



**Our vision is  
"to deliver excellent Housing Services"**

**Service Standard  
SUPPORTED HOUSING**

**Newark and Sherwood Homes  
Limited**



**Contents**

**Page**

What is a service standard?	1
What can you expect from Newark and Sherwood Homes	1
What does Newark and Sherwood Homes expect from you?	1
Equality and Diversity	2
Supported Housing	3
Monitoring	4
Performance	4
What do I do if I wish to comment on a service provided?	4
Contacting us	5

## **1 What is a Service Standard?**

Our Service Standards reflect our Customer Promise to provide a service that is efficient, fair and responsive to all our customers.

All Newark and Sherwood Homes staff have a responsibility to ensure that the services provided to our customers meet the highest possible standards at all times, and to recognise that some customers may, on occasions, require special or more sensitive services.

We have set our standards because you have said that these are the things that matter most. We have involved customers in agreeing our standards and customers will be involved in monitoring them, to make sure we keep our promise to you.

We will regularly publish the results of this monitoring in our newsletter 'Home from Homes' and on our website. We will also review our standards each year to make sure that they continue to reflect what matters most to you. We have a range of standards covering the different services that we provide. For more information on our other standards, please contact any of our offices listed at the end of this leaflet, or go to our website at [www.nshomes.co.uk](http://www.nshomes.co.uk)

## **2. What can you expect from Newark and Sherwood Homes?**

- All staff and contractors to show identification;
- To be treated politely, courteously and with respect;
- All reception areas to be clean and comfortable with a variety of leaflets on the housing services available;
- We will seek your views through surveys and by inviting you to public meetings;
- Officers to notify tenants as soon as possible if they are unable to attend appointments;
- We will publicise our performance on targets we have set.

## **3. What does Newark and Sherwood Homes expect from you?**

- To be treated politely, courteously and with respect;

- Provide the information we ask for when we ask for it or as soon as possible thereafter. This will help speed up the process;
- Please ensure that you read all the information sent to you;
- Attend appointments on time or let us know as soon as possible if you are not able to. This will help us to keep appointments with other customers;
- There are times when we are very busy, but we will do all we can to keep waiting times to a minimum;
- Let us know if you are going to be away on holiday or in hospital;
- Keep your contact information up to date for reasons such as if you are unwell we can call your chosen representative;
- Inform central control to make arrangements for collecting alarms and pendants;
- Out of courteousness to our officers visiting you at home, we request that you do not smoke during the interview.

This booklet sets out the standard you can expect in respect of Supported Housing. These standards are reviewed annually and you can have your say by:

- Speaking to a member of staff;
- Email: Central Control at [nshcontrolstaff@nshomes.co.uk](mailto:nshcontrolstaff@nshomes.co.uk)
- Email: Vale View only, [vale.view@nshomes.co.uk](mailto:vale.view@nshomes.co.uk)
- Completing a suggestion slip at any Newark and Sherwood Homes office;
- Contacting your tenant representative (details available from your local housing office);
- Contacting Newark and Sherwood Homes on 0845 258 5550
- Contacting Newark and Sherwood District Federation of Tenants and Residents Associations on (01636) 684343

#### **4. Equality and Diversity**

Newark and Sherwood Homes is committed to giving equality of service to all. This means that customers will not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

We will:

- Ensure applications for housing are dealt with in accordance with Newark and Sherwood Homes Equalities and Diversity Strategy which is available on request or by visiting our website at: [www.nshomes.co.uk](http://www.nshomes.co.uk)
- Provide information in other formats, languages, large print, Braille and audiotape and arrange for translators or signers where needed,
- Promote our Supported Housing service to ensure it is accessible to all eligible sections of the community.

