

# Sheltered Housing



What is sheltered housing and what does it provide?



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Talking to relatives in Australia

*"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



## 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 or studio apartments or bungalows
- Communal facilities such as:
  - ✓ Laundry
  - ✓ Kitchen
  - ✓ Lounge for a variety of social activities
  - ✓ Gardens
  - ✓ Guest room



Settling in nicely to my new kitchen

- 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.



Enjoying an afternoon cuppa

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?

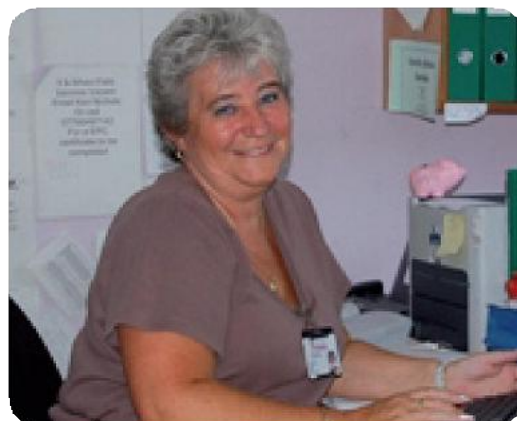
Your scheme warden:

- Will complete a support plan with you within three weeks of you moving in. This will be reviewed annually or when there is a change in circumstances.
- Will agree with you the type and frequency of contact that you need.
- Will help and support you to access any services that you may need to help you to live independently.
- Will refer you to Social Services for an assessment for equipment & adaptations if required.
- Will contact relatives; call a doctor or an ambulance in an emergency.

- Will be responsible for helping to develop the community within the scheme and will assist with scheme activities.
- Will 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.



Happy in my work

## 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.



Remembering all our yesterdays

In most schemes there is also a communal lounge where a range of activities can be organised including coffee mornings, keep fit, craft sessions, luncheon clubs and bingo.

## 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.



## Who is eligible for Sheltered Housing?

- Both single people and couples over 60 - there is no upper age limit.
- Under 60 with a mobility priority.
- Both single people and couples between 55 - 59 with a physical or learning disability (subject to a discretionary decision).
- 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 following list.

Alternatively, visit [www.sheffieldhomes.org.uk/movinghome](http://www.sheffieldhomes.org.uk/movinghome) or visit:

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

The Property Shop opening times are:

<b>Monday</b>	<b>9am - 5pm</b>
<b>Tuesday</b>	<b>9am - 4pm</b>
<b>Wednesday</b>	<b>9am - 5pm</b>
<b>Thursday</b>	<b>9am - 5pm</b>
<b>Friday</b>	<b>9am - 5pm</b>

You can also call us on **0114 293 0000 (North)** or **0114 205 3333 (South)**. Lines are open Monday to Friday from 8am until 5.30pm.



