

WIN £25!

OF HIGH STREET VOUCHERS - SEE PAGE 7



Money To Burn?

Are you paying too much for fuel?

There are an estimated 2.5 million households in the UK in 'Fuel Poverty' today.

With the cost of fuels speculated to rise by 40% over the next 12 months we are set to see an increase in households who are in 'Fuel Poverty'.

Help At Hand - Social Tariffs

Social Tariffs have been developed to offer lower priced fuel to households that are financially disadvantaged, on a minimal income or vulnerable, either through age or disability.

A spokesperson for National Energy Action, who campaign for warm homes says, "Some 2.8 million households are currently in receipt of some form of Pension Credit.

"A further 1.5 million non-pensioner households qualify for the *Cold Weather Payment*. So, around 18% of all households in Great Britain are eligible for a specially developed social tariff."

To find out if your energy supplier offers a *Social Tariff*, and to see if you qualify, give them a call on the number shown on your last bill.

Energy Supplier Social Tariff

Energy Supplier	Social Tariff
British Gas	Essentials
E-ON	Stay Warm Age Concern
NPower	Spreading Warmth
Scottish Power	Care Free Plus
Southern Electric	Energy Plus Care

More money and energy saving tips on page 3

Supporting YOU!

During 2008, the Sheltered Housing Team have developed a way to check and monitor the work that we do to support our elderly residents. These are called *performance indicators*.

In just 3 months, the team have given support to:

- ★ 70 people to reduce overall debt
- ★ 64 people to maximise income and get the correct welfare benefits
- ★ 47 people to participate in training & learning
- ★ 25 people to participate in leisure, cultural, faith or informal learning
- ★ 220 people to establish contact with external groups, friends or family

...over the same period of time, the team have made referrals to:

- ★ 254 to manage physical health
- ★ 58 to manage mental health
- ★ 138 to aids and adaptations and assistive technology

In the past year, 133 new residents have moved into our sheltered accommodation.

All of these residents signed their tenancy agreement with a Sheltered Housing Officer and were visited shortly after moving in.

This first visit check helps to ensure residents are making regular rent payments and are in receipt of the right housing benefit etc.



Friendship Blossoms at Waterloo House



Brendoncare have opened a *Friendship Club* on a Thursday afternoon in our sheltered scheme at Waterloo House.

Senior Sheltered Housing Officer for Waterloo House, Wendy Watkin, says, "The club is to open to older people living in the Poole area.

"Brendoncare clubs are friendly and usually relatively small clubs. This means they can respond to local needs and provide a relaxed place for older people to meet regularly, enjoy spending time together and take part in a wide range of activities."

"The three *special ingredients*, which make Brendoncare Clubs so successful, are the door-to-door transport service, the low cost, and the great support from volunteers."

If you would like to know more about the club please call 01202 722211.

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PLEASE CALL 01202 264444 TO DISCUSS YOUR REQUIREMENTS**



Use the Internet to get cheaper fuel

Price comparison sites allow you to find the best fuel tariff for you. We can help you get started by arranging a home visit or office appointment, where our Financial Inclusion Officer, Charlotte Beddow, will help you find the best deal.

Charlotte explains, "All you need is your energy bills for the last 12 months, or if you're on a key meter an idea of what you have spent.

"If a group of residents are interested, I can arrange to spend a few hours at your scheme to talk you through using the comparison sites."

Just call us on 01202 264484 to arrange your appointment or visit.

PHP only use comparison sites who are signed-up Energy Watch's Price Comparison Code.

Improving YOUR Service and Environment!

The new Tunstall speech system *Communica Connect* has been installed into 5 more schemes.

We have a program to install this latest technology into a further 11 schemes this coming year.

Sheltered Housing Manager, Jan Peart, says, "The new equipment enables residents to contact the Control Centre much quicker, and is flexible, so we can install further equipment in the future."

