Housing Services

Sheltered Housing

What is sheltered housing and what does it provide?
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What is sheltered housing and what does it provide?

Sheltered housing is rented accommodation that is specially designed for older people who enjoy independent living.

It aims to provide comfortable accommodation with added security, in an environment where you have your own front door and can come and go as you please.

The scheme will usually provide the following facilities:

- Self contained flats, studio apartments or bungalows
- Communal facilities such as:
  - Lounge for a variety of social activities
  - Gardens
  - Kitchen
  - Guest room
  - Laundry
- Security and safety features
- A warden support service
- A caretaking service for the communal areas
- 24 hour emergency response through the connection of each flat to a call centre. This is known as the City Wide Care Alarm

“"I feel safe living here, and it’s nice to be with people my own age”
Sheltered housing tenant
What are the benefits and costs?

Benefits:

- Good quality housing
- Security
- Independence
- Your own front door
- Peace of mind - with help on hand in emergencies
- There is a warden support service and 24-hour emergency response system connected to each flat, known as City Wide Care Alarms (CWCA)
- A support plan, agreed with the scheme warden, to meet your individual needs
- Company when you want it
- Social activities
- Being part of a community

Costs:

You pay weekly rent and a service charge (where applicable) for the heating and hot water in your property and/or towards the heating in communal areas of the scheme.

There is an added support charge to cover the warden service and City Wide Care Alarm. If you are already in receipt of Housing Benefit you will not have to pay this charge.

If you are on a low income you can apply to have an assessment to see if you are entitled to any assistance, this is called a Fairer Charging Assessment.

You will receive help and advice on claiming benefits at the start of your tenancy.
What does the scheme warden do?

Your scheme warden will:

• Complete a support plan with you within two weeks of you moving in. This will be reviewed annually or when there is a change in circumstances

• Agree with you the type and frequency of contact that you need

• Help and support you to access any services that you may need to help you to live independently

• Refer you to Social Services for an assessment for equipment & adaptations if required

• Contact relatives; call a doctor or an ambulance in an emergency

• Be responsible for helping to develop the community within the scheme and will assist with scheme activities

• Encourage and facilitate activities to promote social inclusion, health and well being

The scheme warden does not:

• Collect pensions, prescriptions or do shopping. If friends or relatives were helping with these things before you moved into sheltered housing, they should continue to do so

• Give out medication to tenants

• Carry out personal care
What activities are provided in schemes?

A popular feature of sheltered housing is its social activities, such as coach trips or theatre visits which are encouraged by the warden as a way to promote health and well being.

These are tailored to individual schemes depending on demand.

What does City Wide Care Alarms provide?

City Wide Care Alarms has its own team of mobile support workers who can respond to an emergency and who are all professionally trained and equipped, for example, to safely lift people who have fallen.

City Wide Care Alarms aims to achieve the following response times:

- 98% of all calls to be answered within 1 minute
- 99% of all calls to be answered within 3 minutes
- Where mobile support workers respond, 90% of visits to be made within 45 minutes

In most schemes there is also a communal lounge where a range of activities can be organised including coffee mornings, keep fit, craft sessions, lunch clubs and bingo.
Who is eligible for Sheltered Housing?

- People who are over 60 or have mobility priority
- In the case of a couple, at least one person must fit the age requirement.

Before offering you a sheltered property we will check to make sure it meets all your housing needs.

You will also be invited to an accompanied viewing of the building without any commitment.

Where are the sheltered housing schemes?

To find out where our sheltered housing schemes are located and the type of accommodation available see the list on the following pages.

