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In an emergency out with office hours please contact:

Homelessness: **01595 695611**

Council House Repairs: **01595 693972**

Available 24 hours a day, 365 days a year

### **Our Office is Open**

Monday to Friday 9 am to 5 pm,  
We are open during lunchtimes.

Information can on request be made available in Braille, on tape, in large print and in different languages (русский, 汉语, evsjv, Polski, ภาษาไทย). For further information please telephone Housing on 01595 744360, or email [housing@shetland.gov.uk](mailto:housing@shetland.gov.uk).

Shetland Islands Council  
Development Services  
Housing



## Sheltered Housing

This leaflet is to give you information on the following:

- What is Sheltered Housing?
- Who is Sheltered Housing for?
- Where are the Sheltered Houses in Shetland?
- What is the role of the Housing Support Worker?
- What is a Mobile Housing Support Worker?
- What is the Housing Support Worker working hours?
- What is the role of the Relief Housing Support Worker?
- Additional Information -
  - Heating & Lighting Charge
  - Concessionary TV Licenses
  - Grasscutting
- How can I apply for a Sheltered House?
- Useful Contact Numbers

## What is Sheltered Housing?

Sheltered housing consists of small easy to manage properties, usually single storey, grouped together in a scheme. All properties are provided with an alarm system for emergencies. For each scheme there is a Housing Support Worker (formerly a Housing Warden) to provide a range of services to tenants.

Tenants that live in small, easy to manage, single storey properties (designated sheltered houses) enjoy the same service as sheltered tenants, in that they receive the services of a **Mobile Housing Support Worker**, but the property is not within a Sheltered Scheme. It must be pointed out that places for the Mobile Housing Support Worker are limited, and the service is only available in Lerwick.

## Who is Sheltered Housing for?

For adults with particular housing and support needs who have been identified following a sheltered housing assessment as likely to benefit from the service.

## Where are the sheltered houses in Shetland?

Aith	Mossbank	Urafirth
Bigton	North Roe	Vidlin
Brae	Ollaberry	Virkie
Bressay	Sandness	Voe
Burra—Bridge End	Sandwick	Walls
Burra—Hamnavoe	Scalloway	Weisdale
Cunningsburgh	Skeld	Whalsay—Brough
Fair Isle	South Nesting	Whalsay—Symbister
Fetlar	Unst—Baltasound	Yell—Burravoe
Hillswick	Unst—Haroldswick	Yell—Cullivoe
Lerwick	Unst—Uyeasound	Yell—Mid Yell

All sheltered and designated sheltered houses can be assessed for a Homelink system to provide a 24-hour emergency response service.

Depending upon the nature of the crisis, the response centre will take the necessary action to alleviate the problem which may involve contacting the Housing Support Worker or alternative named contact, a close relative, calling a GP etc.

If the Housing Support Worker is not available, assistance may be sought from a number of sources depending upon the nature of the problem. If there is a medical problem, the tenant may need to contact their GP, call 999 or contact relatives or friends to assist. If there is a problem with the sheltered house, the tenant may need to contact SIC Housing. Your Housing Support Worker can assist you with a referral for this service.

## Useful Contact Numbers

George Martin—Team Leader—Housing Support **01595 744371**  
Karen Scollay, Housing Assistant (P/T) - Supported Accommodation  
**01595 744372**

### Other Useful Numbers:

SIC Social Work: **01595 744400**

SIC Community Development: **01595 744006**

SIC Finance: **01595 744681**

Citizens Advice Bureau: **01595 694696**

Hjaltland Housing Association: **01595 694986**

Care Commission, Charlotte House, Commercial Road, Lerwick

Telephone: **01595 696661**

Complaints: **0845 603 890**

Website: [www.carecommission.com](http://www.carecommission.com)

## **What is the Housing Support Worker Working Hours?**

Weekday Normal Core Hours – The Housing Support Worker is available on a part-time basis Monday – Friday to provide a service to all sheltered housing tenants within the scheme. Tenants will be notified of the times she/he can be contacted and of the times she/he will normally make routine visits.

