

Dundee City Council

Guide to Sheltered Housing



Dundee City Council
www.dundeecity.gov.uk
CHANGING FOR THE FUTURE



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What is sheltered housing?

We provide sheltered housing to around 1,800 tenants across more than 30 complexes throughout the city. While the size and design of each complex may vary, all developments offer the same core facilities, including a communal kitchen, lounge, and laundry room.

Every sheltered housing property is equipped with a warden call system, which includes an intercom speech unit and emergency pull cords to help ensure residents can access support when needed.

Most properties are located on the ground or first floor. Where accommodation is situated above two storeys, lift access is provided.

Sheltered housing is primarily intended for people aged 60 and over, but it is also available to younger individuals who have a disability, medical condition, or support need.

This guide explains:

- The services available to you
- Your responsibilities as a tenant
- What is included in your service charge
- How to raise concerns or make a complaint if you are unhappy with the service provided

Our Staff Team

The Sheltered Housing Service is delivered by a dedicated team comprising:

- 1 Sheltered Housing Supervisor
- 5 Senior Sheltered Housing Wardens
- Sheltered Housing Wardens
- 1 Activities Co-ordinator
- Sheltered Housing Auxiliaries

Regulation and Professional Registration

The Sheltered Housing Service is regulated by the Care Inspectorate. The Sheltered Housing Supervisor, Senior Sheltered Housing Wardens, and Sheltered Housing Wardens are all registered with the Scottish Social Services Council (SSSC) as workers within a housing support service, ensuring that high professional standards of care and support are maintained.



Sheltered Housing Service Aims & Objectives

Aims

To provide housing-based support that helps tenants live safely and independently by identifying needs, co-ordinating with Dundee City Council services and partner agencies and acting as the key link between tenants and the appropriate health, social care and community services.

The sheltered housing service does not provide personal care, domestic tasks, shopping, laundry or medication collection. Where these needs arise, staff will assist tenants to access the appropriate services.

Objectives

Staff will speak to you in a respectful way and involve you in decisions about your support.

You will be invited to tenant meetings and given the opportunity to influence decision making in your local complex.

Staff who are recruited will receive role-specific induction training so they can carry out their duties safely and competently.

You will be invited to be involved in the development of a Housing Support Agreement which highlights your support needs and how you wish to interact with the service.

You will be supported to live your life in the way that matters to you, within the boundaries of your Housing Support Agreement.

The Warden call system technology fitted to every sheltered house will be explained clearly to you and will be used to support you with your full agreement based on your support needs.

If your support needs changed, we will help you contact the right service and support you through the referral process.

You will be told how to raise concerns or make a complaint, and you will be supported to do so without fear of it affecting the service you receive.

We will listen to feedback and complaints and use them to improve the sheltered housing service.

To promote wellbeing by supporting tenants to access social activities in the communal lounges, helping to reduce isolation and maintain community connections.

The Role of the Sheltered Housing Warden

The Sheltered Housing Warden provides a Housing Support Service that helps tenants live independently while ensuring support is available when needed, with minimal intrusion into daily life.

A key aspect of the Warden's role is to help tenants access appropriate support services by making referrals to relevant agencies and organisations. This support is designed to help you maintain your independence and continue living safely and comfortably in your own home.

For example, if your health or circumstances change and you find it more difficult to carry out everyday tasks such as housework or shopping, the Warden can discuss the support options available and, with your agreement, make referrals on your behalf to ensure you receive the assistance you need.

Examples of services and agencies that Wardens can contact or refer tenants to include:

- Occupational Therapy
- Dundee Energy Efficiency Advice Project
- Welfare Rights Service
- Repairs Service
- Patient Transport Service
- Tenancy & Estates Team
- Antisocial Behaviour Team
- Housing Asset Management Unit

What Wardens Do Not Provide

Wardens do not provide:

- **Personal care services**, such as assistance with washing, dressing, or toileting. These services are the responsibility of other agencies, including the Dundee Health and Social Care Partnership and private care providers.
- **Medical care or treatment.** However, Wardens can liaise with healthcare professionals, such as GPs and District Nurses, if requested. In an emergency, Wardens will contact 999 to request the appropriate emergency services.
- **Domestic assistance**, including cleaning, shopping, laundry, or other household tasks.
- **Medication support**, including collecting prescriptions, handling medication, administering medication, or storing medication of any kind.

