



Sheltered Tenants **Information Pack**



Dear Tenant

We hope that you will find this handbook useful. It aims to tell you about the sheltered housing support service you will receive from Angus Council.

Each Section has been developed in consultation with staff, sheltered housing tenants and their representatives as they have first hand knowledge of Sheltered housing support service and the questions a new sheltered tenant is likely to want answers to about sheltered housing and the support service.

We welcome comments that you may have either to improve the handbook or to tell us if you have found it, or specific sections, helpful. A feedback sheet for this purpose has been supplied as part of the pack.

Angus Council
Special Needs Section

Sections of this document can be translated on request into Chinese, Urdu, Hindi, Punjabi or Gaelic or can be made available in large print, audio or Braille.

If you need assistance contact our ACCESSLINE on 08452 777778.

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As an Angus Council sheltered housing tenant you have:

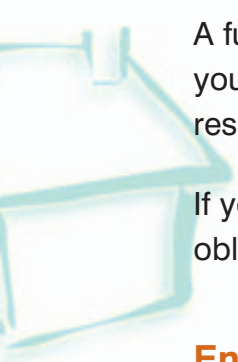
- Security of Tenure.
- The right to keep pets after written permission.
- The right to carry out alterations or improvements to your home after applying for and receiving Angus Council's permission to do so.
- The opportunity to be consulted and involved about matters which affect your tenancy and the services you receive.
- Assistance to find alternative accommodation if you're home becomes unsuitable for your needs.
- The right to enjoy your home and consideration from your neighbours.
- The right to a high standard of service delivered by Angus Council.
- The right to apply for a mutual exchange - If you wish to exchange your home further information is available from your local ACCESS/Housing Office. You can access full details of the mutual exchange policy by asking for Housefacts leaflet TA2.

Security of Tenure

You have security of tenure and your tenancy cannot be ended by Angus Council without the Council applying through the Sheriff Court for permission.

The grounds on which a tenancy can be ended are:

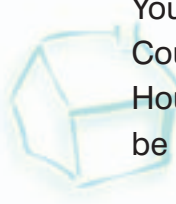
- Deliberate non-payment of rent
- Neglect or abuse of the property
- Breaking the conditions laid down in your tenancy agreement



A full description of the grounds for seeking re-possession of a property is shown in your tenancy agreement. We would not apply to the Courts without first trying to resolve any problems with your tenancy directly with you.


If you are a joint tenant with another person you both have equal rights and obligations.

Ending Your Tenancy



You must give one months notice in writing to end your tenancy with Angus Council. If required, a Termination of Tenancy form is available from the Local Housing/ACCESS office. Details of all Angus Council ACCESS/Housing offices can be found within this handbook.

Absence From Home




Scheme staff should be informed about intended absences, even for one night, so that everyone can be accounted for in the event of fire or other emergency.

Your tenancy rights continue during absences from home due to holiday or illness as long as your rent and other tenancy obligations are met. If you are in receipt of benefits you should contact the Housing Benefit Service to advise of circumstances.

Pets

If you take up a tenancy with Angus Council and wish to bring a domestic pet written permission is required prior to commencement of your tenancy. You can get full details on this by asking for Housefacts leaflet M17.

If you received permission to keep a pet the pet should be kept under supervision and control at all times and should not cause a nuisance to neighbours/visitor's to the scheme.



Dogs should be kept on a lead on the premises and dogs and cats are not allowed to roam in any of the communal areas as they may cause other tenants to stumble and fall.

Anti-Social Behaviour/Neighbour Problems

Anti-Social Behaviour Orders

The Council can apply to the Court for orders to be served upon those people who cause serious distress and alarm in the community by their anti-social behaviour. For this to happen, the Council has to show that there is evidence which proves that anti-social behaviour has occurred.

The Council works closely with Tayside Police and other agencies to reduce anti-social behaviour in Angus.

If the person who is behaving in an anti-social manner is the tenant of a public landlord (Angus Council or a Housing Association), that landlord should be contacted prior to requesting an Anti-Social Behaviour Order.

Tenants are also responsible for their visitors under the terms of their tenancy agreement.

Anti-Social Behaviour Orders

What is an Anti-Social Behaviour Order?

(Housefacts M6 - Anti-Social Behaviour Orders)

From 1st April 1999 any Local Authority can raise an action in the Sheriff Court to address serious anti-social behaviour anywhere in that local authority area.

If the Sheriff is persuaded by the case made by the authority he can grant a court order prohibiting someone from causing serious nuisance and distress to their neighbours. Anyone subject to an Anti-Social Behaviour Order who refuses to adhere to the conditions imposed by the Order can be arrested and eventually fined or imprisoned.

The Court Orders are intended to prevent the most serious types of anti-social behaviour i.e. assault, racial harassment, repeated incidents of damage to property and vandalism, other extreme forms of harassment, serious intimidations etc.





Rent & Money Matters

Section 2

Angus Council has a rent setting policy that is available to all tenants - to access this please contact your local Housing/ACCESS office. The Housing department is currently reviewing its rent policy.

Sheltered Rents and Related Charges

Rent Account

All tenants are issued with a Scottish Secure Tenancy that details the terms and conditions of living in a rented property.

The rent covers the costs of providing and managing the property and the service charge covers some of the costs of additional services provided in Sheltered Housing, for example garden maintenance and cleaning of communal facilities.

