



Sheltered Housing Policy

February 2006

West Dunbartonshire ~ from the banks of Loch Lomond to the shores of the Clyde



Contents

Section	Page
1. What is sheltered housing?	1
2. Who can apply for sheltered housing?	1
3. How do I apply?	1
4. What happens when I apply?	1
5. What is a Single Shared Assessment?	2
6. What happens when a sheltered property becomes available?	3
7. Appeals	3

1. What is sheltered housing?

- 1.1. Sheltered housing is the name given to grouped housing particularly aimed at people of retirement age or for those with a disability approaching retirement age who would benefit from this type of accommodation.
- 1.2. There are a number of sheltered housing complexes within West Dunbartonshire.

Clydebank
Young Street
Second Avenue
Mill Road
Melfort Avenue
Hogan Court

Dumbarton
Willox Park
Westbridgend

Vale of Leven
Manse Gardens
Gray Street

- 1.3. Sheltered housing offers individual accommodation within a complex of properties some with communal facilities available. Support is available from a team of sheltered housing warden staff who work within each complex. Support is also linked to a central control of the community alarm service, which has mobile attendants operating in the area 24 hours a day, 365 days a year.

2. Who can apply for sheltered housing?

- 2.1. Anyone aged 60 years and over or anyone with a disability who is approaching retirement age who would benefit from this type of accommodation.

3. How do I apply?

- 3.1. You can apply for sheltered housing by completing a housing application form for Housing in West Dunbartonshire. In the section on your housing type choices you should pick sheltered housing as a property type that you would accept. You will then be asked to complete a referral form specifically for sheltered housing.

4. What happens when I apply?

- 4.1. When we receive your housing application form your housing need is assessed in line with our allocation policy. We will write to you with the result of your housing needs points assessment, enclose a computer printout of your points and positions on the housing waiting list for each of your house type choices within each of your areas of choice. This is standard practice for all applicants.

- 4.2. The above is sufficient for an allocation to mainstream housing. However for an allocation to Sheltered Housing we work in partnership with Social Work using the Single Shared Assessment (SSA) process to ensure the property is matched to the person in most need of sheltered housing. The referral form you complete will determine whether Social Work requires to fully assess your needs for the first time or assess you for sheltered based on a recent SSA or carry out a SSA review.

5. What is a Single Shared Assessment?

- 5.1. The Single Shared Assessment (SSA) process is a holistic assessment of your housing, medical and support needs adopted by Housing Services, Social Work and Health Services.
- 5.2. The SSA assesses your current accommodation, current adaptations and equipment and the requirement for future adaptations.
- 5.3. Your physical health and self care is assessed in terms of personal and practical care needs, sensory impairments, nutrition, health and physical care and current medical status.
- 5.4. Mobility is assessed by ability to walk on level ground, using steps and stairs, whether you experience regular balance or fall problems, how you manage to transfer around the house if whether you require assistance to go outdoors.
- 5.5. Social involvement is taken into consideration.
- 5.6. Risk aspects are also assessed by considering a variety of aspects including, whether you are isolated, are you at risk of falling, do you need assistance to mobilise using equipment or carers, are you aware of hazards inside and outside the house.
- 5.7. You will also be asked your view on your needs and, if applicable, the views of any carers are sought. Sheltered Housing may not be suitable for everyone and as a result of the completed SSA and discussion on your needs we can look at and discuss the best option for you.
- 5.8. If Sheltered Housing is suitable for your needs the Social Work assessment will determine whether you have a high, medium and low priority for Sheltered Housing.
- 5.9. **High priority** would be assessed for some-one receiving substantial care/support from family, friends and Social Work and in urgent need of support to protect their safety and reduce the risks to them. The person would have the ability to care for themselves with the help of Home Care and 24 hour sheltered housing cover would be a viable alternative to residential care.

