



Independent Living Service Standard

This service standard sets out what you can expect from Stroud District Council's (SDC) Independent living service. SDC has 29 Independent living schemes for people over the age of 55. We want residents to thrive in clean, safe and welcoming schemes

To achieve this we promise to deliver the following services to Independent Living residents:

Site Officer

Your Site Officer looks after the community spaces and grounds. They attend each site ensuring a safe and clean environment for you to enjoy. They will ensure the following are carried out:

- All elements of health, safety and compliance within the scheme
- Communal cleaning and ground maintenance
- Grass cutting between March and October. Cuttings not removed.
- Hedges to be cut twice a year.

Whilst this work is being carried out the team will:

- Observe the highest standards of health and safety
- Act in a polite and courteous way and respect your surroundings

Enabling Officer

Your Enabling Officer provides housing related support, making referrals whilst signposting you through challenges and crisis. They will carry out assessments on need, promoting social inclusion and access for all.

Your enabling service concentrates on social inclusion and independence whilst improving physical and mental wellbeing for tenants. The team offer housing related support when tenants are referred to us i.e. self-referral, referral from external agencies. This could include helping maximising benefits, managing bills, ensuring you feel safe and secure in your home and helping to maintain a healthy and sustainable lifestyle. The team will:

- Carry out a tenancy audit annually to ensure your housing needs are being met and the property is in good condition.
- Carry out needs assessment on referral.

Independent Living Hub Officer

Your Independent Living Hub Officer will ensure our 7 hubs are vibrant and lively spaces who welcome in the local community.

The Independent Living Hubs are:

- | | |
|------------------------|--------------------------|
| • Sherborne House | Stonehouse |
| • George Pearce House | Minchinhampton |
| • Springfields Court | Cam |
| • Dryleaze House | Wotton-Under-Edge |
| • Grange View | Uplands |
| • Walter Preston Court | Cashes Green |
| • Concord | Nailsworth |

Housekeeper

Your housekeeper will ensure guest rooms are all kept to a good standard as well as carrying out new tenant inductions.

To keep you informed about how well we're doing we will publish the following performance measures each year:

- % of health, safety and compliance checks completed
- % overall tenant satisfaction with the service provided by us
- % tenants satisfied that we keep communal areas clean and well maintained
- % tenants satisfied that their home is safe