

SHELTERED HOUSING NEWS

WELCOME to the first edition of your new Sheltered Housing newsletter. Inside you'll find an update on the Welsh Housing Quality Standard improvement programme, a message from your Activities Co-ordinator and information on our Floating Support service.

There's also an opportunity to win £25 in high street shopping vouchers by suggesting a name for the newsletter!

AWARDS SUCCESS FOR SHELTERED HOUSING!

In September we held the third annual Caerphilly Homes Celebration Event at Newbridge Memo. The evening saw the winners announced for our first gardening contest, alongside the third annual Transforming Lives and Communities Awards.

Sheltered housing tenants and staff were very successful on the night, walking away with a number of awards. Our congratulations to:

- **Steve Perkins**, Glynsyfi, New Tredegar - won 2nd place for Best Hanging Basket / Pot / Container
- **Friends of Gwyddon Court and Ranks** - runner up in the Transforming Lives - Group Award
- **Steve Jarrett**, Sheltered Housing Officer - runner up in 'The Extra Mile' Employee Award

- **Mona Whittaker**, Alexandra Court, Ynysddu - runner up on the Transforming Communities - Individual Award

MIKE PERRY, a tenant at Woodland View, Wattsville won first place in the Transforming Communities - Individual award. Mike was nominated by Glynis Waite, Sheltered Housing Officer, for his efforts in transforming the communal garden at Woodland View and also for all that he does to support his neighbours.



Unfortunately, Mike was ill on the evening of the event but he was presented with his award during a coffee morning at Woodland View.

Congratulations again to all of the winners - we look forward to seeing lots of sheltered housing entries again next year!

Cartrefi Caerffili
Caerphilly Homes



WELSH HOUSING QUALITY STANDARD (WHQS) IMPROVEMENTS

A programme has now been agreed to carry out WHQS improvements to 28 sheltered housing schemes over the next 4 years.

What is the Welsh Housing Quality Standard (WHQS)?

The WHQS is a set of standards that all council and housing association homes in Wales must meet. The standard states that all homes should be:

- In a good state of repair
- Safe and secure
- Adequately heated
- Up to date in kitchens and bathrooms
- Well managed
- In attractive and safe environments
- Suitable for specific households

Internal works could include new kitchens, bathrooms, heating and electrical rewiring in some homes. External works could include, for example, new doors, guttering/downpipes and roofing works.

Surveys will be carried out in each scheme and every home will need an individual survey to assess what works are needed to bring it up to WHQS. Your specific needs will also be taken into account when planning the works and our WHQS Occupational Therapy team will provide specialist advice and support for those tenants who require it.

The council's in-house workforce will carry out both internal and external works to sheltered housing schemes, supported as necessary by sub-contractors.

You will have a designated Tenant Liaison Officer (TLO) who will be your main point of contact before, during and after the works. There will be some disruption whilst the works are taking place, but your TLO will support you and help try to keep any disruption to a minimum.

If we have not done so already, we will contact you in advance of surveys beginning at your scheme. We will also arrange for key members of the WHQS team to come and meet you at the scheme before any surveys begin. This will be an opportunity for you to find out more about the improvements and to ask any questions you may have. If you have any queries in the meantime please speak to your Sheltered Housing Officer.

Some key members of the WHQS team



Natalie Hughes,
WHQS
Occupational
Therapist



Julian Thomas,
WHQS Surveyor



James Pizey,
WHQS Surveyor



Lyndsay Mote,
WHQS
Tenant Liaison
Officer



**Sherell
McLaughlan,**
WHQS
Tenant Liaison
Officer

Win £25 in high street shopping vouchers!

We'd like you to help us name this, your new Sheltered Housing newsletter. As well as seeing your chosen name on the title of each edition, the winning entry will also receive £25 in high street shopping vouchers.

To enter simply fill in the form below and return it to us by Friday 16th December; our editorial panel will then select a winner - good luck!

Your name:

Your address:

Contact telephone number:

Name for the newsletter:

Cut this section out of your newsletter and either give it to your Sheltered Housing Officer or post to us at **Communications (Housing), Cherry Tree House, Carlton Drive, Pen-y-Fan Industrial Estate, Crumlin, NP11 4EA.**

You could also email us your entry; send the above information to **whqsenquiries@caerphilly.gov.uk**

A message from Liam Bouse, Activities Co-ordinator



Since I started in this role in January 2015, I've seen a vast increase in the number of people taking part in social activities, trips and events across our 34 sheltered housing schemes.

It's been really encouraging to see so much interest from our tenants. The most popular activity has to be day trips; we've organised 44 trips to date, with over a thousand passengers. Places we've visited on our trips have included Cardiff Bay, Swansea / The Mumbles, Tenby and Barry Island.

We're currently making plans for future trips – please let me know if you have any suggestions!

Another popular fixture in tenants' diaries is the Llanhilleth Miners' Institute lunch club; with over 200 tenants attending between July and October this year. The lunch club is on the last Wednesday of every month and starts at midday.



Why is the lunch club so popular?

Well for just £6 you can have a three course meal, entertainment, a game of bingo and a free raffle ticket!

Our monthly 'Golden Oldies' group singing sessions are also very popular. We currently have two sessions up

and running - 2:30p.m. on the first Tuesday of every month at Maesteg, Pentwynmawr and 1:30p.m. the last Friday of every month at Grove 2, Trethomas.

Here are some facts and figures about our sheltered housing activities:

- There have been over 600 activities, events and trips in the last 18 months
- We have held gentle exercise classes in 16 schemes
- There have been I.T. classes in 14 schemes
- Arts and crafts sessions have been organised in 7 schemes
- Tenants have been treated to pamper sessions in 3 schemes
- Many of our schemes have enjoyed performances from school choirs
- Wiltshire Farm Food taster sessions have been arranged across the county borough
- Tenants have been able to access all intergenerational clubs in local schools

There is lots going on - as you can see! Keep your eyes peeled for future activities, events and trips!

I would like to thank everyone who has supported me with all of the activities I've arranged. I'd also like to take this opportunity to wish you all a merry Christmas and happy New Year!

Liam Bouse,
Activities Co-ordinator for Sheltered Housing



What is our Floating Support team doing to help tenants?

Floating support is a flexible service that helps you manage your affairs and live as independently as possible. Depending on your need support can include help with things like managing your income, bills and budgeting, signposting you to other services, filling in forms and living skills.

Our Floating Support team consists of 4 members: a Senior Floating Support Officer and 3 Floating Support Officers. Since starting in March 2014, we have supported around 450 clients and closed 165 cases where support

has been met, or the client has moved into more suitable accommodation.

Examples of the support we've provided to clients include processing Discretionary Assistance Fund (DAF) applications with 100% success rate. The DAF grants have been used to purchase things like white goods, beds, furniture etc.

The team also now complete Attendance Allowance forms for clients and have had a great deal of success, including a number of applications for sheltered housing tenants.

Tenants have also been helped to save money through applications to Welsh Water's HelpU scheme and the Warm Home Discount. The Warm Home Discount saves tenants £140 a year on their electric bills; so far the team has helped saved tenants over £3,000.

To find out more contact the Caerphilly Homes' Floating Support Team on 01495 235574 or by emailing floatingsupport@caerphilly.gov.uk

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