



Exeter City Council

Exeter City Council
Sheltered Housing
Consultation Group
Newsletter

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**SUPPORTING
PEOPLE**

Is a new method for the
FUNDING, MONITORING and
PLANNING of support services
from April 2003 for Supported
Housing Sheltered Housing and
Home Improvement Agencies
Find out more inside

SHELTERED HOUSING CONSULTATION GROUP

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HOW TO BEAT THE BOGUS CALLER

Bogus callers are still a major problem for people living in sheltered housing in Exeter.

The message from the Home Office is:-

STOP - CHAIN - CHECK

STOP - Before you open the door, are you expecting anyone? Do you have an appointment? Check your back door, lock it and take the key with you (distraction burglars often work in pairs, one keeping you talking at the front door while the other steals from you).

CHAIN - Put your door chain or bar on the front door - it's a useful barrier because they may try and pressure you.

CHECK - Check their details before letting them into your house. Do not agree to any work being done or sign a contract until after you have talked to someone else.

Only let a caller in when you are absolutely sure they are genu-

ine.

KEEP THEM OUT

- if you have any doubts.

Anyone calling at your home from the council will carry identification

If you are still not sure after seeing their identification, or a workman calls when not expected, do not let them in.

The control centre will be more than happy to check out any callers you are not sure about.

All you need to do is press your pendant and the control room staff will check with the organisation the caller is representing.

There is also an article inside About the new Password Scheme which Exeter City Council has now introduced.

The Password Scheme has been introduced as a direct result of a decision made by the Sheltered Housing Consultation Group.

Christmas Activities

Christmas Activities - Residents from Abbeville, Flowerpot, Globefields, Hamlin, Nelson & Russet attended a Christmas Show at St Katherines Priory put on by "The Select 25" of which Chris Ashford (Warden for Abbeville, Globefields & Nelson) is a member - an excellent show which was very much enjoyed by all the Residents. The group puts on 2 shows a year (May & November) the proceeds of which go to charity - this time to "Dream-a-Way" - various items were purchased to equip a caravan at Sandy Bay for

holidays for less privileged children. Christmas parties are held at most schemes - sometimes Residents are taken out for meals or we organise the meals in the community rooms as well as numerous coffee/mince pie mornings. This year one of our Retained Wardens - Don Edmonds is bringing some friends from the River Church to distribute food parcels to Residents at Russet House & Carpenter Close.



PASSWORD SCHEME

In line with the other security measures Exeter City Council are promoting for sheltered tenants, we are to introduce a PASSWORD SCHEME.

How will this work?

The next time you contact the council, for a repair or when you want someone to call at your home, simply inform them of the password you wish the person calling at your

**Help us to
Help You**

home to use. This could be your maiden name, the name of your budgie, anything, just so long as it is something that you can remember.

When the worker arrives at your door, you must then ask them for the password, they will relay the password back to you.

**IF THEY DO NOT KNOW THE PASSWORD
DO NOT OPEN THE DOOR TO THEM.**

WISHING YOU ALL A VERY MERRY CHRISTMAS

We would like to wish all our sheltered tenants
a Very

Merry Christmas

and a Happy and Prosperous

New Year



Memories of Exeter

Do you remember what Exeter was like when television was black and white?

Do you have memories and reminiscences that you would like to share with, or pass on, to



other people?

If so we would like to hear from you.

I'm sure there are lots of people living in Exeter who have fascinating stories other people would find of great interest.

If you have an interesting story or memory, see the contact information on the back page

SUPPORTING PEOPLE - What is it?

Supporting People is a new method for

- Funding
- Monitoring
- Planning

Of support services from April 2003

- Supported Housing
- Sheltered Housing
- Home Improvements Agencies

Supporting People will separate housing costs from support costs.

For example,

Supporting People will not cover: -

- Accommodation Costs such as Housing Benefits for rent and service charges.
- Specialist Counselling or
- Personal Care.

Supporting People will cover: -

- General Counselling and Support.
- Maintaining security and safety of accommodation.
- Enabling service users to stay in their own homes.
- Social/life skills support.

The benefits to service users will be: -

- Services will be monitored and will have to meet quality standards.
- Services will focus on maintaining and increasing independence.
- Services should become more flexible.
- Gaps in services will be filled.
- Services should help prevent the need for higher or institutional care.
- Service users will be able to afford to work.
- Providers and Supporting People teams must involve service users.

The Sheltered Housing Consultation Group will have a major part to play in setting standards and monitoring Supporting People.

Service providers and commissioners will need to consult service users to determine: -

- What level of support they need.
- How effective are existing services.
- Where gaps exist in the services.
- What is a good quality service?
- How can / should services be improved?

CONTACT INFORMATION

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Exeter City Council

PRIZE CHRISTMAS QUIZ

20 1st prize , £15 2nd prize, £10 3rd prize.

- 1). Why does Santa now wear a red suit?
- 2). Name Santas' reindeer.
- 3). Where does the tradition of the Christmas Tree originate?
- 4). When is Epiphany?
- 5). What did my true love give to me on the seventh day of Christmas?
- 6). What is traditionally hidden in a Christmas Pudding?
- 7). When is Hogmany?
- 8). Give three other names for Santa.
- 9). From where do we get mistletoe?
- 10). In which film did Bing Crosby sing White Christmas.

(Answers on a post card to address shown by 31 January 2003 please) Winner to be drawn on 3 February

SHELTERED SCHEME REPRESENTATIVES

The Sheltered Housing Consultation Group is now well established and has representatives from all of the Sheltered Housing Schemes in Exeter. Meetings for the group are held on Mondays between 2.30 and 4.00 pm every 6 to 8 weeks.

Two of the Sheltered Scheme representatives are attending the University of West of England's 'National Certificate in Tenant Participation' course which is being run at the Matford Centre in Exeter.

The views of the group are now truly representative and everyone living in sheltered accommodation can have access to the group, through their repre-

sentative.

The role of the group will become increasingly important, especially with the introduction of Supporting People (page 3).

The Sheltered Housing Consultation Group will have a major part to play in setting standards and monitoring Supporting People.

Service providers and commissioners will need to consult service users and it will be the Sheltered Housing Consultation Group that will be consulted in relation to the service.

Are you happy with the name of this newsletter or would you like to give it a proper title? If you have any suggestions—drop me a line.

