



A Guide to Sheltered Housing in South Derbyshire



INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE



Introduction

This booklet contains information for people who might wish to apply to live in sheltered housing in South Derbyshire and also for their families. It explains how the schemes are run and what the Community Wardens do.

The booklet will also provide existing residents with clear guidance on what services they can expect to receive.



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What is sheltered housing?

Sheltered housing schemes are a grouping of properties made up of flats, bedsits and bungalows, which:

- Have the services of a Community Warden who does not live on site.
- Have an alarm system which enables tenants and the CareLine Team to speak to each other.
- Have their own private facilities. Are unfurnished so you can bring your own furniture with you.
- Are connected to the Council's emergency alarm service, CareLine.

Who is sheltered housing for?

Sheltered housing is designed for people who:

- Are of pensionable age.
- Are nearing pensionable age and whose circumstances would benefit from the support offered within Sheltered Housing. It should be noted that it is unusual for residents to be under 55 years of age.
- Are able to live independently but would benefit from the services provided by the scheme. This means that applicants must be able to prepare simple meals and drinks for themselves and must not be totally reliant on relatives or support services. However, those receiving these services could still qualify. We will discuss your individual needs with you.
- Are able to manage their own affairs and finances.

Sheltered housing is not suitable for people with severe mental health problems, people needing specialist care or older people who need treatment or nursing such as hospital in-patient or the full range of services provided by a residential home.

Tenants in Sheltered Housing do not have the Right to Buy, but otherwise do enjoy all the normal rights of a secure tenant.

What does the Community Warden do?

Community Wardens are employed by the Council to ensure, as far as possible, the safety and well-being of tenants. The Community Wardens complete a needs assessment with residents and agree a support plan to help live as independently as possible within the scheme. They can offer support and advice and act as a liaison to help you access services offered by other organisations, such as Social Services. Community Wardens can also assist you with a range of other housing issues, such as repairs and maintenance and tenancy issues. Community Wardens are in regular contact with tenants by personal visits.

The Community Warden works from Monday to Friday from about 9.00am to 5.00pm, although these times may vary dependent on whether the Community Warden has to deal with an emergency. At all other times, the scheme is covered through the alarm system, by CareLine, which is the Council's 24-hour community alarm service, and out of hours, by a Community Warden. CareLine will make daily contact with those tenants who are frail or at risk. In the event of a Community Warden being absent, you will be visited by a member of the Relief Team.

The level of service provided by the Community Warden and CareLine, will depend very much on your individual requirements.

All Council employees carry identity cards and are happy to show them. So if someone you do not know calls and claims to be from the Council, you can easily check if they are genuine.

In an emergency, CareLine will call the relevant emergency

service, or friends and family as necessary. If a tenant's illness results in them becoming incapacitated, the Community Warden will liaise with Health, Social Services and family. The Community Warden will also act as a co-ordinator for other agencies as an advocate for you where necessary. This is to ensure that your needs are fully met.

Any information that you provide to the Community Warden will be treated with the strictest confidence, and will only be passed on to your GP, family, Social Services or other emergency services, with your agreement. Your Community Warden will discuss this with you when you move in to your new home.

The Community Warden is also responsible for the scheme as a whole, including communal facilities and making sure that fire and safety regulations are observed.

Please note that Community Wardens do not:

- Give medicines to tenants. A doctor, nurse or relative must do this.
- Pay bills, or deal with any other personal finance for tenants.
- Provide domestic or personal care services, such as preparing meals or assisting with bathing.

What is expected of tenants

In their own interests, tenants are expected to:

- Leave all communal areas in a condition in which they would wish to find them.
- Observe fire precaution instructions at all times. These will be explained to you when you move in.
- Leave the pull cord to the alarm system hanging down at all times for ease of use and not to remove any part of the

alarm system or pull cords.

- Let the Community Warden or CareLine know, in advance, if you are going to be out when a call is due.
- Do your own internal decorating, though if you are unable to do this yourself and you do not have a relative who can help, the Council may be able to put you in touch with an organisation who may be able to assist you.
- Comply with all responsibilities contained within the tenancy agreement.

How can friends and family help?

It is important that friends, family and other carers continue to provide support for people who move into sheltered housing. Wherever possible, the Community Warden will try to involve them in the scheme and, with prior permission, will keep relatives informed of the tenant's health and well-being. Practical examples of such support from friends and relatives, include helping with meals, paying bills, giving medicines and helping with internal decoration and cleaning and responding to emergency calls made by Community Wardens or CareLine.



Are there any special conditions of tenancy?

A tenancy in sheltered housing is a standard secure tenancy subject to:

- The housing related support service provided by the Community Warden and CareLine.
- Schemes with shared access are unsuitable for keeping pets such as dogs and cats though caged birds are welcome.
- Lodgers are not allowed in sheltered housing accommodation under any circumstances. This is because the accommodation is specially built for the elderly or less able.