This year, we have continued to improve the communal surrounding in our schemes. We have:

- ★ completely refurbished the communal lounge and kitchen at Peel Close, and converted one of the toilets for the disabled
- ★ fitted new communal kitchens at Willow Park and Ralph Jessop
- ★ supplied new furniture at Canford Gardens and Vale Close
- ★ fitted new carpet in the communal ground floor corridors at Belmont Court
- ★ fitted new carpet in the lounges Cinnamon and Canford Gardens

Plus, many other schemes have new cookers, fridges, bedding.

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Who's The Boss?

Senior Sheltered Housing Officers provide support to their teams, so they can deliver an excellent service to you



What do Senior Sheltered Housing Officers do?

Senior Sheltered Housing Officers (Senior SHOs) deal with:

- ★ complaints
- ★ anti social behaviour (ASB)
- ★ monitoring the work of Sheltered Housing Officers (SHOs) via *performance indicators* (see page 2)
- ★ checking that paperwork, e.g. support plans is completed to our service standards
- ★ ensuring that new tenants view properties
- ★ ensuring new tenancy agreements are correct and handed in

Sheltered Housing Manager, Jan Peart manages the team. She explains a bit more about what they do...

“Senior SHOs have a small budget to pay for essential work that needs doing on the schemes they are responsible for, e.g. removal of rubbish or graffiti. They will order the work to be done.

“They also support the SHOs in carrying out their day-to-day work. They arrange cover for the annual leave and sickness, and provide training and support to individuals through regular meetings.

“Senior SHOs also attend the annual general meetings of the schemes that they manage, and get involved in resident consultation and the annual forum.

“They are office-based at the sheltered schemes. However, if you need to contact us, your first port of call is the Sheltered Housing Officer for your scheme, NOT the Senior.”

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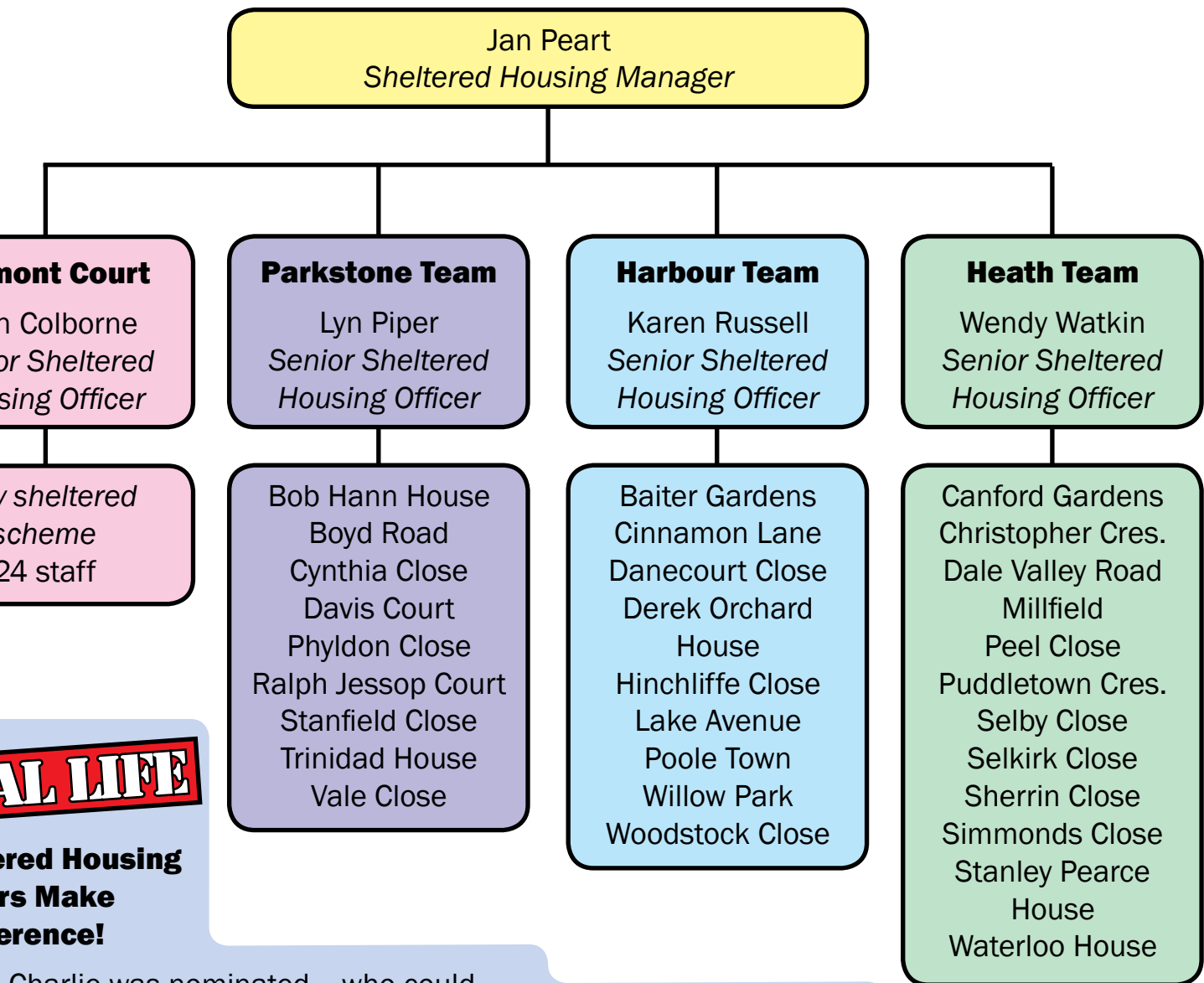
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AL LIFE

