

Blackpool Coastal  
Housing

# YOUR GUIDE TO SHELTERED HOUSING

Supporting you to live life to the full

INSPIRING PEOPLE TO BUILD **BETTER COMMUNITIES**

# WELCOME TO SHELTERED HOUSING

Here at BCH, our aim is to support you to live an enjoyable, independent life in a safe and secure home. Sheltered Housing is designed for older people or those who are vulnerable for other reasons and our Sheltered Housing Officers are there to provide you with the support you need, as and when it's required.

This information pack has been developed to provide you with information on Sheltered Housing, the support and advice we can offer, along with details of relevant agencies you may find beneficial.

Kind regards,

**The Sheltered Housing Team**

Tel: 01253 477898

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

# ABOUT SHELTERED HOUSING

## Moving into your new home

We hope you enjoy living in your new sheltered home and community. Once you've moved in, your Sheltered Housing Officer will visit you to discuss the level of support you may need. We will also:

- Tell you about local facilities and amenities.
- Explain how the emergency call system works.
- Complete your support plan with you; this enables your Sheltered Housing Officer to make a full assessment of your circumstances and identify what help you may need to carry on living independently in your own home. Your support plan will be reviewed on a regular basis or when required.

## Our Sheltered Housing Team

### What do the Sheltered Housing Officers do?

Our staff can help you to stay independent in your own home. All our officers are fully trained and have an enhanced criminal records (Disclosure and Barring Service) check. They can give you advice, make sure you are managing, support you to organise any help that is needed and assist you in sorting out any problems. They will:

- Offer to help you in settling in.
- Discuss your needs and agree the level of support for you via a support plan.
- Review this support plan on a regular basis or if your circumstances change.

- Keep in regular contact with you.
- Assist you in arranging any help that may be needed e.g. doctor, district nurse, home carer, adaptations etc.
- Support you to manage your paperwork if needed.
- Contact relatives, friends or other services if needed.
- Encourage you to keep in contact with the wider community and access activities and events.
- Provide information about local services.
- Encourage you to get involved and have your say in this service and with BCH.

### Our Staff will always:

- Promote independence
- Respect privacy
- Be professional and polite
- Treat everyone fairly and as individuals
- Maintain confidentiality

## Working Hours

Our team of Sheltered Housing Officers are available Monday to Thursday from 8am to 4.30pm and Friday 8am to 4pm (excluding Bank Holidays). Each scheme has a dedicated Officer but they do work in small teams so are able to offer a flexible service and ensure cover is available when necessary.

## Welfare Checks

Your Sheltered Housing Officer will contact you regularly to check on your welfare; this contact will be agreed with you and will be recorded in your support plan.

If your Sheltered Housing Officer is due to contact you on a specific day and you do not answer this pre-arranged call, we will check your property. We do this to ensure that you have not had an accident or are ill and unable to raise the alarm. If you are not in, we will leave a calling card in your home to let you know we have been in to check on your welfare.

## What won't the Sheltered Housing Officers do?

The Sheltered Housing Officers will not do things for you, but they will support and encourage you to develop the skills to allow you to do things for yourself. We believe it is important to be honest about what our staff can't do so that you, your relatives and other organisations know what to expect from our service.

It is not part of their role to do things such as cooking, shopping, cleaning, laundry, running errands, collecting prescriptions, giving out

medication, or helping with personal needs such as bathing and dressing. They can, however, assist you with contacting other agencies to arrange any help that's needed e.g. home care from Social Services.

They are not always on the scheme during the day as they may be visiting other tenants, attending training or at a meeting. You can, however, always contact an officer or Vitaline should you need assistance.

They do not run events and activities at the Community Centres. They will, however, advise you on what is available at the Centre and in the local area or how to start your own group.

## Sheltered Housing Officers are also unable to:

- accept gifts
- handle money on your behalf
- develop a personal relationship with you
- borrow, give or receive money or goods to/from you
- enter into any business/financial transactions with you
- act as a witness to any legal documents

# THE EMERGENCY CALL SYSTEM

Your home has an emergency call system which can be used to summon help in an emergency. This will go through to your Sheltered Housing Officer during working hours or Vitaline at any other time. We will show you how to use this as part of your welcome visit. We will also carry out

a test on the system and your pendant (if you have one) regularly to ensure that it is working correctly.

If you find any faults with the system please report this to us as soon as possible so that we can get this fixed for you.

