



Gloucester City Homes



SUPPORTED HOUSING & SUPPORTING PEOPLE POLICY

In partnership with



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[Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages]

Gloucester City Homes Document Format Information

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہیں تو براۓ مہربانی ہم سے رابطہ کیجئے۔

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરમિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]



STATUS (Draft / Approved / Updated / Archived)	REFERENCE
Approved	09 SUPPORTED HOUSING AND SUPPORTING PEOPLE POLICY ONLY CONTROLLED
<p>Important Notice: Printed paper copies of this procedure are <u>uncontrolled</u>. The current version of this procedure is available on the Intranet</p>	

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
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SERVICE AIMS & OBJECTIVES

Overall Aim

Gloucester City Homes Mission is:

"To provide a better quality of life to every tenant and leaseholder of Gloucester City Homes by delivering exceptional services and providing decent homes in successful communities."

Our Supporting People service's overall aim is:

"To ensure that our tenants live independently in their own homes, by providing support and facilitating access to relevant services."

In support of this Gloucester City Homes has a set of core values, which will help us achieve our mission and deliver our aims.

Our Values:

Pride:

We will act responsibly and will enable our tenants & leaseholders to take pride in their homes and communities through effective service delivery. Equally, we are proud of our staff and will recognise their achievement and success. We will work in partnership with the Council, our residents, staff and partners to build strong and successful communities.

Quality:

Our aim is to be the best social housing agency in the country, delivering outstanding customer service and looking to improve continuously. We will listen; responding quickly and fairly to our tenants & leaseholders and employees needs to ensure we achieve our targets and standards.

Integrity:

We will say what we do and do what we say, publishing clear standards, monitoring performance and providing efficient, value for money services. We will be a caring and responsible agency, respecting every tenant & leaseholder and every employee by being honest and fair in all our decisions.

Innovation:

We will be creative and dynamic in delivering our services, anticipating tenant & leaseholder needs and planning accordingly. We will strive to be a national leader of excellence through challenging existing practices, working together as a team and never accepting mediocrity.



Finally we have a vision for the future:

Our Vision

"To be a first class social housing agency, delivering modern, efficient, high quality customer-focused services so that we can provide an excellent quality of life for our tenants & leaseholders in their homes and their community."

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Supporting Aims

The Government, County Council, Gloucester Partnership and City Council all have a number of strategies to which we can contribute.

Government national strategies and plans:

[Creating Sustainable Communities: Supporting Independence – Department for Communities and Local Government November 2005](#)

County Council strategies and plans:

[Supporting People 5 Year Strategy – Gloucestershire County Council 2006](#)

Gloucester Partnership

[Gloucester Community Strategy 2003 / 2013 – Gloucester Partnership 2003](#)

Gloucester City Council

[Housing Strategy 2003 / 2008 – Gloucester City Council 2003](#)

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Relevant Legislation

Any legislation that needs to be taken into account when implementing the policy.

The Housing Act

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Service Standards

Meeting the needs of our older residents and those who have special needs

Our aim is to ensure that our tenants live independently in their own homes, by providing support and facilitating access to relevant services.

In all of our sheltered schemes we have established the role of Community Scheme Managers who are there to provide support and assistance to our residents when it is needed.

Role of Community Scheme Managers

Our Community Scheme Managers have received extensive training and work within clearly defined procedures to ensure we provide a service, which is not intrusive, but one based on a sense of security for the residents, knowing that support is available if required.

We will, through our Community Scheme Managers:

- Welcome new tenants to the scheme and carry out an induction.
- Be available between 9am & 5pm Monday to Friday (excluding public holidays).
- Provide a daily intercom call and personal visit to each tenant if requested; time and frequency by mutual agreement, to check on daily well-being.
- Facilitate access to external agencies and advise tenants on the availability of services e.g. local facilities, Social Services, Care Direct.
- Liaise with hospital staff and / or family regarding tenants well-being and discharge and facilitate care packages for extra support while ill/recovering.
- Provide temporary higher levels of support following an emergency assessed on a case-by-case basis.
- Ensure residents are safe and well.
- Attend an emergency as quickly as possible and will use their experience and expertise to assess individual circumstances.
- Liaise, if required, with other service units from Gloucester City Council and Gloucester City Homes.
- Provide scheme social activities and actively encourage tenant participation.
- Ensure that Community Scheme Managers and Estate Manager Surgeries will take place on a monthly basis to discuss Housing Management issues.

Health & Safety Checks

- Check and monitor health and safety issues and report to the relevant department.
- Test alarms & pendants and update tenants personal details on a quarterly basis.

Community Scheme Managers cannot offer:

- Personal care, lifting and manual handling or administering medication.
- Shopping, cleaning, washing and ironing services.
- Handling money and collecting prescriptions.

Emergency Control Centre

We work in partnership with the Forest of Dean control centre who provide:

- Emergency assistance 24 hours a day, 365 days a year, linking up with Duty, Out-of-Hours Community Scheme Manager and Emergency Services.

Our commitment is to encourage all tenants to use this service appropriately for emergency situations only.

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