



# Sheltered Housing Newsletter



Summer 2010

## Welcome!

Welcome to the Summer 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'd like to take this opportunity to remind you that the Annual Tenant Conference will be held

at the Winter Gardens on Wednesday 1st September—look out for further information in the Autumn edition of Viewpoint!

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.

### Easy Reading



Recently every tenant who usually requires documents in large print has been sent a free A4 Magnifier. These were issued after consultation with the BCH Disability and Sheltered Forums who agreed they were extremely beneficial. If you haven't received a magnifier but require one please contact your local Estate Office (details are on the back page)

### 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!



### Contact Us...

Write to:

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

Telephone: 01253 477898

Email: [shelteredhousing@bch.co.uk](mailto: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 phone 477898.

## World Elder Abuse Awareness Day

On 15th June 2010, we held events for the fifth annual World Elder Abuse Awareness Day at Cherry Tree, Dunsop, Horsebridge and Stronsay Community Centres. The events were held to recognise the importance of elder abuse awareness and aimed to promote a better understanding of this issue. Many activities took place on the day, with a raffle, tombola and interactive games on the Nintendo Wii! There was also a 'name the bear' competition and lots of cakes, biscuits and other refreshments on offer. Thank you to all of you who donated items, took part and helped to make the events a great success!



## Got a question...AskSARA



The Disabled Living Foundation (DLF) for Blackpool Council have created AskSARA, an advice service providing information from Occupational Therapists on equipment and activities that can help people live independent lives. By answering a variety of questions you will be given ideas and tips about ways to make your life easier and details of products that might help you and where to get them. Whether it is a jar opener, long handled shoe horn or a talking clock, these can make everyday living safer and easier, whether you need help permanently or just for a short while.

The questions range from medication management, gardening and hobbies to personal care and preparing meals. Whatever difficulties someone may be having with daily living tasks they can usually find something useful on AskSARA.

To access the easy to use self-assessment online tool log on to [www.asksara.org.uk](http://www.asksara.org.uk) or alternatively AskSARA can be contacted by phone via the DLF using their helpline - 0845 130 9177 (lines open 10am – 4pm Mon to Fri).

## Safety First

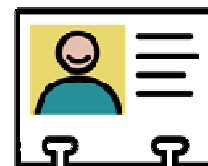
The new front doors, which have recently been fitted on Sheltered properties, have been designed in such a way that, in the event of an emergency, your Scheme Manager is easily able to access your home to assist you. All doors have been fitted with spy holes to help you to remain safe and secure in your home. Please remember that we advise against the fitting of door chains so that your Scheme Manager is able to access your home in an emergency.



## Service Standards

You may remember that we published our proposed service standards in a previous edition of this newsletter. These have now been agreed in partnership with the Sheltered Housing Forum and will be reported on in future editions. We will also report on any areas for improvement and what we are doing to address these.

## Security Watch



We have recently received reports from tenants worried about doorstep sales-people calling at their homes. If a salesperson does knock at your door and you do not feel safe, do not let them into your home. If you do decide you would like to let them in, please ask to see their identification first and do not sign any documents without taking independent advice. All Blackpool Coastal Housing Staff and contractors wear I.D. badges so, if in doubt, ask to see this badge. If doorstep sales people are operating in your area please contact your Scheme Manager or local Estate Office. Alternatively you can call Trading Standards on 01253 478385.

## Safeguarding Adults

Everyone has the right to live without fear and risk of harm and abuse. An adult whose circumstances make them vulnerable and at risk is a person who may not be able to take care of or protect themselves against significant harm. This may be due to age, disability, dementia, illness or lifestyle.

Anyone can become an abuser and cause harm. Most abusers are known by the person whose circumstances have made them vulnerable. The harm can happen anywhere, for example in the home, in the community, or in hospital. Harm can be caused by anyone from a family member or friend, to a carer or health professional.

Abuse occurs when someone's human and civil rights are violated by someone else and harm can be caused in different ways. Some examples are;

**Physical:** including cuts, bruises and fractured bones.

**Money:** having less money, not being able to pay bills on time, standard of living has decreased.

**Emotions:** being called unacceptable names, receiving threats, race discrimination or their wishes not being listened to.

**Sexual:** sexual touching or sexual acts without consent.

**Neglect and Acts of Omission:** denied access to friends, health care, independence and choice. Not being fed properly or getting poor personal care.

**Hospitals, Residential or Care Homes:** not being looked after properly or not receiving appropriate care.

If you are concerned about someone whose circumstances make them vulnerable or have any other queries then please contact the Safeguarding Adults Team on 01253 651095 or email [safeguarding.adults@blackpool.gov.uk](mailto:safeguarding.adults@blackpool.gov.uk), or contact Social Services Direct on 01253 477592 or email [social.servicesdirect@blackpool.gov.uk](mailto:social.servicesdirect@blackpool.gov.uk).

It is important that we provide you with regular information on safeguarding and protecting adults: how would you like to receive this information? Please let us know, this could be in the form of an article in each edition of the Newsletter, updates at the Sheltered Housing Forum or Scheme Manager Coffee Afternoons or another method you would prefer. Contact us via telephone (details on the first page) or include your comments on the feedback slip on page 7.

