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## Sheltered Housing



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Our Sheltered Housing Service provides high quality, safe and secure accommodation for people who want to live independently but need a bit more support. We manage 20 schemes across the town, and each scheme offers the following benefits:

- Peace of mind with 24 hour emergency assistance through the connection of each home to Vitaline.
- A Sheltered Housing Officer who can provide advice and support and help new customers to settle in and explain the service they provide. Our Sheltered Housing Officers work Monday to Friday, 8am - 4.30pm (4pm on Fridays) and during these hours will respond to any calls that have been made via the emergency call system - also known as your pull cord or pendant.

Our Officers will also offer the following;

- Complete a needs assessment and a Support Plan with you.
- Review your support at regular intervals and when any circumstances change.
- Provide advice and information on various topics such as repairs, adaptations and benefits.
- Make referrals to other services and agencies if required.
- Work with the local Police to maintain safe and secure neighbourhoods.
- Promote social activities within the local community centre.
- Out of Hours - outside of working hours and on Bank Holidays, our colleagues at Vitaline will assist and respond to your call and visit your home if necessary. This means that all sheltered customers of BCH are provided with a 24hr emergency call system. In emergency situations, we will enter your home and may contact any relevant services, agencies or family members. If during a scheduled visit or contact, we cannot ascertain your whereabouts, we will enter your home to carry out a welfare check.

For more information on our Sheltered service please take a look at our [Sheltered Handbook](#).

You can also read our latest Sheltered newsletter [here](#).

### Who is eligible?

Anyone aged 55 or over who can live independently, but would benefit from the services of a Sheltered Housing Officer. This includes people who can live independently with the aid of a social care package. People under the age of 55 may also be eligible due to vulnerability; this will be assessed in accordance with your housing need.

### How much does it cost?

The cost differs from scheme to scheme; however, you will pay a weekly rent charge as well as a service and support charge. The service and support charge includes the cost of support services, maintenance of the community centres and communal grounds. You may be entitled to help with your rent from Housing Benefit or Income Support - our Officers can advise you about this.

### How to Apply

You will first need to complete an application to join the housing register. The easiest way to apply is online on the [MyHomeChoiceFyldeCoast website](#) - this website is packed full of information on applying and finding a suitable home. If you need some assistance in completing a form, please contact our Lettings Team on 01253 477900 (option 4, then option 2) or email [myhomechoice@bch.co.uk](mailto:myhomechoice@bch.co.uk)

### Homeless? How we can help


If you are homeless or threatened with homelessness you should contact Housing Options Team at South King Street.


In writing: Housing Options, South King Street, Blackpool, FY1 4TR


Tel: (01253) 477760


Email: [housing.options@blackpool.gov.uk](mailto:housing.options@blackpool.gov.uk)



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