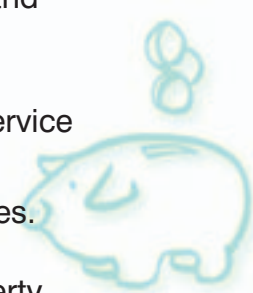
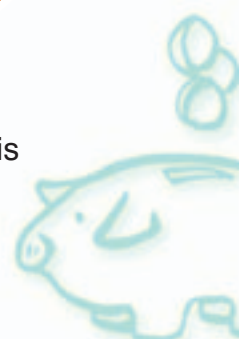
Sheltered housing rent - This is the charge for your occupation of the property. This charge goes towards the management and maintenance of your home and the longer-term improvement or replacement programmes.

Rent Service Charge - This is the charge that covers the cost of communal facilities and related services. These can include water, property costs, lift maintenance, fire alarm, fuel costs, furniture and equipment, cleaning materials and first aid supplies. This list is not exhaustive and the elements depend on which scheme you live in for example the rent service charge will not include lift costs if you live in one of the schemes where there is no lift.

Heat with Rent - A number of sheltered housing schemes have a “Heat with rent charge”. This means that every sheltered tenant pays a standard amount each week to cover the cost of heating his or her home. Not all schemes have this facility.

Housing Support Charges

Housing Support Services are provided by scheme staff and payment for these services is charged separately from your rent. Charges for support services are



means tested and anyone in receipt of housing benefit is exempt from any of these charges. The Council will invoice this charge separately.

All charges are subject to an annual review in April. Further information is available by telephoning the Supporting People team on 01307 474228.

Housing Support Charge - Includes staffing costs, any staff accommodation costs, the warden call system, telephone lines, alarm costs, office expenses and postages.

When Do I Pay?

Full information about when to pay your rent can be found in (*Housefacts Leaflet F1 - How to Pay your Rent*) which you will have received with your Scottish Secure Tenancy (SST).

How Do I Pay?

There are a number of ways to pay your rent and other charges. Full information regarding these options can be found in Housefacts Leaflet F1 "How to Pay your Rent". Tenants will from 2004 be able to use a Debit or Credit Card to pay their rent.

Help With Your Rent

All tenants are eligible to apply for Housing Benefit. Each enquiry is dealt with in the strictest confidence. Advice can be sought from Revenue Section staff at your local ACCESS office. If you require assistance to contact the Revenues Department then please contact the scheme staff who will be able to help you make an application.

Income Maximisation

Many benefits are not claimed. It is therefore worth checking to see if you are entitled to help scheme staff can put you in touch with the Welfare Rights section of Angus Council who will be able to provide an Income Maximisation Check and information about benefits including the new "Pension Credit" introduced in 2003. Independent advice can be obtained from the DSS Customer Care Service, The Citizens Advice Bureau, Age Concern (Scotland) or Help the Aged (Scotland) and contact details for these can be found in Section Eleven of this pack.

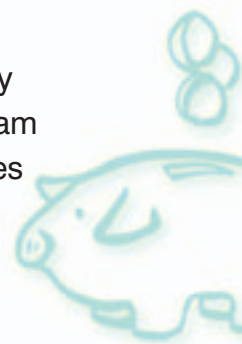
Problems Paying Your Rent

If you have problems making your rent payments it is important that you contact your local ACCESS/Housing Office without delay to discuss the problems.

Consult with your local ACCESS/Housing office staff as a matter of urgency or for further information please consult *Housefacts Leaflet F2* entitled *Rent Arrears - Some*

Helpful Advice. It is always easier to manage problems at an early stage and anything you discuss will be kept strictly confidential. Advice on benefit entitlement can be given and also arrangements can be made for payments of arrears.

In addition to the advice, which can be sought from ACCESS office staff, you may want to seek advice from your local Citizen's Advice Bureau or Welfare Rights Team (addresses for these can be found in Section Eleven of this pack). These agencies would be able to provide you with advice and can liaise with us regarding rental payments and repayment arrangements.





Property and Maintenance

Section 3

As your landlord Angus Council will normally carry out repairs which are necessary to your home. Full details of the legal responsibilities of Angus Council and of you, as tenant, are given in your tenancy agreement.

In certain circumstances it may be necessary to re-house a tenant temporarily in order to carry out a repair. In these cases Angus Council will provide you with alternative housing, we call this a 'decant'.

It is the responsibility of the tenant to report repairs to Angus Council to allow us to remedy the problem.

Detailed information about the Repairs service can be found in (*Housefacts leaflets RT1-Repairs, Who does what?, RT2 - Repairs, RT3 - The Right to Repair*).

Types of Repairs

Emergency Repairs - These are repairs that cause a danger to tenants or serious damage to the property. Some examples are burst pipes, choked drains, electrical failures. We aim to complete all emergency repairs within 24 hours of receiving a report.

Urgent Repairs - These are repairs that if left unattended, could cause a danger to tenants or damage to the property. Some examples are: Repairs to overflows, repairs to taps, replacement fluorescent tubes. Angus Council aims to complete all urgent repairs within 5 working days of receiving a report.

Routine Repairs - These are minor repairs and adjustments that cause neither a danger to tenants or damage to the property. Some examples are minor roughcast or plasterwork repairs, adjustments to doors and windows. Angus Council aims to complete all routine repairs within 20 days of receiving a report.