## **5. Supported Housing**

Help and advice – we will

- Provide weekly surgeries, except on bank holidays, in all our supported housing scheme community centres;
- Ensure you are aware of the location of the water stop tap and explain how your heating works;
- Address any queries you may have concerning your rent account, service charges and Supporting People grant;
- Provide information about community centres, clubs and social activities including working with the Community Centre committees on constitutions and elections.
- Provide a home visit / appointment on request;
- Provide 'lifeline' information on sign-up;
- Update your contact details annually;
- Report repair requests on the same day you tell us about them;
- Complete support plans, risk and needs assessments for vulnerable adults in general housing stock.

Quality and Choice - we will:

- Visit all new tenants within 6 weeks of the tenancy commencement date to complete support plans and ensure that they receive all the benefits and support packages you are entitled to.

## **6. Monitoring**

We will monitor our Supported Housing Service in the following areas:

- Record the number of visits made to all new tenants within 6 weeks of the tenancy commencement date to complete support plans;
- Record number of visits made to all tenants over the age of 60 years of age every 12 months;
- Monitor the number of calls to our 24-hour call line service. Ensure 95% of calls will be answered within 30 seconds and 98% of calls within 60 seconds;
- Monitor the number of visits made to all supported housing service users on discharge from hospital, normally within 5 working day, but definitely within 10 days when informed;
- Ensure that applications made for private lifelines will be assessed within 5 working days;
- Record number of support plans carried out with tenants annually, to check that their needs are met. Monitor number of extra visits made where needs change.

## **7. Performance**

The results of our monitoring of performance against our Service Standards can be found in our 'Home from Homes', performance posters displayed in our reception areas, and on our website at [www.nshomes.co.uk](http://www.nshomes.co.uk)

## **8. What do I do if I wish to comment on the service provided?**

If you wish to let us know how you feel about the service that we have provided, you can submit a compliment, or complaint via Newark and Sherwood Homes 'Complaints and Compliments' procedure. You may either complete a compliments or complaints form which are available from any Newark and Sherwood Homes reception, or via the website, or by calling 0845 258 5550

If you wish to submit a service improvement idea you can complete our *Housing Matters* Form available in the same way.

Your complaint and / or compliment will be acknowledged within 3 working days and replied to within 10 working days.

## 9. Contacting Us

You can contact Newark and Sherwood Homes by visiting, telephoning or writing to one of the following offices:

### **Newark and Sherwood Homes**

Customer Services Directorate  
Kelham Hall  
Kelham  
Newark-on-Trent  
Notts.  
NG23 5QX  
Telephone: 0845 258 5550  
Fax: (01636) 655514

Opening hours:

8.30am – 5.15pm Monday – Thursday

8.30am – 4.45pm Friday

### **Customer Services Directorate**

Farrar Close Office  
Newark-on-Trent  
Notts.  
NG24 2EG  
Tel: 01636 655555  
Fax: 01636 655578

**Repairs Freephone 0800 5610010**

### **Hawtonville Office**

77c Eton Avenue  
Newark-on-Trent  
Notts.  
NG24 4JH  
Tel: 01636 655503  
Fax: 01636 655504  
Opening Hours  
9.00am – 4.30pm Monday – Friday

### **Ollerton Office**

Sycamore Road  
Ollerton  
Notts.  
NG22 9PS  
Tel: 01623 860740  
Fax: 016323 860729  
Opening Hours

9.00am – 4.30pm Monday – Friday

**Website:** You can visit our website – [www.nshomes.co.uk](http://www.nshomes.co.uk)

**E-Mail:** You can e-mail us at [housing@nshomes.co.uk](mailto:housing@nshomes.co.uk)

### **Independent Advice**

If you would like to seek independent advice regarding housing services you can contact a group, which works closely with Newark and Sherwood Homes. They are:

Newark and Sherwood District Federation of Tenants and Residents  
Associations  
21b Bailey Road  
Newark-on-Trent  
Notts.  
NG24 4EP  
Telephone: (01636) 684343.

Newark and Sherwood Homes Limited  
Kelham Hall  
Kelham  
NEWARK ON TRENT  
Nottinghamshire  
NG23 5QX

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

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。

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Polish)

(Mandarin)

(Portuguese)



Signing

  
The Big Word  
Translation Services



Audio Tape

V.8