**Charles Square  
Hamlet**

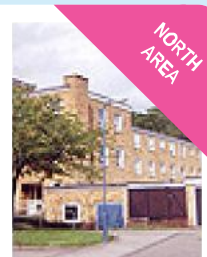
High Green  
S35 4FS  
0114 2869513



✓ *Two Bed Bungalows*

**Ernest Copley House**

Peckham Road  
High Green  
S35 3JA  
0114 2848573



✓ *One Bed Flats*

**Ernest Fox House**

Lump Lane  
Grenoside  
S35 9PZ  
0114 2461011



✓ *Flats*   ✓ *Bungalows*

**Eva Ratcliffe House**

Yew Lane  
Ecclesfield  
S5 9BE  
0114 2400950



✓ *One Bed Flats*

**John Trickett House**

Bevan Way  
Chapelton  
S35 1RL  
0114 2463644



✓ *One Bed Flats*   ✓ *Bungalows*

**Kinsey Road**

Kinsey Road  
High Green  
S35 4HP  
0114 2848613



✓ *One Bed Flats*

**Lytton Court**

Lytton Road  
Parson Cross  
S5 8AZ  
0114 2315752



✓ *One Bed Flats*

**Newgate Close**

High Green  
S35 4PD  
0114 2869433



✓ *One Bed Flats*   ✓ *Two Bed Flats*



### **Balfour House**

Horner Close  
Stocksbridge  
S36 1LQ  
0114 2830285



✓ *Studio Flats* ✓ *One Bed Flats*

### **Helliwell Court**

Helliwell Lane  
Deepcar  
S36 2QH  
0114 2830284



✓ *Studio Flats* ✓ *One Bed Flats*

### **Manor House**

706 Stannington Rd  
Stannington  
S6 6AJ  
0114 2340218



✓ *One Bed Flats*

### **Park View Lodge**

Leader Road  
Hillsborough  
S6 4GH  
0114 2333788



✓ *Studio Flats* ✓ *One Bed Flats*

### **Roscoe Court**

2 Stanwood Road  
Stannington  
S6 5JF  
0114 2347619



✓ *Two Bed Flats* ✓ *One Bed Flats*

### **St Georges Court**

Beet Street  
Netherthorpe  
S3 7GP  
0114 2762861



✓ *Studio Flats* ✓ *One Bed Flats*

### **Sweeney House**

Oxley Close  
Stocksbridge  
S36 1LH  
0114 2830278



✓ *Studio Flats* ✓ *One Bed Flats*

### **Westnall House**

Glossop Row  
Oughtibridge  
S35 0GH  
0114 2863231



✓ *One Bed Flats*

**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

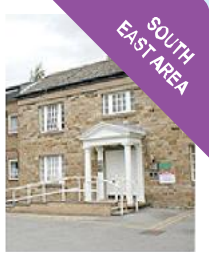


✓ *Studio Flats* ✓ *One Bed Flats*



### **Newton Croft**

Chapel Street  
Woodhouse  
S13 7JN  
0114 2699927



✓ *Studio Flats* ✓ *One Bed Flats*

### **Springwater House**

Cotleigh Crescent  
Hackenthorpe  
S12 4HT  
0114 2488296



✓ *Studio Flats* ✓ *One Bed Flats*

### **Welwyn Court**

Jaunty Lane  
Gleadless  
S12 3DL  
0114 2358727



✓ *Studio Flats* ✓ *One Bed Flats*

### **Callow Mount**

Handbank Block  
Heeley  
S14 1PJ  
0114 2647736



✓ *One Bed Flats*

### **Low Edges**

Lowedges Road  
Low Edges  
S8 7JG  
0114 2839356



✓ *Studio Flats* ✓ *One Bed Flats*

### **Orpen House**

Mawfa Road  
Norton  
S14 1AZ  
0114 2358722



✓ *Studio Flats* ✓ *One Bed Flats*

### **Painted Fabrics**

Little Norton Drive  
Meadowhead  
S8 8HH  
Tel (0114) 2746790



✓ *Studio Flats* ✓ *One Bed Flats*

## How do I find out more?

Please contact Sheffield Homes by post, telephone or email.

**Write to:**

The Sheltered Housing Team  
Sheffield Homes  
Staniforth Road Depot  
Sheffield  
S9 3GZ

**Tel:** 0114 293 0000 (North) or 0114 205 3333 (South)

**Phone lines are open:** Monday - Friday 8.00am to 5.30pm

**Email:** [enquiries@sheffieldhomes.org.uk](mailto:enquiries@sheffieldhomes.org.uk)

**Website:** [www.sheffieldhomes.org.uk](http://www.sheffieldhomes.org.uk)

*"We have a good social life here – we have day trips, and trips to the pub for lunch"*  
Sheltered housing tenant



# Contact Sheffield Homes

**North** – To contact any of these offices by phone, call **293 0000**

**First Point at Chapeltown**  
Chambers Court, 1b Station Road, Chapeltown, S35 2XE

**Wordsworth Avenue**  
333 Wordsworth Avenue, S5 8NH

**First Point at Hillsborough**  
Unit 7, Hillsborough Barracks Shopping Mall, Langsett Road, S6 2LR

**Stocksbridge**  
516 Manchester Road, Stocksbridge, S36 2DU

**Darnall**  
Station Road, Darnall, S9 4JT

**Burngreave**  
177 Spital Hill, S4 7LF

**Firth Park Library (in-person enquiries only)**  
443 Firth Park Road, S5 6QQ

**Sheltered Housing (mail only)**  
Staniforth Road Depot, S9 3GZ

**Moonshine Lane (mail only)**  
Moonshine Lane, S5 8RE

**South** – To contact any of these offices by phone, call **205 3333**

**Central Sheffield Office**  
Howden House, 1 Union Street, S1 2SH

**First Point at Manor Library**  
Ridgeway Road, S12 2SS

**Newfield Green**  
607 Gleadless Road, S2 2BT

**Lowedges**  
88 Gervase Road, S8 7PS

**Jordanthorpe**  
17 Jordanthorpe Centre, S8 8DX

**First Point at Crystal Peaks**  
1-3 Peaks Square, S20 7PH

**Woodhouse**  
5 Chapel St, Woodhouse, S13 7JL

Contact Sheffield Homes by email: [enquiries@sheffieldhomes.org.uk](mailto:enquiries@sheffieldhomes.org.uk)

Visit the Sheffield Homes website: [www.sheffieldhomes.org.uk](http://www.sheffieldhomes.org.uk)

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



*"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



Our garden looks lovely

*"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

# 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

ترجمة 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.



The Government Standard



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