



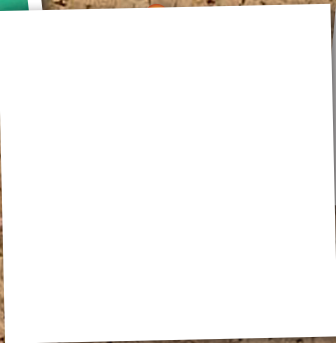
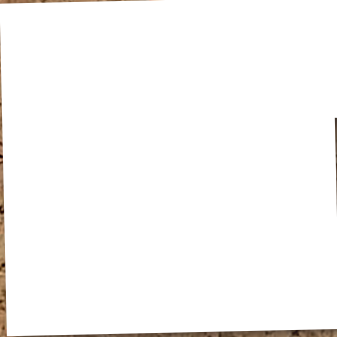
**Housing &
Neighbourhoods Service**

Older Persons Independent Living Team

(Sheltered Housing)

Information and Advice





Contents

What is sheltered housing and what does it provide?	4
What are the benefits and costs?	5
What does the scheme neighbourhood officer do?	6
Where are the sheltered schemes?	9
Find out more	13

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
 - ✓ Social activities
 - ✓ Gardens
 - ✓ Kitchen
 - ✓ Guest room
 - ✓ Laundry
- Security and safety features
- Neighbourhood officer 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
- Housing management 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 Neighbourhood Officer, to meet your individual needs
- Social activities
- Being part of a community



Costs:

You pay weekly rent and a service charge.

You will receive help and advice on claiming benefits at the start of your tenancy.

If you are on a low income you can apply to have an assessment to see if you are entitled to any financial assistance.

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.

What is the role of the neighbourhood officer?

Your neighbourhood officer will:

- Complete a support plan. 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 manage your tenancy
- 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
- Encourage and facilitate activities within the scheme
- Complete a support plan. 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 manage your tenancy
- 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
- Encourage and facilitate activities within the scheme

What activities are provided in schemes?

- Within sheltered housing we promote and encourage social activities to take place within our schemes.
- We understand the positive impact social interaction has on people's health and wellbeing. Social activities happen across all schemes; these range from traditional activities such as coffee mornings and bingo to a wide range of other activities such as

history talks, games, film nights and visits from animals.

- The activities in each scheme differ, with some being facilitated by our staff and some being tenant lead.
- You can get more details of social activities at the scheme you are looking at when you go for a viewing of the property.



Our Sheltered Promise

To support you in your home, we will aim to:

- Talk to you about what support you need to live in your new home. We'll check this six monthly or if things change
- Visit you within the first month to check you're settling in and everything is satisfactory with your home
- Help you manage your rent account and tenancy

To help you feel safe and secure, we will:

- Check the building where you live is safe
- Check inside and outside communal areas every day and fix any problems we find
- Keep the main paths clear as best we can when the weather is bad

To provide a clean and green living environment, we will:

- Keep the outside of your scheme clean and tidy
- Deliver our caretaking standards by cleaning communal areas, bathrooms and kitchens

Involving you to have your say, we will:

- Talk together regularly, through scheme, Group and forum meetings, so you can share and be involved in developing the service
- Make it easy for you to tell us what you think about where you live and the services that you receive



Who is eligible for Sheltered Housing?

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

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

We will invite you to view the property to see if it is right for you.

You can find out more information about joining our Housing Register and bidding in our leaflet - Joining the Housing Register - available at Neighbourhood Offices.

Staff at the Sheffield Property Shop at Howden House can advise and help you search for properties.

There's also lots of advice and information online at:

www.sheffield.gov.uk/councilhousing

www.sheffieldpropertyshop.org.uk

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

You can also call us on **0114 293 0000**. Lines are open Monday to Friday from 8am until 5.30pm.