- 5.10. **Medium priority** would be assessed for some-one whose health was deteriorating but not significantly and while managing with current services, would benefit from additional warden support because they are in need of support to protect their safety and reduce the risks to them but at this stage it is not urgent.
- 5.11. **Low priority** would be assessed where the person is not at any risk in their current house, so would not be considered for residential care, but their wish is to move to sheltered accommodation.

6. What happens when a sheltered property becomes available?

- 6.1. As with all our properties, homeless applicants in need of accommodation receive priority. Any sheltered housing vacancy would only be considered for a homeless applicant who needs this type of accommodation.
- 6.2. If it is not required for a homeless applicant then we forward the details of the top 3 applicants on our waiting list based on the allocation policy needs points assessment to Social Work. The Homecare Team in Social Work assess the SSA's for the 3 applicants. If the SSA is more than 2 months old, the applicant's needs are updated. If any of the 3 applicants do not have a SSA then one is completed.
- 6.3. Once the 3 assessments are updated or completed their need for sheltered housing is assessed as high, medium or low. Social Work must also consider the make up of the complex and assess whether the complex can accept a high, medium, or low priority applicant.
- 6.4. Social Work then informs us of the applicant most suitable for the current vacancy and we would make an offer of housing. If the situation arose whereby all 3 applicants had the same priority for sheltered housing then the applicant with the most points on the housing waiting list would be offered the property.

7. Appeals

- 7.1. You have the right to appeal against any decision made by Housing or Social Work in relation to your application for sheltered housing. Appeals should be put in writing initially to the Section Head of Tenancy Services.
- 7.2. The Section Head of Tenancy Services will deal with any appeal in relation to Housing issues or forward your appeal to the Area Manager in Social Work if your appeal needs consideration because of decisions made within Social Work.
- 7.3. Further information on the appeal stages and timescales are available in Section 11 of the Allocations Policy.

We can provide this document in Braille, in large print, on tape or on computer disk. We can also provide it in Chinese, Urdu, Punjabi and Hindi. Please phone the strategy staff on 01389 737288 or 01389 737541

我們可以提供這文件的點字版、大字印刷、錄音帶及電腦磁碟，還有其他語文版本包括中文，烏都文，旁遮普及印地文。
請致電01389 737288或01389 737541聯絡策劃部(strategy) 職員。

ہم یہ دستاویز بریل (ناپیدا افراد کے لیے ابھرنے والے حروف کی لکھائی) اور بڑے حروف کی چھپائی میں اور ٹیپ یا کمپیوٹر ڈسک پر بھی فراہم کر سکتے ہیں۔ ہم اسے چینی، اردو، پنجابی اور ہندی زبانوں میں بھی فراہم کر سکتے ہیں۔ براۓ مہربانی ٹیلیفون نمبر 01389 737288 یا 01389 737541 پر سٹرٹیجی سٹاف سے رجوع کریں۔

ਅਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼, ਬਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ, ਟੇਪ ਜਾਂ ਕੰਪਿਊਟਰ ਡਿਸਕ ਰਾਹੀਂ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਅਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼, ਚੀਨੀ, ਉਰਦੂ, ਅੰਗ੍ਰੇਜ਼ੀ ਅਤੇ ਹਿੰਦੀ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਟ੍ਰੈਟੇਜੀ ਸਟਾਫ਼ ਨੂੰ ਇਸ ਨੰਬਰ 01389 737288 ਜਾਂ 01389 737541 ਤੇ ਫੋਨ ਕਰੋ।

हम यह अभिलेख, ब्रेल, बड़े अक्षरों, टेप अथवा कंप्यूटर, डिस्क द्वारा उपलब्ध करा सकते हैं। हम यह अभिलेख, चीनी, उर्दू, पंजाबी और अंग्रेज़ी भाषाओं में भी उपलब्ध करा सकते हैं। कृपया स्ट्रैटजी स्टाफ को इस नंबर 01389 737288 या 01389 737541 पर फोन करें।