How To Report Repairs

Routine Repairs

If you require support or assistance to report repairs then please contact Scheme staff who will contact the ACCESS/Housing office for you. If you are able to report repairs independently then you can do this either in person, or by phoning the Local/ACCESS office.

Emergency/Urgent Repairs

During Scheme Office Hours

If you have an emergency or urgent repair let scheme staff know straight away and they will contact the ACCESS/Housing office for you.

Out With Scheme Office Hours

If you have an emergency repair out with scheme hours these can be reported by telephoning the ACCESSLINE on 08452 777 778. If you are unable to use the phone, or require assistance to explain what the emergency or urgent repair is then please pull one of the cords in your home or press your pendant. The operators at Community Alarm will be able to support and assist you.

Access to Carry Out the Work

It is the responsibility of each tenant to allow access to tradesmen to carry out minor repairs. Scheme staff will not give workmen entry to your home if you are not at home, when you report a repair staff will try to give you a guide as to when the tradesmen will call. Where tenants require specific assistance with repairs this will be noted in their support plans.

Tenants should note that they have the right to ask any tradesperson for identification prior to allowing access to their property and we would recommend that you always ask for identification before letting anyone into your home.

Emergency Access to Properties

In the event of an emergency such as gas or flood scheme staff will utilise the master key to enter your property and allow access to deal with the situation.

Alterations and Improvements

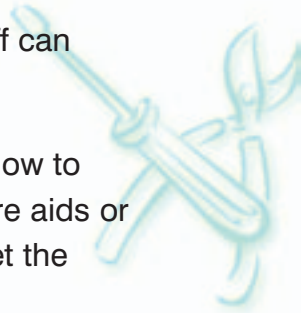
Aids and Adaptations

The Housing department sometimes carry out adaptations to Council properties that enable many people to remain living independently in their homes.

Adaptations can range from ramps or handrails to level access showers. Occupational Therapy staff will carry out an assessment of your needs and, if appropriate, make a request to the Housing department for adaptations.

If you feel you would benefit from an adaptation to your home, scheme staff can help you to contact the Occupational Therapy Section.

Where properties are being refurbished we have a design guide that we follow to ensure all properties meet the required standards. If your home does require aids or adaptations we will request that the Occupational Therapy Department meet the necessary design standards.





Sheltered Housing Services



Section 4

Sheltered housing is a specialist housing provision. Sheltered housing has support staff who provide a range of services enabling Angus Council to meet its Aims and Objectives in providing the service.

All of Angus Council sheltered housing schemes have warden call systems within them and hard-wired fire-alarm systems. The call system means that tenants have continuous cover 24 hours, 365 days a year. Listed below is specific information about the sheltered housing service.

Aims and Objectives

The aims and objectives of Angus Council Sheltered Housing service is;

“To provide a high quality housing support service, to older people, which enables, supports and encourages them to live independently by;

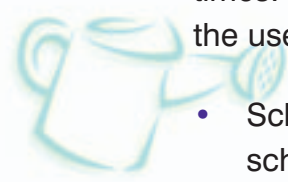
- Providing a range of housing support services tailored to meet individual needs
- Providing a person centred approach to assessment and the delivery of support working in conjunction with partner agencies as appropriate
- Providing a service where the dignity and right to privacy of all tenants is paramount
- Promoting social inclusion
- Providing opportunities for life-long learning which promote social inclusion and encourage every tenant to realise their full potential
- Provide a service where a variety of discreet methods are used to ensure the safety and well-being of all sheltered tenants
- Ensuring that all tenants are kept informed, and have access to information in respect of their rights and choices.




The Role of Sheltered Housing Staff

Sheltered housing scheme staff are employed at each of Angus Council's sheltered housing schemes. The role of scheme staff is quite varied and includes providing the support service, which is integral to sheltered housing.

The scheme staff will maintain contact and give assistance to tenants as required although the dignity and independence of tenants is promoted and respected at all times. Scheme staff can monitor and assist tenants by various means these include the use of remote light/pressure sensors, the call system and by visits.


- 
- Scheme staff are on duty at fixed hours and details are displayed at your scheme.
 - Staff can be contacted during these times by calling at the Scheme Office or by pulling an alarm cord or pressing a pendant.
 - Angus Council Community Alarm Service provides continuous cover when scheme staff are not on duty and full details of this service are listed below.



Scheme staff will also assist tenants in the event of an emergency and liaise and work with other agencies and departments on their behalf. The scheme staff will ensure that tenants have adequate support that allows them to continue to live as independently as possible.

What is Housing Support?

Listed below are the main types of housing support that staff can provide:

- 
- General counselling and support to tenants
 - Assisting with the security of a tenants home
 - Assisting with the maintenance of the safety of a tenants home
 - Assisting with the proper use of appliances and equipment
 - Assisting to arrange minor repairs and servicing to domestic equipment
 - Assisting tenants to engage with individuals and other professionals
 - Arranging adaptations
 - Advising and assisting with personal budgeting and debt counselling
 - Providing support and intervention in neighbour disputes
 - Providing support with dealing with benefits claims and other official correspondence relevant to a tenancy

- Advising or assisting with the resettlement of tenants; and
- Providing life skills training relevant to the dwelling

Scheme staff will ensure that there are opportunities for social interaction and life-long learning within the sheltered schemes. However where tenants are able to run these independently or with assistance from volunteers this is actively encouraged.

