



Sheltered Housing Schemes



Supported Housing Service

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Section 1

Welcome

Supported housing is specifically for people who are aged over 50 who live in the borough. It allows you to stay independent but with the security of visits from supported housing officers if and when you need them and a 24-hour community alarm monitoring service.

We have 31 supported housing schemes across Dacorum. Each scheme has a supported housing officer based there during normal working hours on Monday to Friday. Most schemes are made up of self-contained flats in one building, but some are made up of bungalows or a mix of flats and bungalows. We also manage a large number of flats and bungalows, which are not part of a scheme but are designed to meet the needs of older people.

Please take the time to read through the information when you first move in. If you have any questions, your supported housing officer will be able to help you. You will find a copy of the Tenants' handbook in the folder you were given when you signed up to live with us. This provides more general information about your tenancy, such as paying your rent, and repairs and maintenance.



Section 2

An introduction to the schemes

Schemes in Hemel Hempstead

Betty Patterson House is a purpose-built supported scheme in Hemel Hempstead, which has 30 flats over three floors. There is a lift at the scheme. There is a laundry, communal lounge and guest room for tenants to use.

Chapel Street is a supported scheme in Hemel Hempstead old town, which has 30 flats on ground and first floors. First floor flats are reached by the stairs.

Christopher Court is a purpose-built supported scheme in Corner Hall which has 37 flats over two floors. Flats on the first floor can only be reached by stairs. There is a laundry, communal lounge, guest room and hairdressing and treatment room for tenants to use.

Cranford is a purpose-built supported scheme in Highfield which has 24 flats over two floors. There are also four bungalows in Fletcher Way, to the side of the building. There are two lifts at the scheme. There are two communal lounges, hairdressing and treatment room and a guest room for tenants to use at Cranford.

Crawley Drive is a supported scheme in Grovehill which has 72 flats in four roads. These roads are Crawley Drive, Aycliffe Drive, Hatfield Crescent and Runcorn Crescent. First floor flats are reached by stairs. There is a communal lounge for tenants to use.

Elizabeth House is a purpose-built supported scheme in Hemel Hempstead old town which has 48 flats over three floors. There is a lift at the scheme. There is a laundry, two communal lounges, guest room, hairdressing and treatment room and a hobbies room for tenants to use.

Evelyn Sharp House is a purpose-built supported scheme in Adeyfield which has 58 flats over three floors. There are also 20 flats in Field Road, to the front of the building. Flexicare is also available at this scheme, for more information about flexicare please contact the supported housing office. There is a laundry, two communal lounges and a guest room for tenants to use at Evelyn Sharp House.

Florence Longman House is a purpose-built supported scheme in Apsley which has 28 flats over three floors. There is a lift at the scheme. There is a laundry, communal lounge and guest room for tenants to use.

Gilbert Burnett House is a purpose-built supported scheme in Bennetts End which has 31 flats over three floors. There is a lift at the scheme. There is a laundry, communal lounge and guest room for tenants to use.

Gravel Lane is a purpose-built supported scheme in Warners End which has 24 flats over two floors and 46 bungalows. The properties are in Gravel Lane, Gravel Path and The Rowans. First floor flats are reached by stairs. There is a communal lounge at Gravel Lane for the tenants to use.

Holly Tree Court is a purpose-built supported scheme in Adeyfield which has 20 flats over three floors. There is a lift at the scheme. There is a communal lounge and a guest room for tenants to use.

Leys Road is a dispersed supported scheme in Bennetts End which has 48 flats in Leys Road and Gatecroft and 12 bungalows in Reddings. First floor flats are reached by stairs. There is a laundry and a communal lounge for tenants to use at Leys Road.

Mayflower Avenue is a purpose-built supported scheme in Hemel Hempstead Town centre which has 27 flats over two floors. There are also 12 flats in Crescent Road. There is a laundry for tenants to use in Mayflower Avenue.

Old House Road is a purpose-built supported scheme in Adeyfield which has 40 flats over two floors. There are also 23 bungalows in Old House Road and Old House Court. First floor flats are reached by stairs. There is a laundry and a communal lounge for tenants to use at old House Road and Court.

Phyllis Courtnage House is a purpose-built supported scheme in Highfield which has 32 flats over two floors. There are also 24 flats within the grounds of Phyllis Courtnage House. There is a lift in the main building but first floor flats in the grounds are reached by stairs. There is a laundry, two communal lounges, guest room, hairdressing and treatment room and hobbies room for tenants to use in Phyllis Courtnage House.

Rice Close is a supported scheme in Adeyfield which has 45 flats on the ground and first floor. First floor flats are reached by stairs. There is a communal lounge and a guest room for tenants to use.