The Warden's role is to provide advice, guidance, and access to support services that help tenants remain independent and sustain their tenancy for as long as possible.

Welcome Visit

When you move into your new sheltered housing home, a Warden will visit you to explain everything you need to know about living within the development. They will provide information about the services available to you and demonstrate how the Warden Call System operates, ensuring you feel confident using it should you need assistance.

The Warden will also invite you to visit the communal areas and facilities within the complex so that you can familiarise yourself with what is available and make the most of the amenities on offer.

During the visit, the Warden will ask for some basic information, including:

- Your next of kin's name and contact details
- Your GP's name and contact details
- Details of any relevant medical conditions or health concerns

This information is shared with the Social Care Response Service to help them respond appropriately should you activate your pull cord or pendant alarm outside of Warden working hours. Having accurate information available ensures that the right assistance can be provided quickly and effectively when required.

The Welcome Visit is an important opportunity for you to ask questions, discuss any concerns, and ensure that you feel safe, informed, and settled in your new home.

Housing Support Agreement

All sheltered tenants are offered a Housing Support Agreement. Wardens will meet with you to take part in a review to develop a Housing Support Agreement within one month of you moving into your new home.

Housing Support Agreements help identify any support needs you may have and how you are helped with these. The agreement will be tailored to your needs, and it highlights the ways you wish to interact with the service. For example, you may feel you would benefit from an intercom call in the mornings so Wardens can check if you are alright. This would be recorded in your agreement.

You may feel you need a regular Welfare Visit from Wardens so that they can support you with issues. This is also recorded in your agreement. You are fully involved in the development of your Housing Support Agreement, and it is up to you how much detail you wish to provide.

Your agreement is reviewed either every 6 months or once a year depending on your preference. People with higher level support needs tend to want their agreement to be updated every 6 months and people with much less support needs tend to choose a yearly review. During the year if you feel your needs have changed, please speak to your Warden so that your agreement can be updated. If any of your information changes throughout the year such as contact telephone numbers, please inform the Wardens so that this information can be updated.

The Warden Call System

Each Sheltered house has an intercom speech unit box, usually located in the hall. This box allows you to talk to the Wardens during the day and to Social Care Response Service after Wardens have gone home. There is orange pull cords in the rooms, and you will also have a pendant that you can wear. If you have a fall at home for example, and you are unable to get up, you can pull one of the cords or push your pendant to let Wardens / Social Care Response Service know you need help. You can elect to have a morning intercom call from Wardens if you think you need this.

While the Wardens are on duty, you can use the intercom system in your house to contact the Warden. You can pull one of the orange cords or press your pendant (if you have one) to talk to the Warden. If you need help or advice after Warden hours, you can use the cords / pendant to contact Social Care Response Service. Calls to Social Care Response are recorded for monitoring and training purposes.

Our sheltered houses are fitted with a motion detection sensor. Sensors start monitoring movement at 6am and they finish monitoring at 1pm or 1.15pm. Sensors are in the hallway so when you move around the house to go to the kitchen or bathroom, the sensor recognises that you are moving around your home.

The sensor monitoring feature is to support people who are vulnerable due to existing medical conditions and who are mainly at home all day or those who may have poorer mobility. If you feel you need to have an active sensor to monitor your movement, this will be noted in your Housing Support Agreement. More active and independent people do not usually need this type of monitoring.

When you move into your new sheltered house, the motion sensor will be explained to you, and you will be asked to sign a letter stating if this is something you need or not. If you do not need this, we will deactivate the sensor from the call system equipment in the office. The sensor unit will remain inside your home, but it will no longer monitor your movement. The motion sensor does not record sound or audio.

If you are having motion monitored and you have not moved by the end of the monitoring period, we will be concerned and we will carry out the following procedure to check on your wellbeing:

- The system will automatically generate an intercom call to you; if you do not respond to this call, the warden will;
- Try phoning you; if you do not answer, the warden will;
- Visit your property; if you do not answer the door, the warden will;
- Enter your property to check on you; if you are not at home, the warden will;
- Contact your Next of Kin to ask if you are alright; if they cannot confirm your wellbeing, the warden will;
- Contact the hospital to check if you have been admitted.

