



Safe and Sound Service

Our Safe & Sound service is here to provide you with reassurance, expert advice and friendly support, so you can live independently in your own home.

Our flexible Safe & Sound plans are tailored to your needs. We offer a pendant alarm service, quickly connecting you to a highly trained operator at the press of a button, 24 hours a day 7 days a week. You can also choose to include our unique 24-hour responder service, with our highly-experienced Wellbeing officer quickly calling on you, if there is a 'no response' alarm activation.

Our Safe and Sound plans also offer you a weekly check-in call, advice on aids and adaptations and information about social activities in your local area – giving you, your family and friends reassurance and peace of mind.

Our monthly membership is open to residents of Solihull offering weekly rates for your choice of plan.

What we will do

We will:

- Provide clear information about our Safe and Sound service on our SCH Website and make easy to read brochures available to you on request.
- Make it easy for you to make a request for the service through our customer contact centre.
- Take time to explain our flexible options for a Safe & Sound plan to help you decide what's best for you.
- Give you the name of a friendly and helpful Wellbeing officer, who will work with you to create your own personalised plan and set up your membership.
- Visit to install your Safe & Sound plan within 5 days. Our Wellbeing Officer will carefully explain how the pendant and alarm works, so you feel confident using the system.
- Provide a 24/7 monitoring and responder service to help keep you safe and independent in your own home.
- Aim to get to you within 45 minutes, in the event of a 'no response' alarm activation.
- Contact you once a week if you choose, to check in with you and make sure everything is okay.
- Continue to promote your Wellbeing during every contact with you, and provide you with advice on useful equipment, aids and adaptations.
- Signpost you to other services to promote your health and wellbeing.



- Share details of groups and activities in your local area that may be of interest to you.
- Make it easy to set up your plan by direct debit.

We ask you to:

- Test your alarm equipment on a monthly basis.
- Provide us with the information we need to deliver services.
- Let us know of any changes to your circumstances, enabling us to always provide the right response to you.

How will we keep a check on our Service Standards

We will:

- Carry out monthly satisfaction reviews on a 10% sample of our customers.
- Complete a yearly review with you to check the information we hold about you is correct.
- We will use regular surveys to measure your satisfaction with our performance.
- We will ensure our staff are trained and competent to deliver services.

We will regularly report how we are doing to our SCHape Residents' Panel – made up of customers who scrutinise our service.

Use feedback from surveys, compliments, complaints and general comments to improve our service.

We will report on our performance against the Service Standards

In our Annual Report we will tell how well we have delivered on our Wellbeing service.

We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at www.solihullcommunityhousing.org.uk
- on Facebook, Twitter and Instagram for you to see what we are up to.

We will review our Service Standards

When we:

- Review our standards as part of our annual service delivery plan.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.

