A flock of feathered and furry friends visited Springwater House in October. Goats, ferrets, guinea pigs, ducks and rabbits mingled with forty residents at the Hackenthorpe scheme during the ‘Farming Comes To You’ event. A joint effort between Sheffield City Council and Heeley City Farm, the mini-farm visit was a huge success. Residents enjoyed doing something they wouldn’t normally get to do; feeding and petting the animals with help from Heeley City Farm. This visit was the first of four mini-farm events taking place before the end of March in different sheltered schemes across the city.

Sheltered Voices, are looking for new members to join their informal singing group. They meet every two weeks in Sheffield city centre on a Thursday afternoon. If you would like more information then please contact Melissa Newbould on 0114 293 0000.
Dear Resident...

I want to tell you about our review of the Older Person’s Independent Living (OPIL) sheltered housing service and some changes to the way we work.

Earlier this year we asked you to fill in a questionnaire, to tell us what you thought about our service.

A big thank you to everyone who completed it. The feedback was very positive and tenant satisfaction with sheltered housing remains high. Here are some of the things you said were important:

- Staff at schemes who you know and trust.
- Safety and security.
- The opportunity to be involved in a variety of social events/activities and be part of a community.
- Communal facilities and outdoor space for gardening and socialising.

We listened to what you said about how we could improve the service and have made some changes to the way we work.

We've also clearly set out what the service does and what you can expect from it.

What can you expect from your service?

We hope that the changes we have made help you to enjoy living in your home and get the most out of life.

If you have any questions about the new ways of working or the service please give me a call on 0114 293 0000, or email homesareasheltered@sheffield.gov.uk

Getting involved...

Lots of people mentioned that having the opportunity to get involved was something they valued.

Through our Young at Heart Project we work with tenants and voluntary groups to provide a range of social activities. Mel Newbould is the officer who oversees the project. You can contact her on 0114 293 0000.

If you want to have your say on issues that affect the scheme where you live; scheme, group meetings and our Sheltered Housing Forum are an excellent opportunity to become involved. We will be continuing these.
We now have 26 Neighbourhood Officers (Wardens). Two/three Neighbourhood Officers will work across three or four sheltered schemes (a hub).

They can provide support to help you access other services, maintain your independence and continue to live in your home, as long as you want or are able to do so.

Support will be tailored to your individual needs and may include regular contact through a visit, phone or intercom call. Your support plan will be reviewed every year, or when things change for you. Staff may not always be on site every day, but we will make sure you know who they are and how they can be contacted.

We have a new Neighbourhood Support Team with six Neighbourhood Support Officers, based at our Solpro office. This team will help support the Neighbourhood Officers, carry out things like health and safety checks and help us provide a quality service for you.

We also know that having an attractive place to live is important to you.

So we will continue to replace carpets, curtains etc within the communal areas to make sure they are comfortable, safe and suitable.

Our caretaking team will keep these areas clean and tidy and also provide a presence on site.

Working with other council teams we will make sure that communal gardens and outside areas are well maintained and provide opportunities for gardening, socialising etc.

Finally you said that safety and security is important. So every home is connected to the City Wide Care Alarm Service (CWCA) which provides 24 hour emergency response and reassurance, seven days a week.

All our schemes also have a door entry system which is accessed with a fob. To help keep you safe we will visit every you every six months to review your support plan and check the city wide care alarm.
In winter it can be difficult for everyone to get about and conduct day-to-day activities. Follow these tips for keeping well and safe in the winter months.

- Keep warm, eat well and avoid unnecessary travel. You should eat regular hot meals and drink plenty of fluids, this will keep you warm and will give you energy to keep active.
- Ensure you have sufficient supplies of food and of any prescription medicine you may need. Keep active indoors and give some of your scheme activities a go.
- Ask your relatives and friends for help if you need it. Keep their phone numbers on a list beside your phone.
- In icy weather, wear well-fitted shoes with non-slip soles if you have to go out, but try to limit walking outside during the cold weather.
- Always wear your alarm pendant, so that help can be called if you need it.
- If you have a fall, even a minor one, make sure you call/visit your doctor for a checkup.

**Christmas Opening Times**

<table>
<thead>
<tr>
<th>Dates</th>
<th>Service Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>19th to 23rd Dec</td>
<td>Normal service</td>
</tr>
<tr>
<td>26th and 27th Dec</td>
<td>No service</td>
</tr>
<tr>
<td>28th and 29th Dec</td>
<td>Limited service available</td>
</tr>
<tr>
<td>30th Dec</td>
<td>No service</td>
</tr>
<tr>
<td>2nd Jan</td>
<td>No service</td>
</tr>
<tr>
<td>3rd Jan</td>
<td>Normal service resumes</td>
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</tbody>
</table>

If you need to report an emergency repair during the Christmas period then please ring 0114 273 5555.

**We want to wish you and your families a very Happy Christmas and best wishes for the New Year**

Contact Details:

Phone: 0114 293 0000  
Write: Council Housing Service, PO Box 483, M33 0DH  
Enquiries: www.sheffield.gov.uk/contacthousing

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