home which is easier to manage, or they need a little extra support and security but do not want to lose their independence. Residents have their own flat and own front door but there is an Independent Living Officer on duty Monday - Friday 9am - 5pm to call on for help if needed.

Your Independent Living Officer

Every resident that lives in our Independent Living Schemes will have a named Independent Living Officer (ILO) at the point of moving into the scheme. The Independent Living Officer plays a vital role in the effective management of the scheme and in supporting residents.

We are committed to delivering housing services that are inclusive and responsive to the diverse needs of our residents.

When residents are affected by vulnerabilities related to health, disability, or other personal circumstances we will adapt our service standards to ensure they receive the most appropriate support.

This may include making reasonable adjustments, offering tailored communication, or working in partnership with relevant support services to help tenants sustain their tenancies and feel safe and secure in their homes.

Your Independent Living Services Team Leader

The Independent Living Services Team Leader co-ordinates the day-to-day operational delivery of Independent Living and housing management services to the Council's sheltered housing schemes.

They also work in collaboration with other Tenancy Services teams to ensure the day-to-day delivery of all tenancy services as well as cross cutting service improvements and development projects.

What can I expect as a resident

- ✔ Resident centered support.
- ✔ We will treat all residents with dignity, respect and empathy.
- ✔ We will promote independence whilst offering tailored and individual support.
- ✔ We will ensure that residents feel safe, valued and part of a community.
- ✔ Policies protect resident privacy and confidentiality.

Communication and engagement

- ✔ The ILO will respond to resident enquiries within 3 working days.
- ✔ The ILO will provide clear, and accessible information about events, activities and other important updates.
- ✔ The ILO will host regular resident meetings and keep residents informed.
- ✔ The ILO will undertake a rolling 12-month Independent Living Review with all residents who live in an Independent Living Home.

Safety and wellbeing

- ✔ The ILO will carry out regular health and safety checks of communal areas.
- ✔ The ILO will carry out regular pendant checks.
- ✔ The ILO will support residents to access health, social care, and wellbeing services.
- ✔ The Building Safety Officer will carry out weekly alarm system checks.
- ✔ The ILO will carry out daily residents' checks (unless the resident has opted out).
- ✔ Secure entry systems (keys, fobs) are in place.
- ✔ Hallways, stairs and walkways are well lit and hazard free.
- ✔ Emergency exits are clearly marked and accessible

Building Management

- ✔ The ILO will report communal repairs within 1 working day and keep residents updated.
- ✔ Communal areas are clean, well maintained and kept free from clutter.
- ✔ Outdoor spaces are accessible, clean, safe and welcoming communal spaces.
- ✔ Accessible features (ramps, lifts, rails) are available.
- ✔ Temperature, lighting and ventilation are adequate in all areas.

Staff and Service Delivery

- ✓ The Independent Living Service is supervised by the Independent Living Team Leader.
- ✓ The ILO's duty hours vary. Most are 'on duty' from 9am to 5pm, Monday to Friday and this will include doing work away from the scheme.
- ✓ At All times residents will be able to access support via the Warden Call System.
- ✓ Staffing levels meet the needs of residents and community size.
- ✓ ILO's respect resident independence and personal boundaries.
- ✓ ILO's are trained and provide a high-quality customer service.

Community and Inclusion

- ✓ The ILO will facilitate regular social activities to reduce social isolation and promote overall wellbeing.
- ✓ The ILO will encourage resident involvement in shaping services and decision making and ensure services are inclusive.
- ✓ A clear process exists for complaints, compliments and feedback.

What if I am not satisfied with the service I have received?

We have a complaints procedure. Please use this if you are in any way unsatisfied with the service you have received from Independent Living Services.

Stage 1

You can complain to the **Assistant Tenancy Services Manager** or **Tenancy Services Manager** using the contact points below;

Stage 2

If stage 1 does not resolve the matter, you may contact the **Head of Housing**

To find out more information and to submit a compliment, comment or complaint online visit www.cannockchasedc.gov.uk/customerfeedback

You can contact us by:

Email: Independentliving@cannockchasedc.gov.uk

Tel: **01543 462621 (Monday to Friday 9am - 5pm)**

Grace Moore Court

Cecil Street, Chadsmoor, Cannock,
Staffs WS11 1HS

Caxton Court

Caxton Street, Cannock, Staffs WS11 3EA

Longford Court

Bideford Way, Cannock, Staffs WS11 1QB

St. Barbara House

John Till Close, Rugeley, Staffs WS15 2AG