



Sheltered Housing Newsletter



Winter 2010

Welcome!

Welcome to the Winter 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.

Christmas Working



BCH Supported Housing staff will be off for a short time over the Christmas period with Vitaline providing emergency cover for all sheltered housing tenants during this time. All BCH Staff will be finishing at 12noon on Christmas Eve and then will be returning to normal working hours on the 29th, 30th & 31st of December. Staff will then be off on the 1st, 2nd and 3rd of January, returning to normal duties on the 4th January 2011.

Armistice Day Celebrations

On Thursday 11th November the BCH Sheltered Housing Service held events at Dunsop, Kincaig and Aysgarth Community Centres to commemorate Armistice Day. The events were held in order to remember those who have lost their lives to war, along with veterans and those still serving in Afghanistan today. Sheltered tenants, BCH staff, contractors, local businesses, and the local community all donated items which were used as prizes



in the raffles, and for the shoebox appeal in which much needed items will be sent to our troops in Afghanistan. A big thank you to Age Concern, Taylors, Fox's Biscuits, Rock Candy Kingdom, Brake Bros Ltd., Connaught and Technical & Electrical, who all kindly donated to our appeal. A total of £176.39 was raised for charity which was a great success! Thank you to everyone who donated, supported and attended the event.

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.



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

Sheltered Housing Service Review

Blackpool Council wants your views on their ideas to change the support services provided to the tenants of sheltered housing.

A review was started in late summer 2009 to look at how the Council can continue to provide and manage sheltered accommodation to meet the needs of the older residents in the town and also provide support for those older people who are living in their own or privately rented homes. The number of older people living in Blackpool is increasing so the Council needs to rethink how services are arranged in order to make the most efficient use of the money available.

January 2011 will see the start of a consultation process which will last until mid February. You will be invited to complete a questionnaire, come to a meeting or talk to one of the Council's review team on the phone. Early in the New Year your Scheme Manager will deliver to you a copy of a Blackpool Council information leaflet about the Review of Sheltered Housing and the related questionnaire. On the front of the leaflet will be the date for the meeting for your sheltered housing scheme.

In the meantime, if you have any questions please contact the following officers from Blackpool Council; Kelly Neale or Seonaid Elliott on Tel: 01253 651958.

Adult Learning Courses

We are running Basic Adult Learning Computer courses in our Community Centres throughout the start of 2011. The courses are free of charge to sheltered tenants; all we ask is that you commit to attending a full 8 week course. Spaces are limited so if you would like more information or would like to sign-up to one of the courses below then please contact your Scheme Manager or ring the Supported Housing Coordinator on 01253 477898.

Basic Computer Courses

- [Cherry Tree Community Centre](#) – every Monday 1.30pm – 3.30pm
The course starts Monday 17th January 2011 for 8 weeks
- [Spencer Court Community Centre](#) – every Wednesday 1pm – 3pm
The course starts Wednesday 12th January 2011 for 8 weeks
- [Lowmoor Community Centre](#) – every Wednesday 11am – 1pm
The course starts Wednesday 16th March 2011 for 8 weeks



Meals-on-Wheels Week

Blackpool Community Meals Service (BCMS) celebrated Community Meals-on-Wheels week 2010 with a special free two course lunch for sheltered tenants at Dunsop Community Centre on Thursday 14th October. Everyone who attended enjoyed the wide selection of food on offer, in addition to the variety of entertainment provided including a prize quiz, raffle, and a singer. The Mayor of Blackpool was also present to join in with the celebrations.

If you are housebound or find it difficult to cook a meal for yourself then BCMS can provide a meals-on-wheels service direct to your home. Apply through your social worker or contact Social Services Direct on 01253 477477.



Carbon Monoxide Poisoning

Unsafe gas appliances produce a highly poisonous gas called carbon monoxide. Carbon monoxide is produced by the incomplete burning of gas and Liquid Petroleum Gas. This happens when a gas appliance has been incorrectly fitted, badly repaired or poorly maintained. It can also occur if flues, chimneys or vents are blocked. It can cause death as well as serious long term health problems such as brain damage.

You can't see it, taste it or smell it but it can kill quickly and with no warning. Being aware of the symptoms could save your life, they are similar to flu, food poisoning, viral infections and simple tiredness. That's why it's quite common for people to mistake this very dangerous poisoning for something else. Remember the main symptoms to look out for:

- **Headaches**

- **Dizziness**

- **Nausea**

- **Breathlessness**

- **Collapse**

- **Loss of consciousness**

Other signs that could point to carbon monoxide poisoning are:

- Your symptoms only occur when you are at home.

- Your symptoms disappear or get better when you leave home and come back when you return.

- Others in your household are experiencing symptoms at a similar time.

If you suspect an appliance is faulty in your home, it could lead to carbon monoxide poisoning so get it checked as soon as possible by a Gas Safe registered engineer.

If the appliance was supplied by BCH, or was present in your home when you took the tenancy, call our emergency repairs hotline on 0800 073 0184, we will arrange as matter of urgency for our Gas Safe registered contractor to call and check the appliance free of charge.

BCH carry out an annual gas service and safety check to all properties that have a gas supply. Please help us look after your safety by allowing prompt access for our gas contractor to carry out your annual inspection.

If at any time you believe an appliance or gas installation is dangerous call the gas emergency helpline on 0800 111 999.

Service Standards Results

As mentioned in the last newsletter, the Sheltered Housing Panel assisted us in devising our Service Standards for Sheltered Housing in order for us to identify areas for improvement. We have now received the results from the second quarter, July to September, which are detailed here:

Service Standard	Target	Quarter 2 (July to September)
When a fault with the warden call system is reported we will fix it within 24 hours	90%	78.57% - 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	90%	92.59%
We will complete a review of a support plan annually	87.01%	88.76%%
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 3 (October to December) will be printed in the next edition of this newsletter.

As reported in an earlier edition of this newsletter, the communal gardens to the rear of Lowmoor and Tarnside were revamped by our partnering contractors, Forrest and Mears respectively, last year. Connaught Environmental have kindly donated tools to enable residents to continue with the upkeep of the gardens and to assist in ensuring these remain well-tended, tranquil and colourful places for all to sit and relax.

Green Corner



Remember, 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!

Keep Warm, Keep Well

Winter is upon us and the cold, frosty days have set in. Here are some helpful hints and tips for staying warm and reducing your fuel bills this winter:

- Wear several thin layers of clothing when you're home or out and about — this traps body heat better than one thick layer. Clothes made from wool, cotton or fleecy synthetic fibres are best.
- A lot of heat can be lost through your head, so wear a hat or headscarf when you go out. To keep your feet warm and to stop you falling, wear flat, dry and warm non-slip shoes or boots.
- Close your curtains at dusk to stop heat escaping through the windows and check that radiators and heaters are free from obstructions
- Switch appliances off at the plug instead of leaving them on standby.
- Only fill your kettle with the amount of water you actually need.

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, Seaside 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:	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 & Support:	01253 472203	BCH Anti-Social Behaviour Team:	01253 477968
Blackpool Council Adult/ Community Learning:	01253 478131	BCH Grange Park Housing Office:	01253 477969
BCH Supported Housing:	01253 477898	BCH Mereside Housing Office:	01253 477968
		BCH Queens Park Housing Office:	01253 477971
		Homestop:	01253 477047
		Social Services Direct	01253 476847