

Impact Housing Association Service Standards

Supported Housing Schemes

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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.

Scheme Based Accommodation

Service Standard	Target	Where Reported	When Reported
Give all new residents an induction/introduction to the scheme within six days of moving in.	100%	Customer Panel Website Newsletter	Annually
Carry out a needs assessment and agree a support plan with you within 28 days of your moving in.	100%	Customer Panel Website Newsletter	Annually
Ensure you are actively involved in the development and review of your support plan.	100%	Customer Panel Website Newsletter	Annually
Provide accommodation that meets Impacts letting standard for supported housing.	100%	Customer Panel Website Newsletter	Annually
Provide an on call service so that there is always a member of staff available to speak to you outside of normal working hours.	100%	Customer Panel Website Newsletter	Annually
Provide you with full and clear information on the charges for your support and accommodation, and how these have been calculated	100%	Customer Panel Website Newsletter	Annually
Involve you, through house meetings and other activities in how schemes are run and in any significant changes to the service, or relevant policies and 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

Anti-Social Behaviour

Service Standard	Target	Where Reported	When Reported
<p>We will provide clear information to residents on:-</p> <ul style="list-style-type: none"> • What kind of behaviour is treated as anti-social. • What we expect from our residents • How we deal with anti-social behaviour 	<p>Clear information always available</p> <p>Regular items in the Newsletter</p>	<p>Customer Panel Website Newsletter</p>	<p>Annually</p>
<p>We will make it easy for you to report anti-social behaviour.</p>	<p>100%</p>	<p>Customer Panel Website Newsletter</p>	<p>Annually</p>
<p>We will provide an out of hours emergency telephone number to report anti social behaviour incidents when no staff are available</p>	<p>100%</p>	<p>Customer Panel Website Newsletter</p>	<p>Annually</p>
<p>We will respond to you, in writing, within one working day and give you contact details of the person who will be dealing with your case.</p>	<p>95%</p>	<p>Customer Panel Website Newsletter</p>	<p>Annually</p>
<p>We will interview you within 24 hours if your complaint involves violence or hate crime. Any emergency actions that are necessary will be taken.</p>	<p>100%</p>	<p>Customer Panel Website Newsletter</p>	<p>Annually</p>
<p>For less serious anti-social behaviour complaints you will be offered an interview within 3 working days.</p>	<p>95%</p>	<p>Customer Panel Website Newsletter</p>	<p>Annually</p>

<p>We will let you know how your complaint will be dealt with and agree an Action Plan with you</p> <p>We will contact you regularly and keep you up to date with the progress of your complaint.</p>	95%	Customer Panel Website Newsletter	Annually
<p>We will support you through the process, including the involvement of victim support, if requested.</p>	95%	Customer Panel Website Newsletter	Annually
<p>We will take action within the following timescales:-</p> <ul style="list-style-type: none"> • Within 5-10 days when serious anti-social behaviour is reported • Within 12-17 days for less serious complaints • 	95%	Customer Panel Website Newsletter	Annually
<p>You will be satisfied with the service provided.</p>	95%	Customer Panel 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%	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
Provide an emergency number for you to contact when no staff are available on site	100%	Customer Panel Website Newsletter	Annually
Use plain language in our reply	95%	Customer Panel Website Newsletter	Annually
Make sure all information on display is up to date	100%	Customer Panel Website Newsletter	Annually

Day to Day Repairs

Service Standard	Target	Where Reported	When Reported
You will be satisfied that all work completed is of a high standard	95%	Customer Panel Website Newsletter	Quarterly Annually
We will complete as many repairs as possible on the first visit	90%	Customer Panel Website Newsletter	Quarterly Annually
We will complete all repairs in the following timescales:- Emergency- 6 hours Priority - 24 hours Urgent - 7 days Routine - 21 days	100% - Emergency 96% - all other repairs	Customer Panel Website Newsletter	Quarterly Annually
All staff, including contractors, will be polite, helpful and efficient when dealing with, and carrying out, repairs	100%	Customer Panel Website Newsletter	Quarterly Annually
We will provide a service that provides value for money	Average job costs and costs managing the repairs service compare favourably with best performing organisations.	Customer Panel Website Newsletter	Annually
We will make it easy to report repairs	100%	Customer Panel Website Newsletter	Annually