Service Charge

In addition to the basic weekly rent tenants of sheltered housing pay a specific service charge for the support service they receive from the Community Wardens and CareLine.

Some schemes will also charge for the provision of communal laundry facilities.

The specific details of the rates of charges that apply to your scheme will be detailed on your offer letter, tenancy agreement and rent card.

Communal facilities

The following facilities are available in most Sheltered Housing schemes.

(Please note that not all of the schemes will have the complete range of communal facilities.)

A communal lounge for use by all tenants and their visitors. Most schemes run regular social activities such as coffee mornings, bingo and luncheon clubs, which are held in the lounge. Sometimes the lounges are also used for social events by other sheltered housing schemes, which do not have their own lounge. Lounges may sometimes be used for tenants' private functions though these must be booked through the Community Warden or CareLine well in advance.

Laundry rooms – Tenants are responsible for their own laundry and facilities are provided within most of the schemes. Please note that Community Care Assistants always have priority use of the laundry facilities as they are working to a strict time schedule.

Telephone – Some schemes have a pay phone for use by residents and their visitors. Residents may still have their own private telephone installed in their home if they so wish.

Library – Some schemes have a library or reading area for use by residents. This is stocked with books from the mobile library van, which are changed regularly.

TV Licences – Persons aged over 75 years should apply for a free TV Licence form the TV Licensing Authority. All other tenants should obtain a TV Licence in the normal way.

Guest rooms – Some schemes have a guestroom available for visiting friends and relatives. These can be booked through the Community Warden for a reasonable nightly charge.

Where is sheltered housing available?

The schedule at the end of this booklet lists the sheltered housing schemes currently provided by the Council together with brief details of the facilities available at each.



How can I find out more?

If you would like any further information, please contact the Sheltered Housing Team on 01283 225810, or the Allocations Officer on 01283 595953 who will be pleased to help and advise you about South Derbyshire District Council's Allocations Policy.

Service Standards

When in contact or receiving sheltered housing services you as customers and your representatives can expect;

- To be treated with courtesy, honesty and respect.
- To be helped to achieve the maximum possible independence.
- To be involved in decision making and to receive enough information to enable you to make informed choices.
- To have the freedom to give your views about the services you receive and to have those views listened to and learned from.
- To be treated fairly without discrimination regardless of age, gender, race, colour, ethnic or national origin, disability or sexual orientation.
- To have help if your first language is not English or you require assistance to communicate when completing forms or receiving information.
- A response to all reports of racial harassment and victimisation made by tenants within 1 working day.
- To have all staff identify themselves to you, and explain their role and that of the organisation they work for.
- To be able to complain about the standard of service you receive without being victimised because you complain.
- To receive a warden service and visit at a frequency that meets your needs, Monday to Friday, and that can respond to changing needs.
- To have the opportunity to take part and contribute to social events.
- To have any alarm system call answered quickly, courteously and efficiently by CareLine staff.

- to have the opportunity to be involved in consultation where you are able to make suggestions about your individual scheme and identify issues for future consideration.
- To have a choice and to be consulted regarding decisions about your scheme and it's facilities.
- To have peaceful enjoyment of your tenancy without harassment or interference from others.
- Personal information to be treated in a confidential manner.



Equal Opportunities

South Derbyshire District Council has an equal opportunities policy. We want to make sure that we treat everyone fairly according to his or her needs.

Upon request, this booklet is available in;

- Audio cassette
- Large print
- Braille

If you have a hearing impediment, arrangements can be made to help you access our services.

If English is not your first language, an interpreter can be arranged to help you access our services.

If you feel you have been treated unfairly, you should write to:

Housing Manager
South Derbyshire District Council
Housing Services, Civic Offices, Civic Way
Swadlincote, Derbyshire, DE11 0AH

Please give your reasons for your dissatisfaction, and we will investigate thoroughly.

If you are still dissatisfied with our response a guide on “How to Complain About Council Services” is available from our main reception desk.

