



Sheltered Housing Newsletter



Spring 2011

Welcome!

Welcome to the Spring Edition of the Sheltered Housing Newsletter. Inside this issue we will be updating you on what's been happening within the Sheltered Housing Service over the past few months.

We hope you take the time to read and enjoy this newsletter. If you have any ideas for articles for future editions please get in touch using the contact details below.

Cherry Tree Revamp!



A brand new kitchen has been fitted at Cherry Tree Community Centre thanks to Mears Group who supplied and installed it as part of their Community Projects scheme. This new facility will be a huge benefit to all the groups who use the centre, particularly Cherry Tree Community Association who are involved with various projects and activities within the community, alongside the Disability Living

Volunteers and the St. Georges School Project. A big thank you goes to Mears and we hope all those who use the Centre enjoy this lovely new kitchen!

Contact Us...



Write to:

Sheltered Housing Team, Blackpool Coastal Housing, Coastal House, 17-19 Abingdon Street, Blackpool, FY1 1DG.



Telephone: 01 253 477898



Email: shelteredhousing@bch.co.uk

Blackpool Coastal Housing believes in access for all. To ensure the services provided by Blackpool Coastal Housing are accessible, information can be made available in a variety of formats and languages.

For more information please contact your Scheme Manager or phone 477898.

Blackpool Council Sheltered Housing Review Consultation Findings

During January and February 2011, Blackpool Council held meetings with tenants from all twenty Sheltered Housing Schemes (managed by Blackpool Coastal Housing) and a questionnaire was sent to every sheltered housing tenant and to over 250 people on the waiting list for sheltered accommodation. By the 28th February 2011:

- 218 tenants and their representatives attended the meetings
- 270 questionnaires have been received from Tenants and people on the waiting list.

The results of the consultation: 76% of the people who sent back a questionnaire supported Option 1

In Option One

- You will be assessed to find out what level of support you need.
- You will have the warden call system as standard.
- There will be a smaller team of Scheme Managers who will each cover 2 to 3 sheltered housing schemes. They will also work with people who live in the local community. If you need a visit it will be from the Scheme Manager attached to your sheltered housing scheme.
- Support will be short term or long term depending on the individual.
- The Scheme Managers will make sure that you are linked into specialist health and social care services when you need them.
- If your circumstances change, the service you receive will change.

What happens next?

The next step is for Blackpool Council to write a report that tells senior management about your views and your preference for Option 1. If they agree the report, it will then go to the Councillors for a final decision. This will not happen until after the election in May 2011.

Sheltered Housing Forum Update

You may be aware that the Service Improvement Panels are currently being formalised in order to monitor the performance of BCH Services at a more strategic level. At the last Sheltered Housing Forum meeting held recently on 15th April, members agreed that instead of changing the Sheltered Forum into a Panel, a new separate group should be created to take on this increased responsibility. Therefore the Sheltered Housing Forum will remain as an informal group and meetings will continue to be held on a quarterly basis. A new Sheltered Housing Improvement Panel is being set up to monitor the Sheltered Housing Service and review performance. If you are interested in joining either group, please contact Jen Ellis, Customer Involvement and Projects Officer on 01253 477911 or email jen.ellis@bch.co.uk and she will provide you with further information on what being a member entails.

A Big Thanks!



We have received a letter of thanks from the Quartermaster for the 2nd Battalion of the Royal Highland Fusiliers for the great response to the shoebox appeal which was carried out in connection with Armistice Day events on 11th November 2010. The letter offers heartfelt thanks to everyone involved and who assisted in this collection and said such tokens 'provide unimaginable morale and support' to our soldiers, sailors and airmen currently serving on operations in Afghanistan. Thank you again to those who helped make the events a great success and donated shoebox items.

Community Involvement Awards



The 2011 Community Involvement Awards were held in February to celebrate the fantastic contribution made by individuals, community groups and agencies in developing and strengthening our local communities. Over 125 community volunteers and invited guests attended the afternoon Tea Dance hosted at the Empress Ballroom in the Blackpool Winter Gardens. In this issue we'd like to give special mention to some worthy winners:

John Simms of Edmonton Place won the **Good Neighbour Award** for his dedication to his neighbours, particularly during the cold snap where he cleared snow from walkways and ramps and made regular shopping trips for those unable to get out themselves.



The **Mature Persons Award** was won by Brenda Giles of Ibbison Court for her active involvement in her local community centre as well as with involvement activities at BCH.



Sevenoaks Over 50's and Social Club were crowned **Community Group of the Year** for their hard work over recent months including introducing new entertainment, activities and organising regular outings.

As well as recognising the achievement and contribution made by customers, the Awards Ceremony also provided the opportunity to recognise a member of staff who had gone the extra mile. Julie Rhodes, Sheltered Housing Scheme Manager, won the **BCH Staff Award** for her work on the Bostonway Sheltered Scheme. The customer who nominated Julie expressed their gratitude and appreciation of the work she completes on a daily basis.

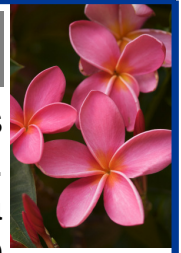
Congratulations once again to all of you!

Service Standards

Unfortunately, due to other service priorities, we are yet to receive the service standard results from quarter 3 (January to March). We hope to include the results for this and the following quarter in the Summer edition of this newsletter.

Green Corner

There have been no entries for this editions' green corner. Remember, If you have a garden area you would like to feature, please send your pictures to the BCH Supported Housing Co-ordinator, contact details are on the front page!



Fylde Computer Club

Do you have a problem using your computer or need some advice on how to use your current software?

If so, then Fylde Computer Club offer free advice and tutoring at Lostock Community Centre every 2nd and 4th Wednesday of the month 7pm–9.30pm. Just take your computer/laptop along and they will help you install software, give you guidance on how to use current packages, and advise you if you are thinking of buying new equipment. If you would like more information then contact Chris Ensor on 01772 684711.



Royal Wedding Quilt

The Council are creating a unique wedding quilt which reflects and celebrates Blackpool and will be sent as a gift for Prince William and Catherine Middleton in time for their wedding. Quilting sessions took place at various Community Centres throughout March, with many sheltered tenants attending to create their own signature on fabric which will all be added to produce the overall quilt.

Useful Contacts

At a previous Sheltered Housing Forum meeting, members asked if we could provide some useful contact numbers in the newsletter, so here they are:

Blackpool Council		Help the Aged:	0808 800 6565
Customer First:	01253 477477	Advice Link:	01253 476843
Age UK:	01253 622812	BCH Rents Team:	01253 477942
Citizens Advice Bureau:	01253 308400	BCH Repairs Hotline:	0800 073 0184
Samaritans:	01253 622218	BCH Customer Involvement:	01253 477911
Disability Information		BCH Anti-Social Behaviour Team:	01253 477968
& Support:	01253 472203	BCH Grange Park Housing Office:	01253 477969
Blackpool Council Adult/		BCH Mereside Housing Office:	01253 477968
Community Learning:	01253 478131	BCH Queens Park Housing Office:	01253 477971
BCH Supported Housing:	01253 477898	Homestop:	01253 477047
		Social Services Direct:	01253 476847