# MASTER KEY

Your Sheltered Housing Officer should have a master key to your home. It will only be used in the event of an emergency or if you have given your permission. If your property does not have a 'suited lock', your Sheltered Housing Officer will ask you for a key. If we need to use your key, the Sheltered Housing Officer will always knock or ring before entering your home. If you have your lock changed please inform your Sheltered Housing Officer immediately.

Please do not fit any extra locks or safety chains – this could waste valuable time in the event of an emergency.

**If you are going away or will not be in for your scheduled call or visit, please let us know – this will prevent us needing to check your property unnecessarily.**

# REPAIRS

You are responsible for reporting repairs in your own home. If you have trouble doing this or have any concerns you can contact your Sheltered Housing Officer who will do what they can to help. Reporting a repair is quick and easy and can be done in any of the following ways:

- Phone the Repairs Hotline on 0800 073 0184 from 8am – 5pm Monday to Friday.
- Text the word 'Repairs' to 07786 201 409 – your details will be sent to the Repairs Hotline who will call you back for more details about your repair (during office opening hours).
- Email [repairs@bch.co.uk](mailto:repairs@bch.co.uk) – your details will

be sent to the Repairs Hotline who will contact you either that same day or the next working day to confirm details of when the repair will take place.

- Repairs can be made online through the 'My BCH' section of the BCH website – your details will be sent to the Repairs Hotline who will contact you to confirm a repair has been ordered. If you've not already registered you can set up an account by visiting [www.bch.co.uk/my-bch](http://www.bch.co.uk/my-bch).
- Out of hours emergency repairs can be reported by calling the hotline on 0800 073 0184 or Vitaline on 477678.

# PETS

Before you move in, you will be asked to register any pets you have. You will also need to provide your Sheltered Housing Officer with as much information on your pet as possible. This is particularly important in case of an emergency where we, or the emergency services, need to access your home. It is important to note in these situations that we cannot be held

responsible if your pet prevents us from accessing your home or delays medical assistance.

**Before getting a new pet, you will first need to get permission from your Sheltered Housing Officer who will check with the Neighbourhoods Team that the pet you have chosen is permitted.**

# COMMUNITY CENTRES

Many of our sheltered schemes benefit from an on-site Community Centre. These have a variety of activities for you to join or why not start your own group? The centres are free for all sheltered tenants to use and can be booked by contacting our Supported

Housing Co-ordinator on Tel: 01253 477898.

We also promote links with local communities and allow non-sheltered groups to hire the Community Centres for a small charge.

# HAVE YOUR SAY!

At BCH we have many opportunities for you to get involved and give your views on the service you receive. This not only gives you the opportunity to have your say, but also helps us to improve and develop our services.

We have a number of ways you can get involved, either from the comfort of

your own home or by getting out and about and attending meetings or completing inspections.

If you're interested in getting involved you can contact our dedicated Customer Involvement and Communications Team on Tel: 01253 477911 or by email: [customerinvolvement@bch.co.uk](mailto:customerinvolvement@bch.co.uk).

# SAFE AND SECURE

Please remember to keep your front door locked even when you are at home. Never let anyone into your home if:

- You do not know who they are
- They do not have an appointment
- They do not show you any formal identification

Our partnering contractors and members of BCH staff will have ID and are happy for you to contact the appropriate office should you wish to confirm their identity.

If you are in doubt about any unexpected callers do not let them in; inform your Sheltered Housing Officer or pull your cord. Blackpool is a 'no cold calling' area which means you should not receive any doorstep sellers to your home. Blackpool Council's Trading Standards Team coordinates the No Cold Calling Scheme and can supply window stickers with a number for you to report doorstep sellers. Trading Standards Officers treat each case seriously and will investigate any reported traders and prosecute where appropriate.

# GIVING YOUR FEEDBACK

BCH is committed to providing excellent services and we want to know if our customers are happy, not happy or have a comment about the services they receive.

Compliments show our staff that their hard work is appreciated and allow us to learn from the things we have done well, or that you want us to do more often. When we receive a compliment, we will pass this to the relevant team or member of staff and discuss this at our regular team meetings.

We know we don't always get things right and the only way we can improve or develop is by getting your views and receiving complaints. We will deal with all complaints thoroughly and, if we have done something wrong, we will let you know

what we have done to put things right. All complaints are dealt with fairly, consistently, in confidence and within a set time period.