Scheme staff have a responsibility to maintain the safety and security of the buildings and communal areas within the scheme. They will ensure that repairs are reported for common areas and ensure the repairs are carried out efficiently.

Scheme staff are also responsible for the monitoring and testing of equipment such as the warden call system, pendants and pull-cords as well as the fire alarms and lifts to ensure they are in good working order.

In addition to this scheme staff also work alongside local housing office/ACCESS staff with terminations and other estate management tasks such as showing prospective tenants around the schemes as well as overseeing the day to day smooth running of the scheme.

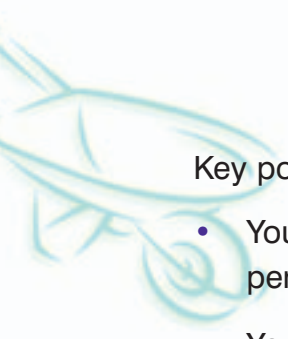
What Do Staff Not Do?

Scheme staff do not assist tenants with personal care. Personal care includes, toileting, dressing, bathing, making meals or taking medication. If tenants require support with these areas of daily living, scheme staff will provide information about where to access support.

How the Service is Delivered? (Housing Support Planning)

Each sheltered tenant is an individual. Their needs, wishes and preferences are unique to them and Angus Council takes account of this when delivering its sheltered housing service.

When you move into sheltered housing a housing support plan will be drawn up with you which details for scheme staff the type, range and level of support that you require from them. This plan will set out whether you require support visits or calls from staff and the frequency of these. This plan details basic information, such as what you prefer to be called but also gives staff detailed information about what support they will provide you and who should be contacted or informed if you are unwell.




Key points about housing and support plans are;

- You will be fully involved in the drawing up, monitoring and reviewing of your personal plan.
- Your personal plan will be unique to you.
- Personal plans should allow the department to effectively meet your needs, to measure the success of the service we provide and also to match resources.
- Housing support plans allow us to provide a service that matches your needs.



What If My Support Needs Change?


The Housing Support Planner will arrange to visit at least every 6 months to review your plan with you. Sheltered housing scheme staff will oversee your needs on a constant basis and should they or you feel that your needs have significantly changed then the Housing Support Planner can be contacted before the review date.



Should your needs change and you need support which is not within the remit of sheltered housing staff then they can help you to contact the relevant agencies or departments.

Who Provides the Service?

The sheltered housing service is provided in partnership between the Housing department and the Social Work Department Community Alarm Service.



Each sheltered house has a speech unit and pull-cords fitted throughout. In addition some tenants will also receive a pendant, which they can wear round their neck. All of these allow tenants to contact Scheme staff and are linked to the Council's Community Alarm Service. It is not permitted to remove or tie these pull-cords up.

When scheme staff are off-duty the call will go through to the Community Alarm Service operators who are based at Fairlie House in Kirriemuir. Experienced operators who will be able to contact the appropriate services for you deal with all calls. Community Alarm also has 3 mobile response teams who are based throughout Angus and a member of the team may visit you to provide support, reassurance or assistance.

The Benefits of Community Alarm

Community Alarm is an urgent response service providing peace of mind, knowledge and reassurance that help is available day or night, 24 hours per day,

every day of the year even when Scheme Staff are not available. As well as responding to calls for assistance the Community Alarm service helps to maintain the security of the development and your property by also monitoring the door entry system, smoke and fire alarms systems.

How To Summon Assistance

The speech unit and pull cords in your home are linked via the telephone network to the Community Alarm centre. Should you require assistance you can summon help by pulling an alarm cord or pressing the button on the speech unit or pendant.

When you move into Sheltered housing a form with your details is passed to Community alarm and this information is recorded and retained there. This means that staff at Community Alarm have instant information enabling the operator to know immediately who you are, where you are calling from and any special needs or specific health problems that you have.

Community alarm staff will talk to you through the speech unit to establish what type of support or assistance you require. Scheme staff will check twice a year with all tenants that the information that Community Alarm holds is up to date.

What If I Cannot Speak or They Cannot Hear Me?

If you are unable to communicate via the unit the operator may try to contact you by your telephone. If you are unable to answer your telephone a member of the response team staff will attend.

Who Will Come to Help Me?

The Community Alarm Service Operator will assess the situation and act accordingly. When you move into sheltered housing scheme staff will collect information about your care and support network and will agree with you who should be contacted and in what circumstances. This information will be detailed in your Housing Support Plans and on referral forms passed to Community Alarm.

How Will The Emergency Services Get In?

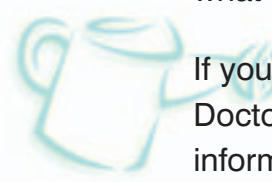
If you are unable to give entry to the scheme it is possible for the Community Alarm Service Operator to give access to emergency services or your Doctor. We hold a master key for all properties to allow access in emergency situations and tenants are advised against the installation of additional locks and security chains to their property as this restricts access.



Will Scheme Staff Know What Has Happened To Me?

The Housing and Social Work Departments of Angus Council work together to provide the sheltered housing service.

There are arrangements in place for sharing information. If you contact Community Alarm and they visit you within your home they leave a Call Verification card that allows scheme staff to know who, when and why someone has received a visit, what action was taken and if there is anything that scheme staff need to do.



