

Sheltered Housing Newsletter



Autumn 2010

Welcome!

Welcome to the Autumn 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 changes with some Scheme Managers becoming responsible for different schemes:

- Linda Pedley is now responsible for Argosy and Horsebridge schemes
- Dawn Lucock is managing Sevenoaks and Warren Drive schemes

- Samantha Dobson is based at Spencer and Washington Court schemes
- Sue Barr is responsible for Lostock and Molyneux schemes

All other Scheme Managers have remained on their current 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.

We hope you take the time to read and enjoy this newsletter.

Celebrating Success

All Sheltered Housing Scheme Managers recently completed their National Certificate of Professional Practice in Sheltered/Supported Housing awarded by The Sheltered Housing Network. After studying for the past year, the Scheme Managers celebrated their graduation on Wednesday 22nd September with a ceremony at Kilmory Community Centre where they were awarded their certificates by BCH Chief Executive Peter Jefferson.



All Sheltered Housing Scheme Managers recently completed their National Certificate of Professional Practice in Sheltered/Supported Housing awarded by The Sheltered Housing Network. After studying for the past year, the Scheme Managers celebrated their graduation on Wednesday 22nd September with a ceremony at Kilmory Community Centre where they were awarded their certificates by BCH Chief Executive Peter Jefferson.

Contact Us...



Write to:

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



Telephone: 01253 477898



Email: shelteredhousing@bch.co.uk

Community Centre Health & Safety Checks

Our Sheltered Housing Scheme Managers carry out checks of our Community Centres every week to ensure they meet Health and Safety requirements. We are now looking for sheltered tenants to assist the Scheme Managers in completing these checks. If you would like more information about what this involves, or would like to volunteer then please contact your Scheme Manager.

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 phone 477898.

Service Standards Results

We recently consulted with sheltered tenants to formulate our Service Standards for Sheltered Housing in order for us to identify areas for improvement. We have now received the results from the first quarter April to June which are detailed here:

Service Standard	Target	Quarter 1 (April to June)
When a fault with the warden call system is reported we will fix it within 24 hours	90%	87.5% - we are currently working with our providers to improve this service
We will complete a full support plan for tenants who decide they want support within 4 weeks of a tenancy commencing	89%	85% - we are looking into this and will be consulting with the Sheltered Housing Panel
We will complete a review of a support plan annually	85%	86.44%
We will aim to have a satisfaction level of 92% from tenants with the Sheltered Housing Service	92%	92.3%
We will aim to have a satisfaction level of 64% from tenants that community centres are well maintained and clean	64%	64%

The results from quarter 2 (July to September) will be printed in the next edition of this newsletter.

Active Learning

Following the consultations we recently carried out with you on the types of activities and courses you would enjoy, we are currently working with Blackpool Council to organise these to take place in your local Community Centres. We are looking to start some yoga, watercolour painting, and basic I.T. courses at the beginning of next year. More information will be printed in the next edition of the newsletter and they will also be advertised in your local centre. In the meantime if you are interested in finding out what other courses are available through Blackpool Council, contact the Adult Community & Family Learning Team on 01253 478131.

If you would like to know what activities are currently taking place at the Community Centres in your area, or would like to start up your own activity group in one of our centres then please contact Nicole John, our Supported Housing Co-ordinator on 01253 477898 for more information.

Do you have an activity or upcoming event you'd like to advertise in this newsletter? If so, contact us!! Our contact details are provided on the

Scheme Manager Coffee Club

Scheme Managers have been holding coffee mornings and afternoons on a regular basis for the past few months. The Coffee Clubs are a chance for you to get to know your Scheme Manager better, as well as finding out what is happening in your local area. They're also a good opportunity for you to air your views on what you think of the services you receive from us and ways in which these could be improved or developed. Please look out for flyers advertising the next coffee club at a venue near you or ask your Scheme Manager!



Tenant Conference

On Wednesday 1st September the annual Tenant Conference was held at the Winter Gardens. Over 100 tenants attended and were invited to take part in a number of consultation sessions in order to help us identify what YOU want from the services we provide. It was also an opportunity to receive information and advice from staff about all the different services.

