

Sheltered Housing **THE FUTURE**

Welcome to the first “Sheltered Housing: The Future” newsletter

As you may be aware, more than 350 of Tarka Housing’s homes are located within sheltered housing schemes. This is nearly one fifth of all the housing we manage and is a very important part of our service.



We are always looking to improve the quality of service we provide to our residents. To achieve this we are carrying out a review of the service. We have called this review “Sheltered Housing: The Future”. Tarka will make sure you are kept informed about this and receive regular updates.

You, the tenants, have a vital part to play in this. We need

◀ Paul Raeburn,
Head of Customer and Community Services

to know what you think about living in sheltered housing, what is important to you about the service and what improvements you think can be made.

We would like to meet to discuss this with you. This will be done scheme by scheme.

Dates and details are provided on the back page of this newsletter.

I hope you can come along to these and I look forward to seeing you then.

Paul Raeburn

HELLO FROM THE TARKA SHELTERED HOUSING TEAM

In addition to the scheme managers and scheme cleaners, there is a team of staff based in the Tarka office who are responsible for managing the service. They will be involved in the "Sheltered Housing: The Future" Review.

Karen Witney and Caroline Pittwood both work as the Supported Services Manager. They job share with Karen working Monday to Wednesday and Caroline working Wednesday to Friday. It is their job to run the sheltered service and manage the scheme managers. In addition, Jane Wilcox is the Emergency Helpline Co-ordinator. It is her job to make sure that the emergency alarm service is run and maintained when required. We also have a team administrator, Leanne Coote, who works for 2.5 days a week.

You will be seeing these staff as part of the "Sheltered Housing: The Future" project.

▼ The sheltered housing team



▲ Some members of the User Panel

Meet the Older Persons Services User Panel

The Older Persons Services User Panel has been set up so that residents have a major say in the running of the sheltered housing service. Tarka believes that residents who live in our properties are best placed to be involved and make decisions. Some of the things they discuss include:

- decisions affecting the repair and improvement of existing sheltered schemes
- comment on performance and assess the standard of support services
- grounds maintenance and cleaning
- activities in sheltered schemes and resident involvement
- initiatives to improve services
- the "Sheltered Housing: The Future" Review
- the refurbishment of schemes
- staff recruitment

There are currently a number of members from across the sheltered housing schemes and representatives from the Tenant Panel and their feedback has been very valuable. They attend meetings, read paperwork and make decisions for the whole service. It is not their role to represent their scheme or deal with personal issues, for example repairs or rehousing.

"We got involved with the User Panel because we are older people living in sheltered and designated housing. We want to know what services and benefits we, and other Tarka tenants, will receive as we age. We want to put forward our views and help improve services."

Statement from the Older Persons Services User Panel

Sheltered Housing: The Future

You may be wondering why Tarka are doing this review of Sheltered Housing. You will definitely want to know how it may affect you and how you can have a say. Below are a few questions and answers which will help.

However, you can come and meet with us to discuss this in more detail.



1 Why is the review being carried out?

There are two reasons:

- We want to improve the service and we need to look into what Devon Supporting People are suggesting for future service delivery. Devon Supporting People are responsible for providing funding for elements of the sheltered housing service. They have done some research which has found that in the next 20 years there will be a large increase in the number of older people living in Devon. This will mean that the demand for support will increase and will be across the whole community such as those living in a home they own or rent privately.
- They have decided that services should be provided differently. They want providers of sheltered housing, such as Tarka, to look into providing services in this way.

2 How do Devon Supporting People want the service run?

They want support services to be offered to anyone and to be provided on the basis of need. They also want this to be provided separately to housing and not be part of a tenancy agreement. This would mean having a separate tenancy agreement and an agreement for the support services you need. Each individual's support needs will be reassessed and support staff hours allocated accordingly i.e. one client may need 30 minutes once a week, whereas another may need 30 minutes daily. This exercise should leave more time to be given to those in highest need, and some residents in designated or general needs housing who cannot currently access our Support Services.

Devon Supporting People believe that services will be better provided through floating support rather than residential scheme managers.

3 What is Floating Support?

Floating support is where the support a person requires is provided by Tarka support staff who do not live on site. They would come to the sheltered scheme and visit the tenants who have a need for support.

The management of the scheme, such as common rooms, grounds maintenance, health and safety, repairs and the laundries would be carried out by other Tarka staff.

All sheltered residents currently connected to Emergency Helpline will continue to receive the service regardless of assessment, unless they do not wish to do so.

4 How long will the review take and how can I have a say?

The review should take until the spring next year. If you want to have a say, then please come along to meetings and complete surveys or contact our staff direct.

If on reading this newsletter and you have any questions, please feel free to contact Leanne Coote on 01237 428094 who will put you through to the Review Team.



COME AND MEET WITH THE TEAM TO DISCUSS THE SHELTERED HOUSING: THE FUTURE PROJECT

We want to meet with you and discuss your opinions of the service and about the Review. These meetings are going to be taking place in the common lounges in the schemes, or nearby venues, and everybody is invited to come along. If you cannot make the session in your scheme you are welcome to attend a session in another scheme. Please note that refreshments will be provided.

To help us organise these well, we would be grateful if you could phone Leanne Coote on 01237 428094 to let her know which session you will be coming to.

Please note that Tarka Housing provides assistance with caring costs, travel and other support such as signers you may require to attend and take part in a meeting. If you require any support please contact Leanne Coote on 01237 428094.

Venue	Date	Time
Bowhays, Black Torrington in the Sunday School room of the Chapel	Fri 19th Sept	2.00pm
"Chubb, Churchill," Bideford in the common room	Fri 12th Sept	2.30pm
Copps Close, Bideford, in the common room	Wed 17th Sept	2.00pm
Croft House and Glebelands, Holsworthy at the Abbeyfields	Tues 16th Sept	2.00pm
Dartington Fields, Torrington in the common room	Tues 23rd Sept	2.00pm
Ethelwynne Brown Close Phases 1&2, in the common room at Phase 2	Thur 11th Sept	10.00am
Griggs Close, Northam in the common room	Wed 17th Sept	10.00am
Marlborough Court, Bideford in the common room	Tues 2nd Sept	10.30am
Newton Road, Bideford in Marlborough Court common room	Tues 2nd Sept	10.30am
Rolle Court, Torrington in Dartington Fields common room	Tues 23rd Sept	2.00pm
Shebbear, North View Valley & Barn Close in Village Hall	Mon 22nd Sept	2.00pm
Southlea, Northam in the Griggs Close common room	Wed 17th Sept	10.00am
Torrige Close & Torrington Lane, Bideford in the common room	Thur 25th Sept	10.00am
Torrige View, Torrington in Dartington Fields common room	Tues 23rd Sept	2.00pm
Tuckers Park, Bradworthy in Sheila Wright's home	Tues 30th Sept	10.00am

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business to support people