You can make a compliment, complaint or comment in any of the following ways:

- By speaking to your Sheltered Housing Officer
- By telephone on 0800 073 0184
- By email at [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk)
- By letter in writing to Blackpool Coastal Housing, Coastal House, 17-19 Abingdon Street, Blackpool, FY1 1DG

# A TO Z OF USEFUL CONTACTS

## A

### **Advice Link**

Tel: 01253 476843

### **ADS - Alcohol Support & Advice**

Tel: 01253 752100

### **Age UK**

Tel: 0800 009 966/01253 622812

## B

### **Blackpool Advocacy**

Tel: 01253 290049

### **Blackpool Coastal Housing enquiries**

Tel: 01253 477900

### **Blackpool Victoria Hospital**

Tel: 01253 300000

### **BCH Sheltered Housing/Supported Housing Co-ordinator**

Tel: 01253 477898

### **BCH Repairs (freephone)**

Tel: 0800 073 0184

## C

### **Carers Centre**

Tel: 01253 393748

### **Carers UK**

Tel: 0808 808 7777

### **Care & Repair (including Blackpool Home Improvement Agency)**

Tel: 01253 476646

### **Citizens Advice Bureau**

Tel: 01253 308400

### **Community Legal Advice**

Tel: 0845 345 4345

### **Council Tax enquiries**

Tel: 01253 478847

### **Crime Stoppers**

Tel: 0800 555 111

### **Credit Union**

Tel: 01253 478827

### **CRUSE (Bereavement Support)**

Tel: 01772 686668

### **Customer First (Blackpool Council)**

Tel: 01253 477477

## D

### **Disability First**

Tel: 01253 472203

### **Disabled Parking Scheme**

Tel: 01253 476428

## E

Emergency Services  
(Fire, Police, Ambulance)

Tel: 999

## F

### **Financial Services Authority**

Tel: 0845 606 1234

### **Fylde Coast Counseling**

Tel: 01253 720270

## H

### **Hate Crime Line**

Tel: 0300 123 4283

### **Housing Advice**

Tel: 01253 477760

### **Housing Benefit**

Tel: 01253 478847

### **Horizon (Substance Misuse & Support)**

Tel: 01253 956661

## L

### **LLGS (LGBT Help & Support)**

Tel: 0300 3300 630

## N

### **National Grid (electrical emergencies)**

Tel: 0800 404090

### **National Grid (gas leak)**

Tel: 0800 111 999

### **NHS Direct (non-emergencies)**

Tel: 111

## O

**Older Peoples Advocacy Alliance** Tel:  
01543 490861

### **Police (non-emergencies)**

Tel: 101

## R

### **Relate (Family & Relationship Counseling)**

Tel: 01772 717597

### **RSPCA**

Tel: 0870 555 5999

## S

### **Salvation Army**

Tel: 01253 626114

### **Samaritans**

Tel: 0845 790 9090

### **Social Services Direct**

Tel: 01253 477592

### **SSAFA (soldiers, sailors, airmen & families association)**

Tel: 01253 735983

## T

### **Trading Standards**

Tel: 01253 478375

## U

### **United Utilities**

Tel: 0845 746 2200

### **United Utilities (mains water leak)**

Tel: 0800 330 033

## V

### **Veterans Association**

Tel: 01282 219391

### **Victim Support**

Tel: 0845 303 0900

### **Vitaline**

Tel: 01253 477678

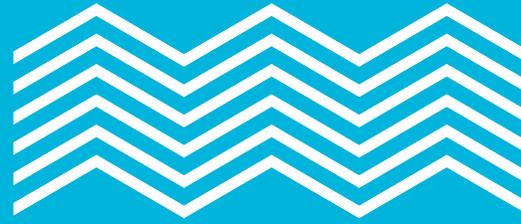
## W

### **Welfare Rights**

Tel: 01253 477770

### **Whitegate Drive Health Centre**

Tel: 0330 123 9278



**Blackpool Coastal  
Housing**

**Blackpool Coastal Housing**  
Coastal House  
17-19 Abingdon Street  
Blackpool  
FY1 1DG  
[enquiries@bch.co.uk](mailto:enquiries@bch.co.uk)  
[www.bch.co.uk](http://www.bch.co.uk)

**INSPIRING PEOPLE TO BUILD BETTER COMMUNITIES**