



Your Housing Support Services

1. General Information

Also see 'Your Housing Support Services – 2. How we will support You'.

Your local Council pays Trust so that Trust staff provide Housing Support services to our tenants in this development.

Housing Support services help you to maintain your tenancy and promote your independence.

Trust is registered with the Care Inspectorate. We are regularly inspected to ensure we are providing good Housing Support services. You can see a copy of their latest Inspection Report in the development.

Housing Support hours

Your local Council pays Trust to deliver a Housing Support service here. This means that the number of hours of Housing Support that Trust provides is dictated by the amount of money that your local Council pays Trust to deliver the service.

Local staff will let you know what hours they are available, and if they are unavailable, you will be notified wherever possible. Emergency alarm call services are available 24 hours every day.

Information about you

Trust holds information about you so that we can provide you with a good Housing Support service. We appreciate that this is confidential information so it is stored securely and not shared without your approval, except in exceptional circumstances. You will be fully informed about what information is shared with others. You can make a written request to see the information that we hold about you.

We may be legally obliged to share information with some bodies, like the Care Inspectorate or the NHS. If we share information, we will check that it is correct and up-to-date, and we will involve you in the process wherever possible.

Ending your Housing Support service

If you wish to end your Housing Support service, you can discuss this with Trust staff, but you should carefully consider what this would mean, and think about making alternative arrangements.

Charges for Housing Support services

Your Council pays Trust to provide Housing Support services here, and your Council can decide to change the service, or the number of hours we offer, or the Council can decide to remove the service completely.

Your Council also decides how much you pay towards the cost of the service (if anything), and you pay this directly to them. If your Council charges you, they will offer you a Financial Assessment to decide how much you need to pay. You can refuse this Assessment and pay the full charge if you wish. Charging Policies vary from Council to Council.

How good is Trust's Housing Support service?

Trust staff all strive to provide the best possible services. Local staff work within Trust's values, policies and procedures. Area or Service Managers and other senior staff will visit your development regularly to ensure that you are getting the support you want, and that Trust's policies and procedures are being followed. Your local Council and the Care Inspectorate also monitor the service.

If you are unhappy with our Housing Support services, you can make a complaint through Trust's complaints process – speak to your local staff, your Area or Service Manager, or phone Trust on 0131 444 1200. You can also contact your Council or the Care Inspectorate.

If you require any further information or guidance please contact local staff or your Area/Service Manager or call 0131 444 1200.

Information correct as of October 2018