Saturn Way is a purpose-built supported scheme in Highfield which has 12 flats over two floors in the main building. There are also 35 flats situated in blocks along Saturn Way. All flats are reached by stairs. There is a laundry, communal lounge and guest room for tenants to use.

Southernwood Close is a supported scheme in Adeyfield which has 28 flats over two floors. There are also 8 bungalows in Southernwood Close. First floor flats are reached by stairs. There is a laundry and a communal lounge for tenants to use.

The Driftway is a supported scheme in Adeyfield, which has 52 flats over two floors in blocks of four flats. First floor flats are reached by stairs. There is a communal lounge for tenants to use.

Two Beeches is a purpose-built supported scheme in Grovehill, which has 44 flats over two floors. There is a lift at the scheme. There is a laundry, two communal lounges, guest room, hairdressing and treatment room and a hobbies room for tenants to use.

Varney Road is a purpose-built supported scheme in Warners End which has 63 flats and bungalows. The flats and bungalows are in Varney Road, Parkwood Drive, Great Sturgess Road and Long Chaulden. First floor flats are reached by stairs. There is a laundry and a communal lounge for tenants to use at Varney Road.

William Crook House is a purpose-built supported scheme in Warners End which has 64 flats over three floors. There is a lift at the scheme. There is a laundry, three lounges, guest room and a hobbies room for tenants to use.

Schemes in Berkhamsted, Tring and villages in Dacorum

Bede Court is a purpose-built supported scheme in Little Gaddesden, which has 21 bungalows.

Compass Point is a purpose-built supported scheme in Northchurch which has 26 flats over two floors. First floor flats can be reached by stair lifts located on each stair case. There is a laundry, communal lounge and guest room for tenants to use.

Douglas Gardens is a purpose-built supported scheme in Berkhamsted which has 25 bungalows and four ground floor flats. There is a laundry, communal lounge and guest flat for tenants to use. This scheme is joined with Lagley house.

Dudley House is a purpose-built supported scheme in Bovington which has 29 flats over two floors. There are also five bungalows in St Lawrence Close to the back of the building. There is a lift at the scheme. There is a laundry, communal lounge and guest room for tenants to use.

Emma Rothschild Court is a purpose-built supported scheme in Tring which has 37 flats over two floors. There is a lift at the scheme. There is a laundry, communal lounge, guest room, hairdressing room and sun terrace for tenants to use.

Lagley House is a purpose-built supported scheme in Berkhamsted which has 22 flats over two floors. There is a lift at the scheme. There is a laundry, communal lounge and guest room for tenants to use. This scheme is joined to Douglas Gardens.

Oaklawn is a purpose-built supported scheme in Tring which has 21 flats over two floors. There is a lift at the scheme. First floor flats are reached by the stairs. There is a laundry, two communal lounges and a guest room.

Pond Close is a purpose-built supported scheme in Tring which has 18 flats over two floors. First floor flats are reached by stairs. There is a laundry, communal lounge, guest room and hairdressing and treatment room for tenants to use.

Sursham Court is a purpose-built supported scheme in Markyate which has 16 bungalows and ten flats over two floors. First floor flats are reached by stairs. There is a communal lounge for tenants to use.

Willow Edge is a purpose-built supported scheme in Kings Langley which has 30 flats over two floors. There are also eight flats in Blackwell Road. There is a lift at the scheme. There is a laundry, communal lounge and guest room for tenants to use.

Section 3

When can I meet my supported housing officer?

Your supported housing officer will come and visit you after you have moved in. They will be able to answer any questions you may have about living in sheltered housing and the local area and give you advice and support.

Creating your support plan

During the first four weeks of your tenancy, the supported housing officer will arrange to visit you to complete your personal assessment and support plan, which we will use to make sure you receive the help you need. This is an important opportunity for your supported housing officer to get to know you and for you to discuss your needs and ask any further questions.

The support plan is a confidential document which contains information about you and your needs. It will be kept in a secure file in the scheme office. Ask your supported housing officer if you would like a copy.

We will review your plan with you twice a year to make sure that the support is still appropriate to your needs. This will help you to stay independent and in good health. If you feel your needs have changed before the planned review date, tell your supported housing officer and they can arrange to bring your review forward.

We will make sure you are involved throughout the assessment process and will also involve your family or carer if you ask us to.

Working hours

The supported housing officer works Monday to Friday, during normal working hours only, and does not work at weekends or on bank holidays. Although there is an office at most of the schemes, the supported housing officer also covers tenants living in the community around your scheme and may not always be around at the scheme.

