

Impact Housing Association Service Standards

Floating Support

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Service Standards

This leaflet tells you about the standard of service that you can expect to receive as a user of our supported housing services.

These standards have been agreed in discussion with service users. We have set targets against each standard and we will report our performance against these targets on a regular basis. Where possible, and so you can see how our performance compares to others, we will give figures from best performing organisations.

If at any point you believe that a standard is not being met, then please let us know. We will always strive to achieve the standard set and deliver a high quality service that meets your needs and aspirations.

If you have any comments about the standards generally, then please do not hesitate to speak to us.

Floating Support

Service Standard	Target	Where Reported	When Reported
A needs and risk assessment will be completed prior to you accessing the service	100%	Customer Panel Website Newsletter	Annually
You will be given a named support worker	100%	Customer Panel Website Newsletter	Annually
Your support worker will offer you support meetings and at these meetings you will have the opportunity to discuss the amount and type of contact you need	100%	Customer Panel Website Newsletter	Annually
You and your support worker will agree an action plan within 28 days of your support starting	100%	Customer Panel Website Newsletter	Annually
We will ensure that you are actively involved in the development and review of your support plan	100%	Customer Panel Website Newsletter	Annually
You are entitled to request to change your support worker. The scheme manager will discuss this with you	100%	Customer Panel Website Newsletter	Annually
If we need to change your support worker (e.g. if someone is leaving), you will be given as much notice as possible	100%	Customer Panel Website Newsletter	Annually
We will give you opportunities to be involved in how services are run, any significant changes to the service, or relevant policies, procedures, strategies and plans	100%	Customer Panel Website Newsletter	Annually

Access to Services

Service Standard	Target	Where Reported	When Reported
If you need information in a different format, we will provide this within 10 working days.	95%	Access to Services Group Website Newsletter	Annually
We will always communicate with you in the way that you prefer.	95%	Access to Services Group Website Newsletter	Annually
If English is not your first language we will provide translation and interpretation services that will help.	100%.	Access to Services Group Website Newsletter	Annually
We will provide induction loops, Typetalk and sign language interpretation if you are deaf or hard of hearing.	100%	Access to Services Group Website Newsletter	Annually
All our buildings that are open to the public will be accessible to every customer as required by law	100%	Access to Services Group Website Newsletter	Annually

Complaints

Service Standard	Target	Where Reported	When Reported
We will make it easy for you to make a complaint. It does not need to be in writing.	100%	Customer Panel Website Newsletter	Annually
We will respond to your complaint within one working day	95%	Customer Panel Website Newsletter	Annually
If your complaint is straightforward, we will deal with it within 3 working days.	95%	Customer Panel Website Newsletter	Annually
For more difficult complaints, you will be offered an interview within 5 working days. Any agreed actions will be completed within 20 working days.	95%	Customer Panel Website Newsletter	Annually
If we cannot deal with your complaint within 20 working days, we will work out an action plan with you. You will be kept up to date with the progress of your complaint.	95%	Customer Panel Website Newsletter	Annually
You are satisfied with how we have handled your complaint.	95%	Customer Panel Website Newsletter	Annually

Customer Service

Service Standard	Target	Where reported	When reported
Be polite and helpful	100%	Customer Panel Website Newsletter	Annually
Carry identity cards at all times, which show our names and photographs	100%	Customer Panel Website Newsletter	Annually
Expect our contractors to do the same	100%	Customer Panel Website Newsletter	Annually
Listen to you and be sensitive to your needs	100%	Customer Panel Website Newsletter	Annually
Make our services easy to understand and to use	100%	Customer Panel Website Newsletter	Annually
Treat you fairly	100%	Customer Panel Website Newsletter	Annually
Respond clearly and comprehensively within our published response times	95%	Customer Panel Website Newsletter	Annually
Provide a quality service in line with our published standards and make improvements by taking account of your feedback		Customer Panel Website Newsletter	Annually
Make you aware of our standards and let you know about our performance via shout board in our main offices and on our website		Customer Panel Website Newsletter	Quarterly
Aim to answer your call within 7 seconds during normal office hours and give you our name and where we work	95%	Customer Panel Website Newsletter	Annually
Respond within 5 working days and give you a named contact and direct line number/e-mail address of the person dealing with your contact.	95%	Customer Panel Website Newsletter	Annually

Use plain language in our reply	95%	Customer Panel Website Newsletter	Annually
When we visit you in your home, offer an appointment so that you know when to expect us, and explain the reason for our visit. Let you know in good time if we cannot keep the appointment.	95%	Customer Panel Website Newsletter	Annually
Give at least 10 working days notice if the facility will be closed for holidays	100%	Customer Panel Website Newsletter	Annually
Make sure all information on display is up to date	100%	Customer Panel Website Newsletter	Annually