



Sheltered Housing Newsletter



Spring 2010

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.

Recently, there have been a few scheme changeovers with some Scheme Managers becoming responsible for different schemes. This came into effect on 1st March and the Scheme Managers are now settling in at their new schemes:

- Ray King is now based at Dunsop Court
- Julie Rhodes is at Aysgarth Court

- Julie Cowens is managing Kilmory and Lowmoor
 - Suzanne Hemmings is now responsible for Kipling Court as well as Bostonway
 - Susan Barr is now managing Washington as well as Spencer Court
- Dacia Warburton, Samantha Dobson, Elaine Landini, Pandora White, Linda Pedley and Dawn Lucock have all remained on their original schemes. We do understand that it can be unsettling for some of you when your Scheme Manager changes and only do this when absolutely necessary.

Website Update



The Sheltered Housing section of the BCH website has now been updated so please have a look and let us know what you think at www.bch.co.uk/supportedhousing. Any comments will be kindly received.

Satisfaction Survey

Thank you to everyone who has taken the time to complete a Satisfaction Survey, we have received an excellent response. The results are currently being compiled and an update will be published in the next edition of this Newsletter.



Contact Us...

Write to:

Blackpool Coastal Housing, Sheltered Housing, Progress House, Clifton Road, Blackpool, FY4 4US.

Telephone: 01253 477898

Email: shelteredhousing@bch.co.uk



To ensure our services are accessible to all, documents are available in large print, Braille, on audio-cassette or computer disk upon request. We can also provide help for British Sign Language users and provide information in other languages.

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

Customer Involvement Awards

The Customer Involvement Awards were held to recognise the achievements of, and give thanks to, the individuals and groups who work hard to help create sustainable communities that people are proud to live in. Over 150 community volunteers and invited guests attended the Awards Evening, which was held at the De Vere Hotel in January. In this issue we'd like to give a special mention to the sheltered tenants and those people/agencies that benefit sheltered communities who were nominated for the different awards:



In the *Older Persons Award* category, Ellen Cook received a highly commended certificate for her hard work and dedication in running Stronsay Over 60's Club.

In the *Outstanding Contribution to the Community Award* category, both Helen Crowther and Carol Thornber were highly commended for their work in Ingthorpe North and Bostonway Residents Associations respectively.

The *Community Project of the Year Award* was won by the Community Volunteers for the Cherry Tree Garden Project which involves volunteers with physical and/or learning disabilities who have helped and continue to improve the garden areas surrounding Cherry Tree on a weekly basis. The highly commended certificate was won by the Disability Forum for their partnership working in producing a disability awareness film aimed at training Blackpool Coastal Housing (BCH) Staff.

The *Community Group of the Year Award* was won by Bostonway Residents Association (joint winners with Queens Park Residents Association) for their hard work and commitment to their community.

And finally, in the *Outstanding Contribution to BCH Award*, Bill Rogers was highly commended for his involvement and dedication to BCH.

We would like to congratulate all of you on these achievements, well done!



At Home Library Service

This is a personalised service giving door to door delivery of books and talking books. The service is focused on helping Blackpool residents who through age, infirmity or disability cannot enjoy a visit to their local library. Items are chosen by library staff to suit individual tastes and delivered once every 3 weeks on a set day by a volunteer.



If you would like to take advantage of this service, or know of someone else who would, please contact Carole Ashworth on: 01253 478101

Handyperson Service

The Repairs Team provide a Handyperson Service to tenants if they meet one or more of the following criteria:

- New tenants (first twelve weeks of their tenancy)
- Tenants who are over the age of 65
- Tenants who are vulnerable
- Tenants receiving Disability Living Allowance

To make an appointment you can phone 0800 0730184, email repairs@bch.co.uk or call into any Estate Office. The service is available from 8am to 5pm, Monday to Friday. Tenants need to provide their own materials, but we will supply the labour and tools to complete the work.



Tool Library Pilot Scheme

Blackpool Council's Adult Social Care Team are working in association with BCH to create a new tool library pilot scheme at Cherry Tree. This new scheme means residents can borrow tools for general home improvements and gardening, without the cost of buying new tools which they may only use a few times. It is also beneficial for residents who do not have any storage space for such tools in their property. The tools have been generously donated by Blackpool Council members and employees, Seddons and Jewsons. The shed which will store all of the tools was kindly given to the project by Waterloo Primary School and Mears kindly transported it to the site. The process of booking out the tools is

currently being finalised but will be similar to the process of taking a book out of the library with residents being able to borrow tools for a certain period of time. If the scheme proves successful then as more tools are acquired it will hopefully be implemented at additional locations.

Christmas Party

Members of the Over 55's Club at Sevenoaks Community Centre would like to say a big thank you to Molly Jackson and Dorothy Warr for organising the Christmas Party held at the New President Hotel just before Christmas. A good time was had by all!



Veterans Welfare Service

The Veterans Welfare Service undertakes an average of 1,100 visits per month, to veterans in need. The Ministry of Defence's Service Personnel and Veterans Agency (SPVA) provides a range of 'through life' support functions direct to around 900,000 serving personnel and the Veterans Community. These include Pay and Human Resources for the Services, Pension Schemes and Compensation Schemes for those disabled or bereaved through service. Services to veterans are provided under the Veterans UK brand.

Its dedicated "Veterans Welfare Service" provides one to one support, across the UK, in the home if needed. Each veteran's needs are unique, but enquiries can range from help in completing claim forms, requests for financial assistance, and enquiries with social services to referrals for treatment or home adaptations. Welfare Managers work with local authorities and other bodies to ensure veterans get the help and support to resolve their problems.

How to arrange a visit

Just call the free Veterans Helpline on 0800 169 2277 and request a visit.



Where to find your local office

To find out the address of your local Veterans Welfare Service office or further information on SPVA visit our website at: www.veterans-uk.info or call the free Veterans Helpline on 0800 169 2277.

Green Corner

Spring is now upon us and we have a gorgeous garden to feature in our 'Green Corner'. Below are pictures sent in by Mr Denby from Melbourne Court Sheltered Scheme, Cleveleys, taken after his hard work to transform the area.



If you would like your outside space to feature in the next 'Green Corner' send your pictures and some information to Nicole John. Contact details are provided below.

Sheltered Housing Forum

At Sheltered Housing, we believe that a service can only be improved by involving and listening to the views of people who currently use that service. Therefore, we set up the Sheltered Housing Forum in 2007 for you to be involved with future improvements to the Sheltered Housing Service.

Any sheltered tenant is welcome to join the Forum, which currently meet on a quarterly basis. We are always looking for new members to join to fully represent Sheltered Housing tenants. If you would like to become involved, please contact your Scheme Manager or phone Jen Ellis, Customer Involvement and Projects Officer on 477947.

Useful Contacts

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

Blackpool Council		Help the Aged:	0808 800 6565
Customer First:	01253 477477	Advice Link:	01253 476843
Age Concern:	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 477947
Disability Information		BCH Anti Social Behaviour Team:	01253 477969
& 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
		Homestop:	01253 477047