Sheltered Housing Schemes in South Derbyshire

Scheme Name	Village	Flats	Bungalows	No. of Storeys	Total No. of Properties
Granville Court	Swadlincote	6	0	2	6
Willoughby House	Swadlincote	20	0	2	20
Hall Farm Close	Swadlincote	0	18	1	18
Hall Farm Road	Swadlincote	0	17	1	17
Wid shaft	Swadlincote	0	18	1	18
Drayton Street	Swadlincote	32	0	2	32
Hill Street/Coppice Side	Swadlincote	20	0	20	2
Resthaven/Belfield Road					
Dominion Road	Swadlincote	0	38	0	38
The Knoll	Midway	0	10	0	10
Elmsleigh Green	Midway	0	6	0	6
Meadow Way/Meadow Lane					
Honeysuckle Close	Newhall	0	30	0	30
Belvoir Crescent/Beards Rd	Newhall	0	4	0	4
Pine Grove	Newhall	0	16	0	16
Newlands Close/Hall Street	Church Gresley	20	18	2	38
Unity Close/Church Street	Church Gresley	46	0	2	48
Princess Street/Castle St	Castle Gresley	0	20	1	20
Princess Close	Woodville	12	10	2	22
Blacksmiths Lane	Woodville	16	0	2	16
Kendricks Close	Hartshorne	0	15	1	15
Brook Street	Hartshorne	18	0	2	18
Chapel Street	Ticknall	0	9	1	9
Patrick Close	Linton	0	22	1	22
Main Street	Linton	12	0	2	12
Bailey Ave/Valley Road	Overseal	0	32	0	32
Croft Close/Hunts Lane	Netherseal	12	10	2	22

Sheltered Housing Schemes in South Derbyshire

Scheme Name	Village	Flats	Bungalows	Total No. of Properties
Colville Close	Lullington	0	4	4
New Road	Coton in the Elms	0	4	4
Bells End Rd/Rosliston Rd				
Harbin Rd	Walton on Trent	0	10	10
Peniston Rise/Court	Melbourne	0	30	30
Selina St/Moira St/ Orchard Close	Melbourne	0	25	25
Wilmot Ave	Weston on Trent	0	18	18
Park Lane	Weston on Trent	0	5	5
Clover Ct/Glen Way	Shardlow	14	10	24
Ambaston Lane	Shardlow	0	5	5
Cavendish Close	Shardlow	0	9	9
Brook Close	Findern	0	18	18
Peartree Court	Etwall	23	0	23
Percywood Close	Hilton	0	22	22
Foston Close/Field Lane				
Scropton Road	Hatton	0	26	26
Station Road	Hatton	0	3	3
Ivy Close	Willington	16	0	16
Fisher Close/Springfield Rd	Repton	20	8	28
Park Street	Newhall	10	0	10
Greenfield Dr/High St	Linton	0	6	6
Cleveland Close/Pennine Way	Swadlincote	44	0	44
Jubilee Close/Castle Street	Melbourne	38	0	38
Gresley Woodlands/Gresleywood Rd	Church Gresley	10	31	41
Coniston Court	Swadlincote	21	0	21
Penn Lane	Melbourne	12	0	12

Obtaining alternative versions of this document

If you would like this document in another language, or if you require the services of an interpreter, please contact us. This information is also available in large print, Braille or audio format upon request.

Phone: 01283 595795 email: customer.services@south-derbys.gov.uk

Jeśli chciałby Państwo otrzymać ten dokument w innym języku lub potrzebują Państwo usług tłumacza, prosimy o kontakt. Informacje te są również dostępne na życzenie w wydaniu dużym drukiem, w alfabecie brajla lub w wersji audio.

如果你需要这份文件的中文翻译，或者需要传译员的帮助，请联系我们。这些数据也备有大字体印本、盲人点字和录音带，欢迎索取。

ほかの言語でこの文書をご希望の場合、もしくは通訳サービスをご希望の場合はご連絡ください。

またこの情報は、ご希望により大きなプリント、点字版、また音声形式でも承っております。

यदि आपको ये दस्तावेज किसी दूसरी भाषा में चाहिये, या किसी दूभाषिये की सेवाओं की जरूरत है तो हमें सम्पर्क करने की कृपया करें। ये जानकारी मांग करने पर वृद्धे अक्षरों, ब्रेल या आडिओ के रूप में भी उपलब्ध करवाई जा सकती है।

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਕਿਸੇ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਦੀ ਕ੍ਰਿਪਾ ਕਰੋ ਜੀ ਇਹ ਜਾਣਕਾਰੀ ਮੰਗ ਕਰਨ ਤੇ ਵੱਡੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਅਲ ਜਾਂ ਆਡਿਓ ਦੇ ਰੂਪ ਵਿਚ ਵੀ ਉਪਲਬਧ ਕਰਵਾਈ ਜਾ ਸਕਦੀ ਹੈ।

اگر آپ یہ ڈاکیومنٹ کسی اور زبان میں چاہتے ہوں، یا اگر آپ کو کسی ترجمان کی خدمات درکار ہوں، تو براہ کرم ہم سے رابطہ کریں۔ درخواست کرنے پر یہ معلومات بڑے پرنٹ، بریل یا آڈیو فارمیٹ میں بھی دستیاب ہیں۔



A Guide to Sheltered Housing in South Derbyshire

South Derbyshire District Council
Housing Services
Civic Offices, Civic Way,
Swadlincote, Derbyshire DE11 0AH

Phone: 01283 595795

Website: www.south-derbys.gov.uk