Bromford.

Housing for older people

Service Standards

We provide housing for older people across our operating areas and we ensure all our accommodation is maintained to a high standard and promotes independence. Your property will: • be a self-contained flat consisting of a kitchen, lounge, bathroom and bedroom, a studio flat or a bungalow • have communal areas which may include a lounge, garden, on-site laundry, communal parking bays and a guest room for visitors Our service to you	General needs housing offer	Supported housing offer	Supported housing PLUS offer
All customers will have an allocated neighbourhood coach who will get to know their customers and build strong relationships, coaching and guiding them where required, to help them thrive in their homes. They will be the first point of call for queries relating to our customers tenancies, their homes, and the communities they live in. They will deal with anything from anti-social behaviour and safeguarding to tenancy sign ups and changes.	✓	✓	✓
Advise or assist in dealing with benefit claims and other relevant correspondence.	✓	✓	✓
Assist with personal budgeting and referring to relevant organisations for debt counselling.	✓	√	✓
Management of the building, ensuring repairs in communal areas are reported and the building is secure. Including fire safety checks and health and safety compliance check.	✓	✓	✓
We will make contact with any other agency to help you secure access to any services you need from other organisations to enable you to live independently. For example, care and support needs.	√	✓	✓
Customers will have access to a dedicated adaptation team who can advise or assist to enable you to thrive in your home. This may be supported by Bromford or the local authority depending on your requirements and personal situation.	✓	√	✓
 Understanding how we can make service adjustments, to meet your specific needs is important to us. We will discuss with you how we can work with you to ensure we take into account, a disability or specific vulnerability by: talking with you directly and capturing your details on our systems to ensure we respond to the adjustments you have asked us to make, for example waiting longer at your door if we are visiting you, if we know you are less mobile work with you directly to understand our customer portal and where required capture on your behalf the information you need us to know 	✓	√	√
We continually look to capture customer feedback to enable us to improve our service.	✓	√	\checkmark



Our com in a to your	General needs housing offer	Supported housing offer	Supported housing PLUS offer
Our service to you	G	Š	S
Each customer will receive a touchscreen device that will enable you to receive important news and information from Bromford, as well as communicate back to the housing team. You can also benefit from a daily contact service called OKEachDay® which gives you the option to communicate with us at times that best suit you - either through the touchscreen or by speaking with one of the team.	x	√	✓
Some schemes still have a warden call pendant service, but where this isn't available and a customer needs a pendant service, we will help them to secure one either from social services or privately.	×	√	✓
Carry out an assessment of your needs and risks to identify what help and support you need.	×	✓	✓
Help you to achieve positive outcomes in areas of physical, mental and emotional health by signposting you to appropriate local services.	×	✓	✓
Facilitate social events to help reduce social isolation.	×	√	✓
We will develop an Independent Living Plan with you to agree how we can best meet your needs.	×	x	✓
We will carry out a review of your Independent Living Plan every year.	×	×	✓
You will have access to a service from our scheme officers who will contact you regularly to check on your wellbeing.	×	x	✓
Arrange and facilitate social events to help reduce social isolation at a time interval specified for each scheme.	×	×	✓