John Trickett House

Bevan Way
Chapelton
S35 1RL
0114 246 3644



North

✓ One Bed Flats ✓ Bungalows

Ernest Copley House

Peckham Road
High Green
S35 3JA
0114 2848 573



North

✓ One Bed Flats

Charles Square

Hamlet
High Green
S35 4FS
0114 286 9513



North

✓ Two Bed Bungalows

Eva Ratcliffe House

Yew Lane
Ecclesfield
S5 9BE
0114 240 0950



North

✓ One Bed Flats

Ernest Fox House

Lump Lane
Grenoside
S35 9PZ
0114 246 1011



North

✓ Flats ✓ Bungalows

Kinsey Road

Kinsey Road
High Green
S35 4HP
0114 284 8613



North

✓ One Bed Flats

Newgate Close

High Green
S35 4PD
0114 286 9433
North



✓ One Bed Flats ✓ Two Bed Flats

Helliwell Court

Helliwell Lane
Deepcar
S36 2QH
0114 283 0284
North



✓ Studio Flats ✓ One Bed Flats

Balfour House

Horner Close
Stocksbridge
S36 1LQ
0114 283 0285
North



✓ Studio Flats ✓ One Bed Flats

Westnall House

Glossop Row
Oughtibridge
S35 0GH
0114 286 3231
North



✓ One Bed Flats

Manor House

706 Stannington Rd
Stannington
S6 6AJ
0114 234 0218
North



✓ One Bed Flats

Park View Lodge

Leader Road
Hillsborough
S6 4GH
0114 233 3788
City & West



✓ Studio Flats ✓ One Bed Flats

Roscoe Court

2 Stanwood Road
Stannington
S6 5JF
0114 234 7619
North



✓ Two Bed Flats ✓ One Bed Flats

St Georges Court

Beet Street
Netherthorpe
S3 7GP
0114 276 2861
City & West



✓ Studio Flats ✓ One Bed Flats

Cherry Tree

Union Road
Nether Edge
S11 9EF
0114 258 5634
City & East



✓ Studio Flats ✓ One Bed Flats

Low Edges

Lowedges Road
Low Edges
S8 7JG
0114 283 9356
South & South West



✓ Studio Flats ✓ One Bed Flats

Crabtree Grange

191 Crabtree Grange
Fir Vale S5 7BA
0114 243 7165
**Burngreave &
Shiregreen**



✓ Studio Flats ✓ One Bed Flats

Painted Fabrics

Little Norton Drive
Meadowhead
S8 8HH
Tel (0114) 274 6790
South & South West



✓ Studio Flats ✓ One Bed Flats

Cambridge Court

Cambridge Road
Heeley
S8 9SN
0114 258 6596
South & South West



✓ Studio Flats ✓ One Bed Flats

Callow Mount

Handbank Block
Heeley
S14 1PJ
0114 264 7736
South & South West



✓ One Bed Flats

Mount View Lodge

194 Derbyshire Lane
Norton Lees
S8 8SE
0114 258 5327
South & South West



✓ Studio Flats ✓ One Bed Flats

Orpen House

Mawfa Road
Norton
S14 1AZ
0114 235 8722
South & South West



✓ Studio Flats ✓ One Bed Flats

Newton Croft

Chapel Street
Woodhouse
S13 7JN
0114 269 9927
South East



✓ Studio Flats ✓ One Bed Flats

Holly Bank

Mansfield Drive
Intake
S12 2BF
0114 235 8668
East



✓ Studio Flats ✓ One Bed Flats

Welwyn Court

Jaunty Lane
Gleadless
S12 3DL
0114 235 8727
South East



✓ Studio Flats ✓ One Bed Flats

Elm Tree House

Ridgeway Road
Ridgeway
S12 2TW
0114 264 6896
East



✓ Studio Flats ✓ One Bed Flats

Springwater House

Cotleigh Crescent
Hackenthorpe
S12 4HT
0114 248 8296
South East



✓ Studio Flats ✓ One Bed Flats

Blackwell Court

Bard Street
Hyde Park
S2 5PW
0114 270 1682
East



✓ One Bed Flats

Blackberry Hamlet

Halfway Centre
Mosborough
S20 4TD
0114 248 2678
South East



✓ One Bed Flats

Lytton Court

Lytton Road
Parson Cross
S5 8AZ
0114 2315752
Firth Park & Southey



✓ One Bed Flats

Contact Housing Services



Phone: Call Centres 0114 293 0000
0114 205 3333
Repairs 0114 273 5555



Online:
Enquiries: www.sheffield.gov.uk/councilhousing
Website: www.sheffield.gov.uk/councilhousing



Write: Housing Services
PO Box 5967
SHEFFIELD
S2 9GH



Visit Us: To find your local office please telephone us or alternatively you can visit our website.

Some calls may be monitored by Sheffield City Council and its partners for quality and training purposes.



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

Sheltered housing tenant

“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

“I’ve recently moved into sheltered housing and I am looking forward to attending activities.”

The Neighbourhood Officer tells me what is happening in the scheme and is helping me to mix with people”

Sheltered housing tenant



This document can be supplied in alternative
formats, please contact 0114 293 0000

Sheffield City Council
www.sheffield.gov.uk/councilhousing



When you have finished with
this document please recycle it