**Sheltered Housing
Residents Make
Difference!**

Charlie was nominated into Sheltered Housing, was concerned for safety and vulnerability as he has Alzheimer's. We had to consider the residents' on the e.

Meeting Charlie, his and social worker, it was clear that he wanted the and needed to get out of current housing situation.

Charlie's medical condition he needed someone

who could set-up his rent payments, meals on wheels and medication. He also needed someone to arrange for carers to visit him.

"Charlie soon looked forward to my visits and intercom calls, and would have to remind him when he was due to go to the day centre day.

"There were some problems to deal with, but by working together, we overcame them.

"Charlie now lives a very full, independent life with support from his social worker, carer's and me. He loves his flat, loves to talk to the carer's and enjoys meeting people at the day centre.

"The difference I make is to help Charlie, and all residents, maintain their independence."

Names have been changed to protect the identities of those involved

Get Smart, Get Out!



www.dorsetfire.gov.uk



Don't let this happen in your home!

Your home is full of potential fire risks! If you are aware of these risks you can ensure that you **GET SMART** and reduce the chances of a fire starting in your home. Here are the most common causes of house fires:

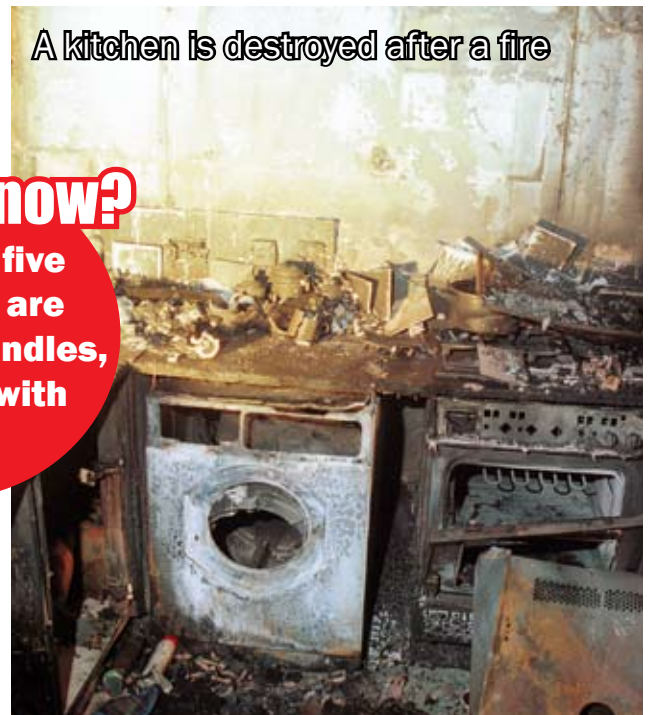
- ! Cooking – including chip pans and deep-frying
- ! Smoking
- ! Candles
- ! Heaters and fires
- ! Overloaded or faulty electrics
- ! Children's curiosity