Alternatively, visit www.sheffield.gov.uk/councilhousing or visit:

The Sheffield Property Shop
18-20 Union Street
Sheffield
S1 2JP

The Property Shop opening times are:

Monday 9am - 5pm
Tuesday 9am - 4pm
Wednesday 9am - 5pm
Thursday 9am - 5pm
Friday 9am - 5pm

You can also call us on 0114 293 0000 or 0114 205 3333. Lines are open Monday to Friday from 8am until 5.30pm.
Crabtree Grange
191 Crabtree Grange
Fir Vale
S5 7BA
0114 2437165
✓ Studio Flats ✓ One Bed Flats

Blackwell Court
Bard Street
Hyde Park
S2 5PW
0114 2701682
✓ One Bed Flats

Cambridge Court
Cambridge Road
Heeley
S8 9SN
0114 2586596
✓ Studio Flats ✓ One Bed Flats

Cherry Tree
Union Road
Nether Edge
S11 9EF
0114 2585634
✓ Studio Flats ✓ One Bed Flats

Mount View Lodge
194 Derbyshire Lane
Norton Lees
S8 8SE
0114 2585327
✓ Studio Flats ✓ One Bed Flats

Blackberry Hamlet
Halfway Centre
Mosborough
S20 4TD
0114 2482678
✓ One Bed Flats

Elm Tree House
Ridgeway Road
Ridgeway
S12 2TW
0114 2646896
✓ Studio Flats ✓ One Bed Flats

Holly Bank
Mansfield Drive
Intake
S12 2BF
0114 2358668
✓ Studio Flats ✓ One Bed Flats
<table>
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<td>Newton Croft</td>
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<tr>
<td>Springwater House</td>
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<td>S12 3DL</td>
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<td>S14 1PJ</td>
<td>0114 2647736</td>
<td>✓ One Bed Flats</td>
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<tr>
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<td>S14 1AZ</td>
<td>0114 2358722</td>
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<tr>
<td>Painted Fabrics</td>
<td>Little Norton Drive, Meadowhead</td>
<td>S8 8HH</td>
<td>Tel (0114) 2746790</td>
<td>✓ Studio Flats ✓ One Bed Flats</td>
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Find out more

Phone:  
North Sheffield  0114 293 0000  
South Sheffield  0114 205 3333  
Repairs  0114 273 5555

Online:  
Email: councilhousing@sheffield.gov.uk  
Website: www.sheffield.gov.uk/councilhousing  
Follow us on:  
[Twitter]  [Facebook]  [YouTube]

Write:  
Council Housing Service  
PO Box 483  
M33 0DH

Visit Us:  
To find your local office please telephone us or alternatively you can visit our website and search for your local office using our interactive map.

Some calls may be monitored by Sheffield City Council and its partners for quality and training purposes.
“My husband and I attend the craft session in the communal lounge every fortnight. My husband suffers from dementia but is always keen to join in, and with a little help, is able to make cards, which he is really proud of. I enjoy the sessions for many reasons – I am able to join in and have some social involvement with other tenants; I can take my husband along, knowing that he is safe and enjoying himself; which gives me a break from the pressure of caring for him; and it prevents both of us feeling isolated”

Sheltered housing tenant

“We have a good social life here – we have day trips, and trips to the pub for lunch”

Sheltered housing tenant
“I’ve recently moved into sheltered housing and I am looking forward to attending activities. The warden tells me what is happening in the scheme and is helping me to mix with people”
Sheltered housing tenant

“Our garden looks lovely

“I like the heating being included in the rent. This means I can have the heating on as much as I want without worrying that I won’t be able to afford to pay the bills”
Sheltered housing tenant
Need help accessing our services?

A translation of this leaflet is automatically available in the languages below.

Arabic

تتوفر نسخة مترجمة من هذه الكراسة باللغة العربية

Farsi

ترجمه ان برگچه در فارسی دستیاب است

Somali

Turjibaanka guub-yarahaan waxaa lagu heli karaa Soomaali

The information can also be made available in other languages on request.

**Hard of hearing?** All our offices have induction loops. Just ask at reception. We can provide loops and sign language interpreters for meetings if you let us know in advance.

**Interpreters** - If your first language isn’t English we can provide an interpreter either over the phone or in person.

**Visual impairment** - We can provide you with information in large print, audio or Braille.

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