Additional Flexible Hours – The Housing Support Worker is available outwith the Normal Core Hours to provide extra support to any tenant who is experiencing problems due to illness etc. The level of additional support will be agreed between the Housing Support Worker and the tenant.

The Housing Support Worker will also respond to an emergency or crisis outwith normal hours if available. Housing Support Workers do not provide a guaranteed on call service.

Weekends – Normally, only emergencies or crises will be dealt with at weekends. In exceptional circumstances, the Housing Support Worker may provide additional support during weekends.

Public Holidays – Normal service is available on all public holidays except Christmas, New Year and the day after Up Helly Aa when only emergencies and crises will be dealt with.

## **What is the role of the Relief Housing Support Worker?**

A Relief Housing Support Worker will normally be available when the regular Housing Support Worker is on leave, for example annual holidays. The Relief will provide a level of support similar to the service that tenants normally receive. She/he may, if required, call on tenants each weekday, although this may not be at the same time each day. If there is no relief cover available, tenants will be notified of this and offered a daily assurance call if they are a community alarm user.

A Relief Housing Support Worker will be available when the regular Housing Support Worker is on leave for more than 1 week day.

## **What is the role of the Housing Support Worker?**

The Housing Support Worker can provide a range of services to a sheltered housing tenant. Individual requirements will be discussed with each tenant, but may include:

### **1 To provide support to Tenants**

- Provide encouragement and assistance to tenants to help maintain their independence.
- Provide social contact to housebound tenants.
- Visit tenants regularly to ensure their well-being.
- Provide assistance to tenants in dealing with any difficulty or problem. Such assistance may be in the form of advice, bringing the matter to the attention of a close relative or referring the matter on to a council department, GP, Nurse etc.
- Liaise with various welfare agencies in connection with tenants needs for any care and other support.

### **2 To provide assistance during Power Cuts**

In housing schemes with an emergency generator the Housing Support Worker will, if available, ensure that the generator is switched on and is operating properly.

During extended power cuts, if the Housing Support Worker is available, tenants will be provided with a hot drink and snack.

### **3 To provide a caretaking service**

- Regular testing of alarms and smoke detectors.
- Cleaning of communal areas (where applicable).
- Ensuring the scheme is generally free of litter.
- In snow or icy conditions, clearing of snow and salting individual garden paths and clearing a 'safe route' through the scheme.
- Attending to the central boiler and generator (where applicable)
- Assisting tenants with minor repairs (fuses, plugs, changing light-bulbs etc) and reporting necessary repairs to Housing.

### **4 To respond to a crisis or emergency**

In the event of a crisis or emergency, such as an accident or sudden and severe illness, during the day or night, the Housing Support Worker will normally be the first person to be contacted and will respond if she/he is available.

If Homelink has been used to call for assistance but the Housing Support Worker is not available, a volunteer contact/keyholder will be called upon to respond.

### **5 Housing Support Plans**

All sheltered & designated sheltered housing tenants will have their housing support requirements agreed and recorded in their individual housing support plan. These housing support plans are reviewed and updated annually or as required.

### **Additional Information**

**Heating & Lighting Charge** – Sheltered and designated sheltered housing tenants are charged a subsidised standard weekly heating and lighting charge payable to the Shetland Islands Council. This takes account of a subsidy from the Shetland Islands Council's Charitable Trust. All sheltered and designated sheltered properties' electricity and other fuel costs bills are dealt with by SIC Housing.

**Concessionary TV License** - Everyone over the age of 75 qualifies for a free TV license. Tenants in certain sheltered housing schemes who are under this age may qualify for a concessionary TV Licence.

**Grasscutting** – All sheltered and designated sheltered housing tenants are entitled to a free grass cutting service in the summer months.

### **How can I apply for a Sheltered House?**

In order to be considered for a sheltered house, a housing application has to be completed and processed by SIC Housing. Please note that assistance in filling in the form can be given by housing staff. Once the application has been processed, a housing officer will carry out a home visit and a sheltered housing assessment with the applicant.