

What is an Independent Living Plan?

All residents in sheltered housing have an Independent Living Plan. The plan sets out what support you need to maintain your independence, what Victory can offer directly and where we agree to ask for help from other agencies.

How is it drawn up?

A Sheltered Housing officer will talk to you about your needs and will help you to identify any issues that would affect you living as independently as possible in your home. You will both then agree what support you may need and who is best to provide that support. If you are already getting support from anyone else the Sheltered Housing Officer will discuss how they can work with others in your best interests. The plan will set out what actions the Sheltered Housing Officer is going to take. You are free to invite anyone else you want to this meeting.

What happens after the meeting?

The Sheltered Housing Officer will type up the plan and will give you a copy and ask you to sign it if you agree with it. You will have agreed how often the plan needs to be reviewed. The timescale is based on your individual needs. The Sheltered Housing Officer will ensure that the review happens in line with what we have agreed. Please remember that you can ask for a review at any time – you may feel that your support needs have changed or something significant may have happened.

What you can expect

We want you to be satisfied with all aspects of the process and most importantly for the Independent living plan to work for you. Our main standards are set out below.

- You should feel comfortable at all stages of the process and the meetings should be at a time and place that are convenient for you
- We will treat you with dignity and respect
- We will normally arrange the meeting with you within 10 days of you taking up the service and we aim to complete the Independent Living Plan within 28 days.
- You will be offered time to read the plan before signing it and the plan should reflect your wishes and aspirations
- You should feel comfortable asking for a review at any time
- We will treat the information you give us as confidential. The only time we would pass information on to another agency without your permission is if we have serious concerns about your well being and in this case we would always tell you we are doing this. We will ensure that your plan is stored safely
- We will carry out resident/service user satisfaction surveys to make sure that we are meeting our standards and to get your views on how we could improve

If you feel we haven't met these standards at any stage during the process or if you have any other general feedback about Independent Living Planning please contact the Sheltered Housing Team Leader.

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