The role of the supported housing officer

Your supported housing officer will:

- keep in regular contact with you to make sure you are alright;
- give you advice and help or refer you to another, more appropriate, agency such as Adult Care Services or Occupational Therapy;
- encourage you to take part in social activities and promote community spirit within the scheme;
- make sure the scheme runs smoothly, identify necessary repairs and make sure that health-and-safety procedures are being followed; and
- deal with emergencies as they arise and get help if needed.

Other than in exceptional circumstances, the supported housing officer will not provide personal care or do your shopping. They do not run any errands for residents at any time and are not allowed to handle your money – such as collecting your pension or paying your bills.

You can ask your supported housing officer for more details about their role.



Section 4

What is the community alarm service?

On the day you move into your new home, you need to activate your community alarm. Please read the information below about how to do this.

All our supported schemes have a community alarm to use in the case of an emergency. This gives you the security that someone will always be on hand to help you if you have an emergency. Eldercare operates the community alarm service for us.

On weekdays you can use the alarm to contact your supported housing officer when they are on site, but in the evenings, on weekends and bank holidays your call will go through to the Eldercare control centre which will contact the relevant person for you. This may be the emergency services, your GP or a member of your family.

The control centre is available 24 hours a day, 365 days of the year. Your call will always be answered by trained operators who can handle your call, whatever the reason.

You can operate the alarm by pulling the cord with the red handle in either your hallway or bathroom. We will also give you a pendant alarm which you can wear around your neck. If you are at all unsure about how the system works, please ask your supported housing officer.

Section 5

Who is available to help me?

When you move into sheltered housing we chose a housing officer for you. Their contact details are in a folder you would be given when you sign up to live with us. Below is a list of other contact numbers you may find useful.

Dacorum Borough Council

- Call 01442 228000 and ask for the person or service that you want, such as 'Supported housing', and you will be put straight through. Other services you can ask for include:
 - Benefits
 - Repairs and maintenance
 - Payments
 - Bins.
- Housing repairs — Freephone: 0800 0186050
- Hertfordshire County Council (including adult social care, disability, bus passes, Blue Badge scheme, meals-on-wheels referrals): 0300 123 4042
- Hertshelp (your first point of call for finding practical support, guidance and information in Hertfordshire): 0300 123 4044
- Age UK Dacorum: 01442 259049

Section 6

How can I get involved?

Tenant and Leaseholder Committee

We have a Tenant and Leaseholder Committee (TLC), which is an independent group of people who work with us to help shape the housing service. You can find out more about this in Section 7 'You and your community' of the Tenants' handbook or on our website at www.dacorum.gov.uk.

For details of other ways you can get involved, call 01442 228000 and ask for 'Tenant Involvement' or email tenantinvolvement@dacorum.gov.uk.

Events and activities

Taking part in social events is a good way of getting to know the community at your scheme. There are active social groups at the schemes, which are keen to involve new tenants in planning and organising events. You are welcome to join the group, or you may just want to support the events that appeal to you.

Members of the social committee will introduce themselves at events or ask your supported housing officer to introduce you. Events and activities held in schemes usually take place in the shared lounge and may include:

- armchair exercises;
- coffee mornings;
- bingo;
- fish and chips lunches;
- entertainers;
- Hertfordshire Library mobile service once every two months;
- book club;
- NHS hearing-aid checks and battery replacements (see notice board for times and dates); and
- a clothes show twice a year.

Tenants also organise day trips. If there is a charge for any of the events, we will advertise this.

Section 7

What is the support charge?

We charge our tenants for providing a supported housing officer and the community alarm. The charge is not optional and has to be paid by all tenants living in supported housing.

You will pay the charge on top of your rent and other service charges. We review this charge every year.

When you signed up for your property you should have been told about the support charge and how to apply for help paying it. If you are not sure about this, please talk to your supported housing officer or housing officer (Income) who will be able to give you advice. Call 01442 228000 and ask for 'Housing'.

The current support charge is £7.57 each week.

You may not have to pay if:

- you receive Housing Benefit;
- you have savings of less than £23,000; or
- you were living as a tenant in supported housing we provide before 1 April 2003.

If you do not fall into any of the categories above, it is very likely that you will have to pay your support charge yourself.



Section 7

What standard of service can I expect from you?

We promise to deliver the following standards of service to our tenants living in supported housing. We will:

- provide an emergency response service 24 hours a day, every day of the year;
- agree a support plan with you within four weeks of you moving into your supported flat or bungalow;
- visit you in your home, to check on your welfare, as often as agreed in your support plan;
- review and update your support plan at least twice a year;
- provide extra visits or calls over the intercom if you become ill or are at greater risk for any reason; and
- test your community alarm on a regular basis to make sure it is working correctly.

