

South Derbyshire District Council

Sheltered Housing Service

Proposed draft

Vision:

- To promote independence and choice for older people enabling them to live as independently as possible for as long as possible within their own home.
- To provide warm, secure homes with supportive services that are sensitive and responsive to the needs of our customers.

Aims:

- To provide housing and support that meets the individual needs of our customers.
- To create opportunities for our customers to express their views and influence the planning and provision of sheltered housing and support services.
- To work with partners and local communities to improve the well-being and life opportunities of our customers.

The Sheltered Housing Service should:

- Seek out and listen to its customers views and adapt the service accordingly
- Enable older people to live as independently as possible in the community.
- Provide safe and secure and well-maintained environments.
- Provide support and personal contact.
- Promote the physical and emotional well-being of our customers.
- Enable our customers to make choices about issues which directly affect them.
- Ensure appropriate help is available when needed.
- Encourage and support social interaction within sheltered housing schemes.
- Assist our customers to access other services.

Our Sheltered Housing Staff will:

- Treat everyone courteously, be honest and respect your dignity
- Involve you in making decisions
- Give you information so that you can make informed choices
- Treat you and your family / carers fairly, without discrimination
- Answer all alarm system calls quickly, courteously and efficiently
- Treat all personal information in a confidential manner
- Deal fairly and quickly with any complaints you may have about the standards of service