## Satisfaction Survey Results

In early 2010, a satisfaction survey was conducted by the independent company, BMG research, to gauge your level of satisfaction with services provided by us, Blackpool Coastal Housing (BCH). The National Housing Federation's Standard Sheltered Tenant Satisfaction Questionnaire was used for this survey. Out of the 792 questionnaires posted out, 384 were completed and returned which represents a response rate of 49%.

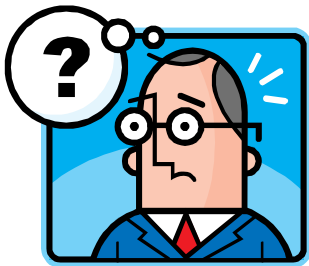
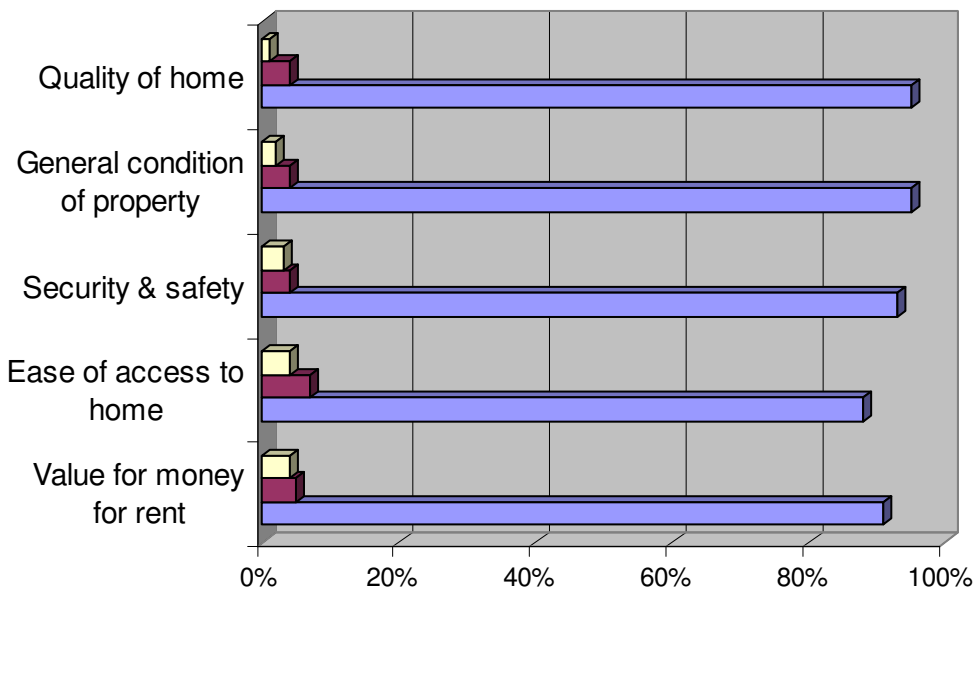
In the last edition of the newsletter, we told you that we would feature the results in this edition; so here they are! Below are the key results: if you would like a copy of the full research report, please contact us (details on the first page).

The survey demonstrated that 92.3% (354) of you are satisfied with the overall service provided by BCH and only 21 (5.5%) of you are dissatisfied.

### Housing and Services

Respondents were asked questions on different aspects of their home:

- 95% are satisfied with the quality of their home
- 95% are satisfied with the condition of their property
- 93% are satisfied with safety and security
- 90% are satisfied with ease of access to their home
- 95% are satisfied they receive value for money

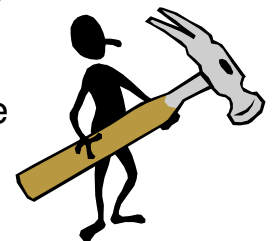


### Advice, Support and Enquiries

- 71% are satisfied with support provided to new tenants
- 66% are satisfied with support provided to vulnerable tenants
- 90% are satisfied with the alarm call system
- 88% are satisfied with how enquiries are dealt with generally
- 87% found staff helpful when contacting BCH

In relation to **Communication and Information** 83% of respondents feel that we, BCH, are good at keeping them informed. 277 respondents (72.1%) are satisfied that BCH takes their views into account.

Regarding **Repairs and Maintenance** 89% are satisfied with the way BCH deals with repairs and maintenance.



## The Scheme Manager

Aspects of the Scheme Manager	Satisfied	Dissatisfied
Frequency of contact	90%	3%
Face-to-face contact	83%	6%
Contact via intercom	92%	1%
Helpfulness	89%	5%
Promotion of social activities	59%	8%
Completion of their support plan	70%	3%
Overall satisfaction	83%	5%



48% of respondents are satisfied that the Scheme Manager has helped prevent them being admitted to hospital or moving into residential care. 276 respondents (72%) are satisfied that the Scheme Manager provides sufficient practical help to support them to stay in their home and maintain their tenancy



### Community Centres

31% of respondents stated that they use the Community Centre attached to their Sheltered Scheme and 59% are satisfied with opportunities to participate in activities. 9 respondents gave the following reasons for non-use:

- Other commitments/other interests/no time 13%
- Not enough social activities provided/not much going on 11%
- Not interested/don't want to 11%

68% of those who use the Centres are satisfied with ease of access to the centre and 63% are satisfied with ease of access inside the centre. 50% are satisfied with the facilities at the centre and 64% are satisfied with the cleanliness.