All the above is designed to check on your wellbeing. If you are having your sensor monitored, it is important that you tell us if you are going away overnight or on holiday so that we know there is a reason why the call system is showing you have not moved during the monitoring period. This will prevent wardens from needing to enter your property unnecessarily.

Sometimes the call systems can be affected by faults or breakdowns. We have a contingency plan for this to provide support to vulnerable tenants. This includes issuing a temporary portable dispersed alarm to tenants who would be most at risk from fire in the home. Vulnerable tenants are those who would not be able to escape from their property in the event of a fire or to call for help. Wardens will talk to you to about this to ascertain if you need a temporary portable alarm.

Welfare Visits

A welfare visit is a regular visit to help you with any ongoing support needs. Wardens can visit at regular intervals to support you through these issues and liaise with others on your behalf to help resolve things for you. You can choose the frequency of how often you feel you need a visit, and we will stick to this until your issues are resolved. If you need regular Welfare Visits, this will be noted in your Housing Support Agreement. Tenants can opt in and out of Welfare Visits to suit circumstances.

You do not need to be receiving Welfare Visits to get support from the Warden. You can contact Wardens at any time by pulling a cord, pushing your pendant or telephoning the complex office and ask the warden to visit you. You can also pop into the complex to see the Warden if you prefer.



Enhanced access to complexes

The sheltered service encourages tenants to make use of the complex facilities out of Warden working hours.

During a service inspection by Care Inspectorate in November 2017, Inspector Timothy Taylor noted in his report:

> ***"The inspector was enthusiastic about the service beginning to allow tenants access to their complexes out of warden assisted hours and the service should continue to actively promote this".***

This has proved popular with tenants who still work full time for example. These tenants are unable to use the complex laundry facilities during the day while they are at work, so they use their complex key to access the facilities in the evenings.

Other tenants use their keys to use the communal lounges in the evenings. They meet with neighbours to play pool, watch a movie or have a cuppa and a blether. The complex is a safe space for people to meet and helps prevent people becoming socially isolated. During winter, the complexes provide a warm environment where people can gather instead of sitting alone at home.

If you wish to have a key to use the complex facilities out of hours, we will ask you to sign a keyholder letter. Please talk to Wardens if this is something you are interested in.

Tenants also plan and hold social events in their complexes by bringing in local entertainers and you can come along and join in with a sing song with each other as well as having snacks and refreshments.

Some complexes even plan social events such as a christmas party or a meal over the festive season, so no one feels alone or isolated.

Activities Co-ordinator

The Sheltered Service has an Activities Co-ordinator who networks with other services and agencies to help identify things taking place in the wider communities that can be brought into complexes. For example, our Activities Co-ordinator has helped identify various funding streams that are available, and she has assisted tenants and staff to apply for this money. This has resulted in things like raised garden beds, garden tools, and garden furniture being bought for some complexes who have asked for this. This has allowed some tenants who have a keen interest in gardening to grow vegetables, fruits, flowers and shrubs. This allows older people to continue enjoying their gardening hobbies in a safe environment. The fruit and veg is shared between sheltered tenants who still enjoy cooking things like home-made soup. A few of the complexes bought pool tables from funding and this allows tenants to meet and enjoy a game of pool.

The Activities Co-ordinator is also supporting tenants from complexes to set up their own social committees. This allows tenants to be more involved in the day to day running of complexes to bring a wider range of activities for tenants and visitors to enjoy.

Comfort Funds

Most complexes have a Comfort fund to help pay for activities such as parties with entertainment or bus trips. This money belongs to the sheltered tenants. Some complexes that have social committees run by tenants also administer the complex Comfort Fund. In complexes that do not have a tenant social committee, the Wardens help administer the funds on behalf of tenants. Tenants decide how these funds are spent. These things are discussed, voted on and agreed at regular tenant meetings. You can become a signatory for the comfort fund to help facilitate payment for goods, trips, entertainment for the complex. We actively encourage tenants to be involved in the funds given that the money belongs to tenants, not Dundee City Council. If you are interested in opportunities to become part of a social committee in your complex or become a signatory for the funds, please talk to the local Warden.