Home Safety Coordinator for Dorset Fire & Rescue, Phil Burridge, says, "Fires strike when you least expect them, often during the night. They spread quickly and it's the smoke that's the real killer."

"If you are asleep when a fire starts and you don't have a smoke alarm to wake you, your chances of surviving are zero."

If there is a fire in your home **GET OUT!** Call 999 and let the experts put it out.

Don't leave cooking unattended! It only takes seconds for a fire to start. By the time you return, your entire kitchen could be on fire.



A kitchen is destroyed after a fire

Did You Know?

More than five fires a day are started by candles, so handle with care!

Do You Smoke?

Ensure you put your cigarette or pipe completely out. Tobacco is designed to stay lit, which is why cigarettes can so easily start an accidental fire.

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OF HIGH STREET VOUCHERS

What would you do if you woke up one morning to find your home full of water? Your furniture, decorations and other belongings are NOT insured by PHP!

However, we can now arrange home contents insurance at a special affordable rate, via My Home.



My Home
Contents Insurance

affordable rate,
via My Home.

The cover has been designed to help you insure most of your belongings against theft, vandalism and fire.

Premiums start from as little as £1.17 a fortnight (over 60's) and £1.72 a fortnight (under 60's).

For more information, contact your Sheltered Housing Officer or call 0845 337 2463.



Name:

Address:

Postcode:

Tel:

I would like more information about the special home contents insurance scheme YES NO

Spot the eight differences and you could win £25 of High Street vouchers!

Return to: Spot The Difference, FREEPOST PHP

Closing date: 30th November 2008. All correct entries will be entered into a prize draw. Usual PHP competition rules apply: www.yourphp.org.uk/rules.

The National Housing Federation My Home contents Insurance Scheme is a product name arranged and administered on behalf of The National Housing Federation by Jardine Lloyd Thompson Tenant Risks. A division of Jardine Lloyd Thompson UK Limited. Lloyd's Broker. Authorised and Regulated by the Financial Services Authority. A member of the Jardine Lloyd Thompson Group. Registered Office: 6 Crutched Friars, London EC3N 2PH. Registered in England No. 244 2321 96. The National Housing Federation is an Appointed Representative of Jardine Lloyd Thompson UK Limited.

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Improving Your Neighbourhood

Working with you, we have improved your neighbourhood! As a result of annual Estate Tours (or Environmental Visual Audits - EVAs), we've been able to identify areas that needed improving.

At one Sheltered Housing Scheme, Cynthia Close in Parkstone, we replaced the pathways.

As well as this, we've been using funding from the NICE (Neighbourhood Improvements on Council Estates) scheme to make improvements to Sheltered Housing Schemes across the town, including:

- ★ Woodstock Close received **£2,876** for a new patio area and furniture
- ★ Selby Close got **£1,638** to pay for new garden furniture and plants



N.I.C.E Cheque! ...and YOU could say how it gets spent!



Through the NICE Scheme, you can apply for a grant of up to £3000 to make an improvement to your estate.

Contact your Sheltered Housing Officer or call 01202 264422 to find out more and to request an application form.



N.I.C.E - Neighbourhood Improvements for Council Estates