

**SHELTERED HOUSING SCHEMES & SUPPORT SERVICES**

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**OUTCOMES TO BE ACHIEVED:**

*The tenant's quality of life is enhanced through the provision of appropriate communal support services.*

*Elements addressed:*

- Light Maintenance & Repair of the Property
- Provision of Food
- Transport Services
- Day Centres, Community Groups & Social Events

#	Performance Indicator / Standard	SCORE	Evidence
1	The Scheme Management is able to provide a personal service of light maintenance and repair in addition to Planned Maintenance Schedules for the Scheme .		
2	Light maintenance will include helping tenants with repair tasks such as changing light bulbs, unblocking sinks etc.		
3	Scheme Management is able to provide tenants with details of approved contractors such as plumbers, electricians and other tradesmen.		
4	Scheme Management is able to provide tenants with details of specialist contractors to undertake the service and maintenance of wheelchairs.		
5	These contractors are listed on the Scheme's list of Preferred sub-contractors.		
6	Scheme Management is able to co-ordinate the provision of food delivery services such as <i>Meals-on-Wheels</i> .		
7	Scheme Management is able to co-ordinate the provision of transportation services for the tenant. This can include ambulances and taxis.		
8	Transport contractors such as taxis are listed on the Scheme's list of Preferred sub-contractors.		
9	The services provided by these taxi companies are closely monitored through tenant feedback in terms of punctuality, prices, cleanliness and feeling of safety and security.		
10	Where the Scheme operates its own transport services for tenants the use of this transport is reflected in a policy.		
11	All vehicles owned / operated by the Scheme have current and valid Road Tax and MOT Certificate (where applicable).		
12	All vehicles are fitted with fire extinguishers which are regularly checked. Status tags confirm that maintenance intervals for the fire extinguishers have not been exceeded.		
13	All vehicles have a First Aid Box which is regularly checked for contents. These checks are recorded in the same record -keeping system as that used for First Aid Boxes in the Scheme.		
14	There is a list of "competent drivers", and copies of relevant personal Driving Licences are kept on file which relate to the class of vehicles being driven. These are checked annually.		
15	Appropriate staff are trained in mobility handling aspects of wheelchairs where these are used in minibuses and other specially-adapted vehicles, and this training is recorded.		
16	Scheme Management is able to co-ordinate tenants' participation in local community events through the use of approved transport facilities where needed.		
17	Scheme Management is able to provide details of local amenities such as pubs, restaurants, cinemas, banks, libraries, museums etc.		