We also welcome local community groups to use our lounges as this increases opportunities to mix and take part in different groups and activities.

We can also arrange for local services to visit our complex lounges and provide you with advice such as Dundee Energy Efficiency Advice Project, Welfare Rights or organise local drop ins to meet up with Tenancy Officers to discuss any issues you may have.



Wi-Fi in Communal Lounges

Every complex has free wi-fi. The password to access the wi-fi is displayed in the communal lounges. Some people play games on their phones while they are using the laundry facilities. Others video call family members and friends. Feel free to bring your own devices and make use of the wi-fi.

Tenant / Warden Meetings

We value tenants' views and Dundee City Council offers a range of ways for tenant involvement. In Sheltered Housing Service, there are regular tenant meetings held in the communal lounges. Wardens post invitations to these meetings to all sheltered households so that you know the date and time of the meetings and you can take part if you wish.

The meetings are an opportunity to ask questions, offer suggestions and discuss things. These meetings also provide the chance to come along to the complex to meet other sheltered tenants and make new friends. Tenants like to discuss things such as what activities they would like to see take place in the lounges. Decisions are made by tenants voting on the things that are discussed. You can ask questions, get information about services, give your views and highlight any matters you think need to be discussed.

Tenant Participation

The wider Housing Department also has opportunities for tenant participation. Tenant Participation is about tenants taking part and influencing decisions which will have a direct effect on the housing services they receive. Tenant participation is about two-way communication, consultation and participation which involves the sharing of information, ideas and power. Further details can be found at:

Tenant Participation Arrangements in our Housing Service | Dundee City Council

If you want to get involved in any of our participation activities please fill in the **Get Involved form** and send it to the address below or email it to

Email: haveyoursay@dundeecity.gov.uk

Tel: Mark Cooper on 01382 307330

Annual Rent Consultation

Every year Neighbourhood Services reviews the rent and other charges that we need to collect so that we can continue to deliver the Housing Service.

The council strives to provide a continually high standard of service by consulting and engaging with tenants on decisions which involve them, and as in previous years we want to know what you think about the three proposed rent increases for council houses, and which one you would like to see brought in.

Wardens will contact all sheltered housing tenants during each annual rent consultation to invite you to take part so you can have your say on this. This survey takes place every December.

Noticeboards

Every complex has a noticeboard for information about what is going on in the complex. These are also used to display other useful local information.

Your responsibilities

As a tenant you have certain responsibilities:

- To keep to the terms of your Tenancy Agreement.
- To tell us if you fit a secondary lock or chain lock to your front door. This may slow down access to your home in an emergency, for example if you are not at home and your property is being flooded due to water leaks. In certain circumstances you may be asked to pay for repairs to your door if we need to carry out a forced access to gain entry.
- You must allow access to your property for Wardens and contractors to carry out checks and repairs to the Warden call system equipment., to check your pull cords are working and to check your smoke alarm is working.
- You must allow access to your property for Annual Gas Checks.
- You should tell us if you are going away overnight or on holiday.

The Warden will not give anyone else, including family members, access to your home without your written permission.

Hours of Service

Warden Service hours are:

Monday to Wednesday:	08:00 to 16:00
Thursday to Sunday:	08:00 to 14:30

Social Care Response Service hours are:

Monday to Wednesday:	16:00 to 08:00
Thursday to Sunday:	14:30 to 08:00

Rent and Service Charge

As a Council tenant you have a Scottish Secure Tenancy Agreement. This agreement lays out your rights and responsibilities of being a Council tenant. The rent for the tenancy covers the costs of management and maintenance of your home and longer-term improvement or replacement programmes.

The service charge covers some of the costs of additional services provided in Sheltered Housing, for example:

- staff costs
- telephone lines for office and Warden call systems
- repairs, servicing and upgrades of the Warden call system equipment in your home and in the complexes.
- Social Care Response Service
- gas and electricity costs for all sheltered complexes
- office expenses
- furniture, carpets and equipment for all complexes
- servicing and maintenance of the laundry equipment
- cleaning materials
- cleaning of communal areas
- water charges

When you become a Sheltered Housing tenant, you will be told before you sign your tenancy agreement how much the rent and service charge is.

You may be able to claim the rent and service charge through Housing Benefit, and you are encouraged to seek advice from the Council's Housing Benefits Section, Tel: 431205.