### Emergency Call System

Just over half of respondents (52%) have used the service in the past 12 months. 91% are satisfied with the speed of response they received and 97% are satisfied with the helpfulness of staff.



Thank you to everyone who took the time to complete and return the survey. The results will help us to improve and develop the service we provide to you.

Congratulations to Mr Bellis of Molyneux Drive, pictured here with Scheme Manager Samantha Dobson and Team Leader Debbie Watts, who won the first prize of £200 for completing the survey. Everyone who completed and returned their questionnaire was entered into a free prize draw and Mr Bellis was the lucky winner! 2nd and 3rd prizes of £100 and £50 were also won.



## Adult and Community Learning

Blackpool Council run a variety of Adult & Community Learning courses at venues across Blackpool. They offer a wide range of courses, both daytime and evening ranging from basic I.T (computers), to Art and Yoga. There are three main providers including Blackpool Council, Montgomery Education Centre and Blackpool and the Fylde College.

Prices range from £6 - £40 depending on the course, and those people in receipt of benefits will only have to pay a small contribution.

If you would like a brochure of the courses and/or an enrolment form then contact the Adult and Community Learning team on 01253 478131 or email [adult.learning@blackpool.gov.uk](mailto:adult.learning@blackpool.gov.uk)



## Tarnside Garden Launch

A project has recently been undertaken to transform the disused land at the rear of Tarnside Community Centre into a floral oasis where local residents can sit and enjoy their surroundings. The project, which was undertaken by BCH's Decent Homes Partner Mears, provides an enclosed paved area with raised flower beds to enable easy access. An event was held recently to formally open the new garden, where one resident commented, "The garden will hopefully bring the local community together to socialise and help build community spirit". Many residents have also said how much more appealing the area looks and are eager to use their green fingers by planting herbs and vegetables!

## Money Made Clear



Money Made Clear was established by the Financial Services Authority and provides impartial information

and guidance about your money to help you work out what's right for you.

They provide a comprehensive range of step-by-step guides to help you with money decisions and information on a wide range of financial products and services. They will not try to sell you anything and will not recommend any specific products or services.

The guides can be obtained through their website [www.moneymadeclear.org.uk](http://www.moneymadeclear.org.uk) or alternatively you can ring them on 0300 500 5000.

## Independent Living Centre

Blackpool Centre for Independent Living is a new development which aims to give anyone living in Blackpool a single point of contact for any issues related to their disability and how they want to live their lives. It offers:

- A range of meeting rooms which can be booked by groups and individuals
- A café offering quality snacks and meals
- Access to a wide range of advice and information services
- An opportunity to “try before you buy” on a range of equipment for daily living
- Access to specialist NHS clinics
- Experienced staff to help with personal care needs
- Workstep – programme for long term unemployed people with a disability to look for work and apply for jobs
- Computer courses and basic digital photography

The centre is open to anyone with a disability, their friends and family. You will find it at 259 Whitegate Drive, Blackpool, FY3 9LJ. Tel: 01253 476880. You can contact the Centre by phone or pop in and see what they have to offer! The Centre is open Monday–Friday 8am–6pm.

## Consultation

We have recently introduced a specific handbook for new Sheltered tenants in order to provide relevant and important information on different aspects of the Sheltered Housing Service. If you are a new tenant and have received a handbook, we would welcome your comments and feedback. Please write your comments on the slip below.

We would also like to know what you think of the information we provide and if there is any other relevant information we should give you. We would appreciate it if you would let us know how you would like to be consulted in the future; whether this be through a Newsletter, via an arranged meeting, by letter or in another way. Please complete the slip below and tell us how you would like to be kept informed and involved.



I'd like to be consulted: Via Newsletter  By letter

At a meeting  Other (please comment)

Comments:

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Please return this form to your Scheme Manager or send to: Sharon Buckley, Supported Housing Manager, Blackpool Coastal Housing, Progress House, Clifton Road, Blackpool. FY4 4US

## 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. That's why the Sheltered Housing Forum 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 Forum, 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 Forum** and be involved from the comfort of your own home? We will send you all documents and information discussed at the quarterly Sheltered Forum 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.



### Green Corner

No entries have been received for this edition's Green Corner. If you have a garden area you would like to feature, please send your pictures to Nicole John, BCH Supported Housing Co-ordinator, Progress House, Clifton Road, Blackpool. FY4 4US



### Friends Reunited

A chance encounter at Horsebridge Community Centre brought these two friends back together for the first time in 54 years. The World Elder Abuse Awareness Day held on 15th June helped Gael McDonald and Marie Roberts to reminisce over the old times they shared at Tyldesley Secondary Modern School back in 1956. The School on Condor Grove has since been demolished to make way for new housing but the memories are still clear for Marie and Gael!

## 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 477947
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
		Homestop:	01253 477047