If you do contact the Community Alarm out of hours and ask them to contact your Doctor, the out-of-hour repair service or someone else such as your family this information is not passed onto us. We would encourage you to pass this information to a member of staff once on duty, as it may be vital towards your support.



What If I Pull the Cord by Mistake?

Pull cords are often pulled by mistake and many people activate their pendants by accident. Community Alarm is used to these calls. All you need to do is speak to the person at central control and say it was pulled in error and they will happily cancel the call.

Recording and Monitoring of Calls

All calls received by the Community Alarm control centre are recorded. This assists with the ongoing training and development of staff. The recording of calls can also assist with the investigation of any complaints received about the service.



Cleaning Staff

A cleaner is employed at most schemes to ensure that the facilities and communal areas within the scheme are cleaned and maintained to a high standard. Cleaning staff do not clean in individual tenants homes or to provide housing support to tenants.

Management Arrangements

The name, title, address and contact telephone number for the Officer responsible for sheltered housing services can be found on the tenant's notice board within each scheme. They can be contacted should you have any questions; queries or comments to make about the service you receive.

Specific details of how to make a complaint can be found in Section Nine of this pack. Section Nine outlines the Council's complaints procedure and also gives

details of The Scottish Commission for the Regulation of Care who regulate housing support services.

Staff and Tenant Conduct

Angus Council is confident that you will at all times receive the highest standard of customer care from support staff and other personnel employed to provide the service. If you are unhappy with the conduct of a staff member or the level of service that you received then please contact us as detailed in Section Nine.

The Special Needs section takes seriously its commitment to providing a high, quality housing support service, which meets individual needs. The Section also takes seriously the health and safety of our employees and where reports of verbal or physical aggression are reported the Section will investigate and dependant on the outcome of these investigations, will take appropriate action to ensure that the health and safety of employees is safeguarded.

Confidentiality

Staff at all times should be professional and will respect the privacy of tenant's. They should not gossip about individual tenants and will not disclose any information about tenants to another party unless authorised to do so.

Confidentiality is an essential requirement for our staff and they are trained accordingly.


If there has been a breach of confidentiality this is very serious matter and tenants should report this to the Manager responsible for the service. Tenants can also report this complaint to the Care Commission to be investigated.



Communal Facilities

Section 5


All of Angus Council's Sheltered Housing schemes have communal facilities, the most common communal facilities are; a communal lounge to assist social contact and interaction and communal laundry facilities and guest rooms.



Laundry

The majority of schemes have a communal laundry facility that all tenants can use and you should contact scheme staff to discuss the use of laundry within the scheme. Depending on the size and layout of the scheme there may be limited opening times as the facility may be situated directly below or beside another tenant's home and we must minimise noise to those tenant(s). Please note that priority is also given to Angus Council Home-Help staff to allow them to provide essential support to tenants. This generally means that home helps have priority during 8-10am on weekdays. More information regarding this can be obtained from scheme staff.

In many sheltered schemes tenants have the facility to install and use their own washing machine. If this is something, which you would like to pursue, then please talk to scheme staff regarding how to go about this.




Communal Lounge

All of Angus Council's sheltered housing schemes have a communal lounge. The majority of these have a small kitchen with tea & coffee making facilities for use by tenants.

Scheme staff will encourage and promote the use of the lounge by tenants as both an informal meeting place and for more organised events.

Communal Lounge - Private Use (by Tenants)

With prior arrangements with the scheme staff the communal lounge can be used for private use. If you wish to use this for this purpose you should contact scheme staff regarding your request and they will check the bookings.



It is important that staff ensure that the number attending can be accommodated safely in the lounge. This will depend on the fire safety certificate and health and safety regulations for your complex.



Guest Room Facilities

A Guest Room is available at most of Angus Council's Sheltered and schemes for the use of relatives and friends of tenants.

Bookings for the guestroom should be made through the Scheme Staff. The Council will attempt to accommodate your requests however there may be times when this facility is not available. Guestrooms are also used in emergencies to accommodate council tenants who have had a fire, flood or major work on-going to their homes.

There is a small charge for using the guestroom and scheme staff will advise you of this.

Whilst the guest room facility is being used by your relatives/friends they are responsible for laundering the bed linen and ensuring the facilities are treated with care.



Gardens

Most of Angus Council's Sheltered Housing Schemes have a garden area. The maintenance contracts for these areas are managed through the Local ACCESS office.

Television/TV Licence

All tenants over 75 are entitled to a free television licence. If you are under 75 some or all of the properties in your sheltered scheme may be covered by a concessionary licence and more information can be obtained by the scheme staff. However, you should note that if there is not a concessionary licence in place and you are under 75, you will be responsible for the full licence fee.

In all schemes Angus Council provides a single aerial with a socket outlet in each property. All sheltered housing schemes have the capacity to provide digital television as all properties have digital wiring to enable tenant's to access digital television channels if they wish.



Parking

Sheltered Housing Schemes have limited number of parking spaces for use by tenants, staff, visiting professionals and tenant(s) visitors. There may be insufficient

parking spaces available to provide a space for your exclusive use. Parking spaces are filled on a first come first served basis. Tenants are encouraged to show consideration to those tenants with mobility problems.

Smoking

All communal areas within Angus Council Sheltered housing schemes are 'No Smoking' this includes corridors, stairwells, foyers, offices, communal lounges, guest rooms and laundries.