You will be notified in writing, in advance, of any changes to your rent and / or service charge.

Communal facilities

All of the sheltered complexes have communal facilities which can include a lounge, kitchen and laundry.

The communal lounge is used for social and recreational activities. There is access to free wi-fi in every lounge.

Each lounge has a communal kitchen for making refreshments.

The washing machines and dryers in the laundries are for tenants' use. Tenants' families may use the machines to do tenants' washing. Check with Warden staff

to find out what rota system is in operation for use of the machines. You may be asked to change the time you use the machines in an emergency such as a broken machine, etc.

The charge for using the laundry is included in your service charge.

The Wardens do not do laundry for tenants.

Your Safety and Security

As well as providing a housing support service to you as an individual, your Warden is responsible for the safe running of the sheltered housing complex.

This includes ensuring that fire procedures are up-to-date, communal areas are free from hazards, and that any accidents and incidents are correctly recorded, reported and dealt with.

All the sheltered complexes are inspected for Health & Safety by Dundee City Council Health & Safety Inspection Officer.

All the communal lounges in the sheltered complexes have maximum capacity numbers for fire safety. These capacity numbers are determined using the Fire (Scotland) Act 2005 and Fire Safety (Scotland) Regulations 2006 and under the Health and Social Care Act 2008.

Fire Safety at Home

Your home is fitted with a smoke alarm, and it should never be disconnected.

Your smoke alarm is connected to the Warden call system during the day and is connected to Social Care Response Service after Warden working hours. If your smoke alarm activates, we will talk to you through the intercom to ask why your smoke alarm has activated to find out if emergency services are required.

However, if your smoke alarm activates and you see smoke or flames, you should get out of the house immediately.

When you move to your sheltered house, you will be asked to take part in a Fire Risk Assessment. If this highlights any areas of concern (e,g, careless smoking / hoarding), then we can make a referral to Scottish Fire & Rescue Service to organise a home fire safety visit. This will allow you to get expert advice and equipment

to mitigate against potential fires in the home and to make sure you are as safe as can be from fire.

Personal Security

Always ask for identification from people calling at your home that you do not know. All Dundee City Council staff carry an identity card and should show this to you before coming into your home.

If you have any doubt about who they are and why they are calling on you, do not let them in and notify the warden using the intercom.

Protection from abuse

Sometimes older people are very vulnerable - you could find yourself in the position where you are being mistreated, harmed or distressed. If you feel you may be at risk of harm you should get help as soon as possible You can telephone the Adult Support and Protection Team on 01382 438342 or speak to a Warden.

Data Protection & Data Sharing Statement

The personal information you provide will be held by Dundee City Council

This personal information will be used by Dundee City Council to collect data and identify support needs in relation to the sheltered services and housing support provision.

Your data may be disclosed to other parties who offer support and advice to assist you in your tenancy.

Sheltered Housing Privacy Statement can be viewed at:
Privacy Statement for Sheltered Housing

Improving our service

We aim to provide you with good quality services. The quality of the Sheltered Housing Warden Service is monitored regularly by the Sheltered Supervisor and Senior Wardens. These officers check that policies and procedures are being followed properly by discussion with Warden staff and by carrying out Quality Assurance Checks to paperwork.

We also carry out tenants' surveys and use the information collected to improve our services as part of our Self-Assessment process.

Complaints

The quickest way to solve most problems is to speak to the duty warden, who may be able to solve your problem "on the spot". If you are still unhappy you have the right to make an official complaint. You can make your complaint in any way that's convenient for you, for example:

- by telephone
- by letter
- by visiting any council office in person
- by completing the online complaints form DCC Complaints System
- we can also take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

Care Inspectorate

The Sheltered Housing Warden Service is registered as a Housing Support Service with the Care Inspectorate. The Care Inspectorate regulates and monitors care services in Scotland. You can contact the Care Inspectorate at:

Compass House
11 Riverside Drive
Dundee DD1 4NY
Tel: 01382 207100
Local: 0845 600 9527
Web: www.careinspectorate.com

We will provide you with copies of the Inspection Reports on request. Please ask the warden if you would like copies of these reports. They are also available online at **www.careinspectorate.com**

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