All who visited the Sheltered Housing stall were asked to complete a questionnaire in order for us to gain feedback on the service. We received some excellent results with 75% of sheltered tenants stating they were very satisfied with the overall service we provide. 82.4% said they were very satisfied with the support provided by their Scheme Manager and 88.2% were very satisfied with the advice received when moving into sheltered accommodation. We also asked if attendees feel safe and secure on their scheme with 70.6% agreeing and 64.7% said that they felt able to have a say in what goes on where they live.

All those who took part in the questionnaire were entered into a free prize draw to win a variety of prizes. The lucky winners of the prize draw were Mr and Mrs Archibold (pictured) who won the 1st prize £50 Asda gift card. 2nd prize was a DVD player won by Mr Shore, 3rd prize of a £25 Asda gift card was won by Mr Dewhurst, and finally a novelty bottle opener for 4th prize was won by Ms Yvonne Allen. Well done to those who won and thanks to all who attended.



Sheltered Housing Panel

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. That's why the Sheltered Housing Panel was set up in 2007: for **you** to be involved with future improvements to the Sheltered Housing Service.

Any sheltered tenant is welcome to join the Panel, which currently meet on a quarterly basis. We are always looking for new members to join and to fully represent Sheltered Housing tenants. Alternatively, if you aren't able to attend a quarterly meeting but would like to be kept informed, why not become a member of our **Sheltered Armchair Panel** and be involved from the comfort of your own home? We will send you all documents and information discussed at the quarterly Sheltered Panel meetings and ask for your views and thoughts on relevant topics.

If you would like to be involved, please contact your Scheme Manager or phone Jen Ellis, Customer Involvement and Projects Officer on 477947.

Armistice Day Celebrations

Armistice Day (also known as Remembrance Day) celebrations will be taking place at KinCraig, Aysgarth and Dunsop Court Community Centres on Thursday 11th November. There will be various activities taking place along with the collection of shoeboxes filled with much needed items which will be sent to our troops in Afghanistan. If you would like to attend one of our events or would like to donate something for our shoebox appeal then please contact your Scheme Manager for details.

Green Corner

This edition's Green Corner will hopefully cheer you up and take your mind off the cold and dismal days. 2 gorgeous garden areas feature in this edition along with Linda Coburn, 1st prize winner of the 'most creative garden'. Well done to Linda, featured here collecting her trophy at Mereside Gala held on Saturday 3rd July, 2010.



Dunsop Court has a beautiful floral oasis thanks to hard work by residents to maintain the garden area. Pictured left is the garden which is the perfect place to sit, relax and unwind.

A big thank you to the Community Volunteers and

residents of Cherry Tree Gardens for transforming the area into a tranquil green space. Everyone has been busy planting shrubs and flowers and the area has been turned into a haven for wildlife with bird boxes, feeding logs and stations. The community have all worked together to make this area a cleaner and greener place to live!

If you have a garden area you would like to feature, please send your pictures to Nicole John, BCH Supported Housing Co-ordinator, contact details are on the front page!



Comments, Complaints and Compliments

Do you know how to make a comment, compliment or complaint about the service you receive? All you need to do is fill in a Customer Feedback Form. Forms are available from our website www.bch.co.uk to download, print and send to us. If you don't have access to a computer, you can pick up a form from your local Community Centre, Estate Office or from Head Office. Or, you can contact any of our offices and our staff will be happy to post one to you. Completed forms need to be sent to The Customer Care Team, Blackpool Coastal Housing, The Stadium, Seasiders Way, Blackpool. FY1 6JY, Tel no: 01253 651950

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:	01 253 477477	Advice Link:	01 253 476843
Age UK:	01 253 622812	BCH Rents Team:	01 253 477942
Citizens Advice Bureau:	01 253 308400	BCH Repairs Hotline:	0800 073 0184
Samaritans:	01 253 622218	BCH Customer Involvement:	01 253 477947
Disability Information & Support:	01 253 472203	BCH Anti-Social Behaviour Team:	01 253 477968
Blackpool Council Adult/Community Learning:	01 253 478131	BCH Grange Park Housing Office:	01 253 477969
BCH Supported Housing:	01 253 477898	BCH Mereside Housing Office:	01 253 477968
		BCH Queens Park Housing Office:	01 253 477971
		Homestop:	01 253 477047
		Social Services Direct	01 253 476847