



**Shetland Islands
Council**



This leaflet is a reproduction of the **Housing Options Guide – Council Housing (Sheltered Housing)** section. Please note you may wish to download the [list of Location and Size of Sheltered Housing](#) and the [Sheltered Housing Leaflet](#) that supplements this leaflet.

If you would like this information produced in any other format, please telephone 01595 744360 or email housing@shetland.gov.uk.

Useful Links

Housing Support Workers Contact Details
www.shetland.gov.uk/housingoptionsguide/councilhousing/documents/HSWDetails.pdf

Sheltered Housing Leaflet
www.shetland.gov.uk/housingoptionsguide/informationandadvice/

Housing Allocation Policy
www.shetland.gov.uk/housing/policyandprocedures/operationalprocedures.asp#AllocationPolicy

Sheltered Housing

Sheltered Housing can best be described as small easy to manage properties, usually single storey, grouped together in a scheme with the services of a housing support worker. Sheltered housing tenants may also be assessed for the provision of a community alarm system (Homelink) for use in emergencies.

[To see a list of Location and Size of Sheltered Housing, click here.](#) To download a copy of the Sheltered Housing Leaflet, click [here](#). To find out who your Housing Support Worker is, or to contact them, please use the link in the bottom right menu on this page.

Each scheme has a dedicated Housing Support Worker who provides a housing support service to a group of Shetland Island Council tenants, living in designated, sheltered accommodation. The main areas of work of a Housing Support Worker include:

- Providing a range of housing management welfare services to tenants
- Providing a care taking service within the sheltered housing scheme
- Responding to a crisis or emergency outside normal working hours when available. There is not a guaranteed 24 hour 'on call' response in sheltered accommodation.
- Any other duties relevant to the provision of a housing support service, as required.

How do I apply?

Applicants interested in being considered for sheltered housing should complete an [application form](#). Requests for sheltered housing may also be received from existing applicants either by directly contacting SIC Housing or by referral from another organisation for example SIC Social Work.

What happens then?

- On receipt of an application for sheltered housing, a Housing Officer will visit the applicant in order that a 'Sheltered Housing Assessment' may be carried out. The assessment involves the applicant answering some general questions on their current and future housing requirements, some general health questions and some information will be requested on an applicant's areas and levels of dependency. As part of the assessment process, Social Work or any other relevant agency will be

consulted to provide additional information in relation to an application. Where an application is received from outwith Shetland, a comprehensive assessment ([Understanding You](#)) will be requested from the authority in which the applicant is currently living to give a detailed overview of an applicant's housing and care needs.

- Once all relevant information has been gathered, the Housing Officer makes a recommendation to the Senior Housing Officer - Supported Accommodation who then decides whether an applicant has a requirement for sheltered housing and if so, a priority will be given to their application. Priorities are defined as follows:

Priority 1 - Applicant has an urgent housing need and a high level of need for support from a Housing Support Worker.

Priority 2 - Applicant has a high level of need for support from a Housing Support Worker. Applicant also has some housing need.

Priority 3 - Applicant is relatively independent and would require the support of a Housing Support Worker only on a limited basis. Applicant also has a housing need.

- Applicants will be informed in writing of the decision and on any priority given to an application as appropriate. An applicant who has been identified, as having a requirement for sheltered housing will have their application and circumstances reviewed as part of the annual review process.
- Applicants who have been assessed as requiring sheltered housing will then have their application added to the Sheltered Housing Waiting List. The list gives details of the priority awarded to an applicant as well as a breakdown of their points level.
- When a property becomes available for allocation within one of an applicant's areas of choice, consideration will be given to both the applicant's points level and to the priority awarded to their application.

Long Term Vacant Sheltered Housing

Where there are a number of long-term vacant sheltered properties within a scheme these may become available to let to applicants on the waiting list that would not normally be assessed as requiring sheltered housing.

In allocating these properties the following priorities will be applied:

1. All Applicants assessed as requiring sheltered housing would be given priority over all other categories of applicant.
2. Applicants eligible to be on the Council's waiting list, living within the local community, or living out with the area but have a local connection (family connection, or have previously lived in the area, or who work or have been offered employment in the local community).
3. All other applicants eligible to be on the Council's waiting list.

As these properties are within sheltered schemes a sensitive lettings policy will be followed and an applicant will not be allocated a property where there is evidence of past antisocial behaviour in their existing or previous accommodation.

For a full list of locations and sizes of properties, go to [General Needs Housing](#) .

Very Sheltered Housing

There are a number of units of very sheltered housing in Shetland. To be assessed as requiring this type of accommodation an applicant should have:

- A housing need.
- A need for on-site support and care services 24 hours per day.
- A need for the community alarm service.
- A current single shared assessment that indicates that you have complex community care needs.

Housing and Social Work jointly undertake allocations for vacancies at the very sheltered accommodation at King Erik House and Annsbrae in Lerwick.

- King Erik House aims to give 'vulnerable' people the independence of their own flat, as in sheltered housing, but with additional care and support. The aim is to help tenants remain as independent as possible.
- Annsbrae House is a complex of single bedroom homes for people with mental health problems. There is also a skills centre attached known as Knab Road Skills Centre.
- Brucehall Terrace Extra Care Housing aims to support individuals with high level care needs to live in their own sheltered accommodation.