Electric Scooters

Prior to purchasing an electric scooter tenants are advised to discuss storage arrangements with scheme staff or the Housing Visitor. Scooters can not always be stored in communal areas or flats and the scheme staff are asked to request a Risk Assessment to be undertaken prior to purchase. Once the risk assessment is complete this will ascertain if it is possible to find a suitable storage area within the scheme.

Where possible electric scooters should be stored and re-charged within your own flat/house.

If your property is too small and there is no special provision on the scheme for the storage of electric scooters scheme staff will contact the ACCESS office to discuss this and will be recommended that a qualified Occupational Therapist could give advice and assistance about aids and adaptations.

Refuge Disposal/Bin Cleaning

Current refuge/recycling/bin cleaning arrangements in place within the scheme can be obtained from scheme staff.





Safety and Security

Section 6

Angus Council Sheltered Housing is designed to give tenants additional security to that available in mainstream housing. The specialist features provided within sheltered housing include security keys, door entry systems the warden call, fire and smoke alarms, sensor mats/or lights as well as the watchful eye of the scheme staff all help to provide a safer environment for older people.

However it is vital that tenants are aware of what they can do to contribute to the safety and security of their home and the scheme in which they live.

Personal Safety

- Tenants who have been issued with a pendant are encouraged to always wear them. Pendants issued are all programmed to be compatible with the specific alarm system. It is vital that you do not tie up the alarm cords as this will prevent you making a vital call for help.
- Never leave your house unlocked or leave the keys in the door.

Fire Safety

There is a Fire Safety Policy in which all sheltered housing scheme staff are trained in. They have a procedure to follow in the event of a fire and to reduce the risk of fire.

It is very important that tenants never use the lift during an evacuation due to fire.

The fire alarms are tested in schemes every week.

Evacuating the Building

Tenants should follow the appropriate evacuation procedures as advised from the scheme staff. Fire drills take place every 3 months. Guidance from the Fire Service recommends that tenants should remain in their own flat if the fire is not in their property or assemble at the evacuation point. It is recommended that tenants remaining in their flat should close or doors and windows. It is not tenants' or staff responsibility to assist other tenants out of the building.

In the event of a fire alert, the role of scheme staff and/or Community Alarm is to advise the Fire Service where the potential fire is and to which tenants will require assistance to be evacuated.

Gas Escapes

If you think you can smell gas then you report this to the scheme staff or community alarm service and they will report this to TRANSCO emergency line. If you are able to and want to contact TRANSCO directly then the emergency service freephone number is: 0800 111 999

Access

In Sheltered housing schemes where there are door entry systems the main doors lock automatically, the front door is the main point of entry for everyone coming in and out of the scheme.

In all schemes the majority of exits are self locking.

Tenants access the scheme by using their Fob Key. Each tenant can be issued with a maximum of 3 fobs. Additional keys for your regular visitors can be obtained if required. Replacement or additional fob keys cost £10.00 each.

Security door entry systems have been put in place to offer security and peace of mind to tenants. Therefore do not open the main door for anyone other than your own visitors. Any caller who asks you to let them in should be advised to press 901 where their enquiry can be dealt with by scheme or community alarm staff. Genuine callers/visitors to the complex will understand and appreciate the need for vigilance by tenants as they are only protecting the security of the scheme and safety for all tenants.

General Guidelines - Security

If you are aware that someone has accessed the scheme without permission you should:

- Not approach them; instead alert the community alarm service or the staff on duty.

If someone has called your door entry number asking to gain entry you should:

- Refuse them entry and ask them to contact the appropriate flat number or dial 901/call

If someone tries to access the scheme as you are entering the main entrance you should:

- Inform them that you cannot allow them access and they should call the appropriate flat or dial 901/call to gain access

Identification

Tenants should always ask for a caller identification prior to allowing someone access into the building and their property.

Tenants Keys

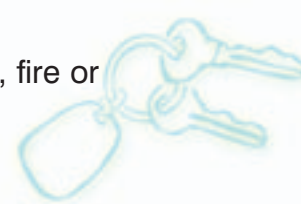
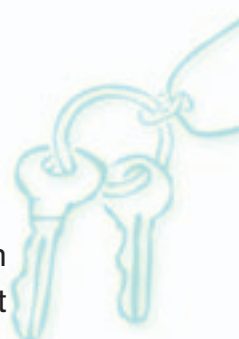
All tenants doors are suited so that in the event of an emergency staff can enter your flat using the master key. Tenant's keys are security keys and therefore you should not attempt to have additional keys cut. If you require additional keys then contact Scheme Staff who will be able to assist you. Tenants are advised not to fit additional locks and/or chains to their property as this will impede access in emergency situations.

Master Key

There is a master key for each of Angus Council's Sheltered Housing Schemes and this is held securely within the scheme.

The master key will only be used in an emergency situation such as flooding, fire or if you have an accident or sudden illness and are unable to open your door independently.

Scheme or community alarm staff will only enter your flat in an emergency or if you invite them in.





Tenant Participation & Consultation

Section 7

Tenant Involvement

Angus Council's Tenant Participation Strategy sets out our commitment to create opportunities for tenants as individuals or groups to become involved in the affairs of the Council's services. Consultation and good clear information are key features of the policy. Tenants can make an important contribution to the management of their scheme and the delivery of Council services through participation.

