Service Standards

Our dedicated Silver Service Team of Scheme Managers and Support Workers provide housing related assistance and support designed to help our tenants live independently. We aim to provide a first class support service which we tailor to meet individual needs and focus on the outcomes that matter most to our tenants.

We will

- Provide all new tenants with a full introduction to the scheme within 2 working days.
- Produce a support plan with new tenants to be reviewed as agreed but at least every 6 months.
- Have contact with tenants according to their individual requirements.
- Ensure that tenants health and welfare is continually monitored and notify the appropriate emergency or welfare services if a tenant falls ill and if the tenant agrees or lacks capacity, inform their next of kin.
- Try to respond to any emergencies within 30 minutes. This may not always be possible in the event of adverse traffic and weather conditions, periods of extreme workload or staff shortage.
- Ensure that a Support Worker is available to cover tenants visits and calls when a Scheme Manager is absent.
- Help tenants maintain their independence while providing them with safe and supported quality accommodation.
- Provide an intercom system linked to our staff and a call centre, which are on duty 24 hours a day, 7 days a week, 365 days of the year.
- Conduct a weekly scheme Health and Safety Inspection and take any necessary follow up action.
- Carry out risk assessments annually, test emergency lights, smoke alarms and pendants and pull cords every month.
- Make sure all communal areas are cleaned, and the gardens are maintained, to an acceptable health and safety standard.
- Have contact with tenants relatives as necessary.
- Liaise directly with external agencies such as care management, doctors, social workers, meals on wheels and cleaning services if tenants or tenants families are not able to do so.
- Arrange appointments for tenants repairs.
- Act immediately if we suspect the abuse of a vulnerable adult or child.
- Be compassionate and listen to our tenants
- Hold monthly scheme and Silver Service Forum meetings and send all tenants our Silver Service Matters newsletter every quarter.
We will not

- Invade tenants privacy.
- Provide any personal care or administer any medication.
- Lift a tenant who has fallen.
- Breach tenants confidentiality.
- Handle tenants money.
- Get involved in family or personal disputes.
- Do any housework, laundry or shopping for tenants.

We will assist tenants to find a service or someone that will do the things we don’t do, if tenants have no family or friends to do this.

We expect

- Tenants and visitors to be polite and respectful towards staff.
- Tenants to maintain the conditions of their tenancy.
- Tenants to ensure that their rent, service charge and service option charge are paid throughout the lifetime of their tenancy.
- Tenants to be respectful and considerate of their neighbours.
- Tenants and families to respect communal facilities and leave them clean and tidy after use.
- Tenants to tell us or the call centre when they are going out.

We do not expect

- Tenants to fit any additional locks or chains to their doors which might prevent us gaining access in an emergency. Any chains that have been fitted must not be used at night time.
- Tenants to inform us immediately of any changes in circumstances.
- Tenants to inform us if they receive support from any outside agency.
- Tenants and visitors to use the door entry system correctly and not to let any strangers into the building.
- Tenants to keep their homes secure and doors locked.
- Tenants families to keep in contact with us and provide alternative contact details if they plan to go on holiday for an extended period of time.

- Fire doors to be wedged open.
- Scooters to be stored or charged in communal areas.
For further information please speak to your Scheme Manager or a Support Worker or email us at: 
silverservice@kettering.gov.uk