Information and Involvement

- Tenant Newsletters will be quarterly distributed during the year to keep you up to date on current affairs within Angus Council.
- Angus Council encourages all tenants to take an active part in the running of social and group activities within sheltered schemes.
- Some sheltered housing schemes operate 'Comfort Funds' and where these are in operation Angus Council provides support to these properly constituted committees, scheme staff are not involved in the management of these.

Tenants Meetings

Regular tenants meetings are held in each Sheltered Housing Scheme. These meetings give tenants and staff the opportunity to discuss any item of mutual concern relating to the scheme and services provided. Some of the items on the agenda may be changes in the services, items relevant to each scheme such as refurbishment and discussions about social activities.

Attendance at meetings is not mandatory as minutes of every meeting will be displayed on the notice board and/or distributed to every tenant. If you want to make your views or comments known about something on the Agenda then you should attend the meeting.



However, if you are uncomfortable about discussing any item at the meeting you can approach scheme staff outwith the meeting.

Additional meetings may on occasion be called for consultation about redecoration of communal areas or replacement of fixtures and fittings in your own home. Staff from the specific departments will attend to give more detailed information and to answer questions which scheme staff will not have specialist knowledge of.



Section 8

Why do we collect information about you?

To allow housing support staff to provide you with the service it is necessary for us to hold certain information regarding you. The aim of this information is to ensure that you receive a high quality service that meets your specific needs and allow us to record and monitor your needs and to take action if required to meet any change to these.

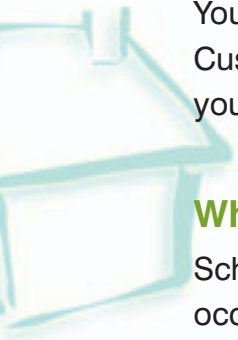
Procedures for collection, storing, sharing and accessing personal information relating to you can be obtained from scheme staff and is detailed further in the following section.

Tenants have a right to access personal information relating to themselves, this includes manual records as well as those held on computers, which is held by the Council as set out by the Data Protection Act 1998.

What information will housing staff collect from me?

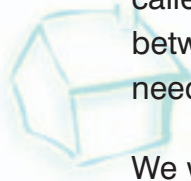
When you move into a sheltered housing scheme staff will receive a copy of the Housing support plan which you have agreed too. This plan sets out what you like to be called, who should be contacted in an emergency and the things which staff will provide you support with:

- Scheme staff will complete a referral form to Community Alarm with you. This sets out any medical conditions or special needs that you have. Therefore when you are in contact with Community Alarm they will automatically have access to information necessary to assist you.
- Scheme staff will also complete a keyholder consent form with you. This will let us know who has a key for your property and circumstances they can or should be contacted should you become unwell or need some other type of support, reassurance of assistance.




You should request a leaflet on The Data Protection Act 1998, 'A Guide for Customers' and this will give you all the necessary information that you require. If you require assistance to obtain this leaflet then scheme staff can provide this.

What other type of information is held about me?



Scheme staff will note any significant contact they have with a tenant when it occurs, this means if they have called a GP for you, if they have assisted you to make a referral to another agency. This information is recorded on a standard form called a "Contact Sheet". The purpose of this is so that information is shared between the different scheme staff so that everyone is kept up to date with your needs and so that you receive an effective, efficient service.

We will monitor and review the service that you receive and copies of paperwork relating to this and any changes will also be kept.



If Community Alarm come to the scheme to provide you with support they will leave details of this on a "Call Verification card". This keeps scheme staff fully up to date with any help that you require and if there is anything that they need to do to ensure that you are fully supported. These call verification cards are filed within your personal file.

What information is held within sheltered housing schemes?

All of the information described above will be kept with your personal file. Your personal file will comprise:

- A copy of your Housing Support Plan
- A copy of the Community Alarm referral form
- A copy of the Keyholder consent form
- Contact sheets
- Call verification cards



How do we keep your information confidential?

All information relating to you that scheme staff needs to provide you with the best possible service will be held within your personal file. This will be an A4 hanging file that will be held at all times in a locked filing cabinet. The filing cabinet remains locked at all times, other than when staff require access, and only housing support staff involved in delivering the sheltered housing service will have access to this information. When staff are not in the office the office is kept locked at all times.

Who is this Information Shared With?

The only formal arrangements in place for information sharing, via the Community Alarm referral form, Keyholder consents form and Call verification cards, is with Community Alarm to ensure that you receive an efficient and effective service.

We will only share personal information with third parties following explicit consent from you. Confidentiality binds all staff and only in the extreme instances where a service user is at risk of self-harm, abuse or exploitation will scheme staff share personal information with a third party.

Information explaining the Data Protection Act 1998 for both officers and service users are available on the corporate intranet or Council web site at www.angus.gov.uk

In the terms of the Data Protection Act 1998, Tayside Police are required to provide a certificate to the Housing Officer prior to an officer releasing information about a service user.

At all times information sharing is agreed with you and detailed in your personal housing plan. We do not just assume that you wish information to be shared with other parties ie: family, friends etc: and will only share information if we have had your consent in your personal housing plan.

If a member of your family/friends attempts to contact staff to discuss any aspect of your tenancy and we do not have prior approval for disclosure of information staff will not disclose this.





Complaints Procedure

Section 9

Angus Council aims to provide a high standard of service at all times. However we recognise that there may be occasions when you are not happy with some aspects of our service.

Angus Council has a formal complaints procedure that sets out clear details of what steps you can take if you have a problem with the service provided. The complaints procedure also allows Angus Council to monitor the quality of service that we provide and make improvements when they are required.

- A full copy of the complaint procedure can be obtained from Scheme staff, or any Angus Council Housing/ACCESS Office. Details of all Angus Council ACCESS/Housing Offices can be found on the inside leaf of this folder.
- Complaint forms, G2, can be found within the foyers of all sheltered housing schemes and notice boards will also detail who to contact if you have a complaint.
- All Angus Council tenants have the right to use the complaints procedure. Someone acting on your behalf and with your written authority can also make complaints.
- The complaints procedure can be used about any aspect of our service about which you are unhappy.
- Should you require further clarification about the complaints procedure please speak with your Scheme staff or Housing Visitor.

The Care Commission

Angus Council is registered with the The Care Commission who inspects all Housing and Support Services ensuring that service providers are meeting the national care standards.

The standards are based on a set of principles and these reflect the rights that you should enjoy as a citizen.

The main principles are dignity, privacy, choice, safety, realising potential and equality and diversity.

The care commission will inspect registered premises and may chat with some of the service users to ensure that Angus Council are meeting the national care standards.

If Angus Council have been inspected and are not meeting the conditions the Care Commission could issue an Improvement Notice. In extreme cases the Care Commission could take immediate steps to cancel the registration of a service provider. These measures will ensure that you receive a high quality service from Angus Council.

If you are dissatisfied with the Housing and Support services provided you can make a complaint to the officer responsible for the service at Angus Council or alternatively you can contact the Care Commission directly for investigation.

If you wish to contact the Care Commission you can contact them as detailed below:

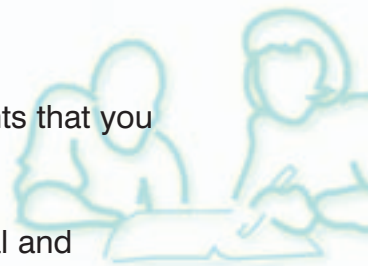
Care Commission

11 Riverside Drive

Dundee

DD1 4NY

Tel: 01382 207100





Service Monitoring and Reviewing

Section 10

Angus Council is committed to providing good quality services. To ensure that services are of a high standard, value for money and meet the needs of service users, we will regularly inspect the support services we provide.





Getting the views of tenants and other service users about our performance and the quality of service they experience is central to our approach. We will want to talk to tenants - either in groups or individually - about their experience of our services.

We will also talk to staff and managers. We will look at:

- how their systems and processes work
- what services they provide at the time they provide them
- their files and housing support plans
- the policies and procedures they work with
- how people are trained and developed
- how other organisation's provide their support services

We will publish the findings of our own inspections and make them available to our service users, their family friends etc:

We will make sure copies are publically displayed at all schemes and available to any service user who would like a copy.





Useful Contacts



Section 11

Age Concern (Scotland)

Helpline number is 0845 125 9732
(10am to 4pm Monday to Friday)
E-mail: enquiries@acscot.org.uk

Age Concern Scotland Advocacy

Number 10
10 Constitution Road
Dundee
DD1 1LL
Tel: 01382 305710

Angus ACCESS Line

Direct Line to all Council Services
Tel: 08452 777 778

Angus Citizens Advice Bureau

11 Millgate
Arbroath
Tel: 01241 439345

175 East High Street
Forfar
Tel: 01307 467096

32 Castle Street
Montrose
Tel: 01674 673263

Angus Independent Advocacy

62 High Street
Arbroath
Tel: 01241 434413

Care Commission

11 Riverside Drive
Dundee
DD1 4NY
Tel: 01382 207100

Clients Rights Service

Angus Council Social Work and Health
County Buildings
Market Street
Forfar
DD8 3WS
Tel: 01307 473180
Out of hours: 01382 436430

Furniture Recycling Project Angus

Wardmill Works
Unit 1
Dens Road Industrial Estate
Arbroath
DD11 1SA
Tel: 01241 437438
E-mail enquires:
frpa@btconnect.com

Tayside Police

Tel: 01382 223200

Welfare Rights Service

Bruce House
Arbroath
Tel: 01241 435099

Community Alarm Service

Fairlie House

Kirriemuir

Tel: 01575 572958

Starter Packs Angus

Wardmill Works

Unit 1

Dens Road Industrial Estate

Arbroath

DD11 1SA

Tel: 01241 878588

E-mail: enquires@starterpackangus.org.uk



...and finally your comments would be welcome.

After reading this handbook we would welcome any comments that you may have about the services provided and the content of the handbook.

We listen to the views of our tenants and would appreciate if you could take time to complete the small questionnaire. You may wish to use the space below to make any further comments. **Thank you for your assistance.**

Question

Yes

No

Did you find this handbook easy to read?

Was the print clear enough to read?

Did you like the layout of the handbook? (ie individual sections)

Did each of the following sections give you enough information?

Section 1 - Your tenancy

Section 2 - Rent & Money Matters

Section 3 - Property & Maintenance

Section 4 - Sheltered Housing Services

Section 5 - Communal Facilities

Section 6 - Safety & Security

Section 7 - Tenant Participation & Consultation

Section 8 - Information

Section 9 - Complaints Procedure

Section 10 - Service Monitoring and Reviewing

Section 11 - Useful Contacts

Your views & comments

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