

Life begins at 60

Your guide to Southwark Council's
sheltered housing schemes



Are you independent-minded, over 60 and want to get more out of life?

Have you considered moving into sheltered housing?



Your home, your space, your choice

Southwark's sheltered housing offers the privacy of having your own self-contained flat (a bedroom, kitchen, living room and bathroom) with an attractive residents' lounge where you can meet other residents. There are also communal gardens and a laundry.





"I know the housing officer worries about me"

Safe and secure

An on site Scheme Housing Manager provides daytime support and there is a 24 hour a day pull-cord alarm system in each room. After 4pm on weekends and on Bank Holidays, security checks and emergencies are dealt with by Older Persons Support Workers.



What is sheltered housing?

Sheltered housing is purpose built or specially adapted housing designed for older people, which allows them to live independently as part of the community, but with the additional security of a Sheltered Housing Officer available to call on in an emergency.

All the sheltered housing schemes are different, but in most cases the schemes are made up of a number of self-contained individual flats with communal facilities such

as a residents' lounge with a small kitchen, laundry room and public telephone. Individual flats have an emergency alarm system that can be used to alert the Sheltered Housing

Officer in case of emergency.



Sheltered housing in Southwark

Southwark has a very large diverse community. People from many different cultural backgrounds come to live in our sheltered housing.

Southwark Council ensures that all tenants that live in sheltered housing will be treated with respect, without prejudice or discrimination

"I have always found the housing services very helpful"

Social activities

Sheltered housing schemes have a lively range of social activities for residents. Most schemes have morning or afternoon tea or coffee sessions and games evenings. Most of the schemes have regular social events:

- suppers
- musical evenings
- arts and crafts activities
- keep fit classes
- training courses (e.g. computing)
- organised outings to entertainment venues or places of interest





"All the people I have to deal with are very good"



Sheltered housing services

In many sheltered housing schemes there are additional services for residents:

- hairdresser visits
- weekly shopping scheme
- mobile libraries
- advice, health (GP visits) and financial surgeries
- handyman and gardening service

Guest rooms

A guest room may be available for your relatives or friends to stay during periods of illness, or for people who may have travelling difficulties in visiting you.



Choose the best scheme for you

All residents are different. Some wish to be more independent, others wish to have more activities and other services provided.

Not everyone wants the same from us so each of our sheltered housing schemes is different. You can now choose the right scheme to suit you.



Support in your home

The Sheltered Housing Officer:

- undertakes a daily visit to all tenants - but will not enter your flat without being asked in, unless they believe that you are in need of help
- is available during the day to provide support and advice and is 'on call' at other times to deal with emergencies
- helps to organise social/group activities for residents
- can arrange emergency or temporary help.

You can also receive a visit if you like from one of our out of office hours support workers.

"I have been very pleased with the staff that call."

Help if you are unwell

If you are taken ill or have an accident the Sheltered Housing Officer can call a doctor, get in touch with relatives and organise other services such as meals on wheels.

Helping you to help yourself

The Sheltered Housing Officer will assist residents to form Tenant Associations so that residents can organise activities for themselves, both in and outside the home.



"Whenever I ask for anything to be done it gets done"



The Intercom/alarm system

Each flat in a Sheltered Housing Scheme has an emergency alarm system that can be operated by a pull chord. Residents use this to contact their Sheltered Housing Officer in an emergency.



Living in Southwark

Choose your home

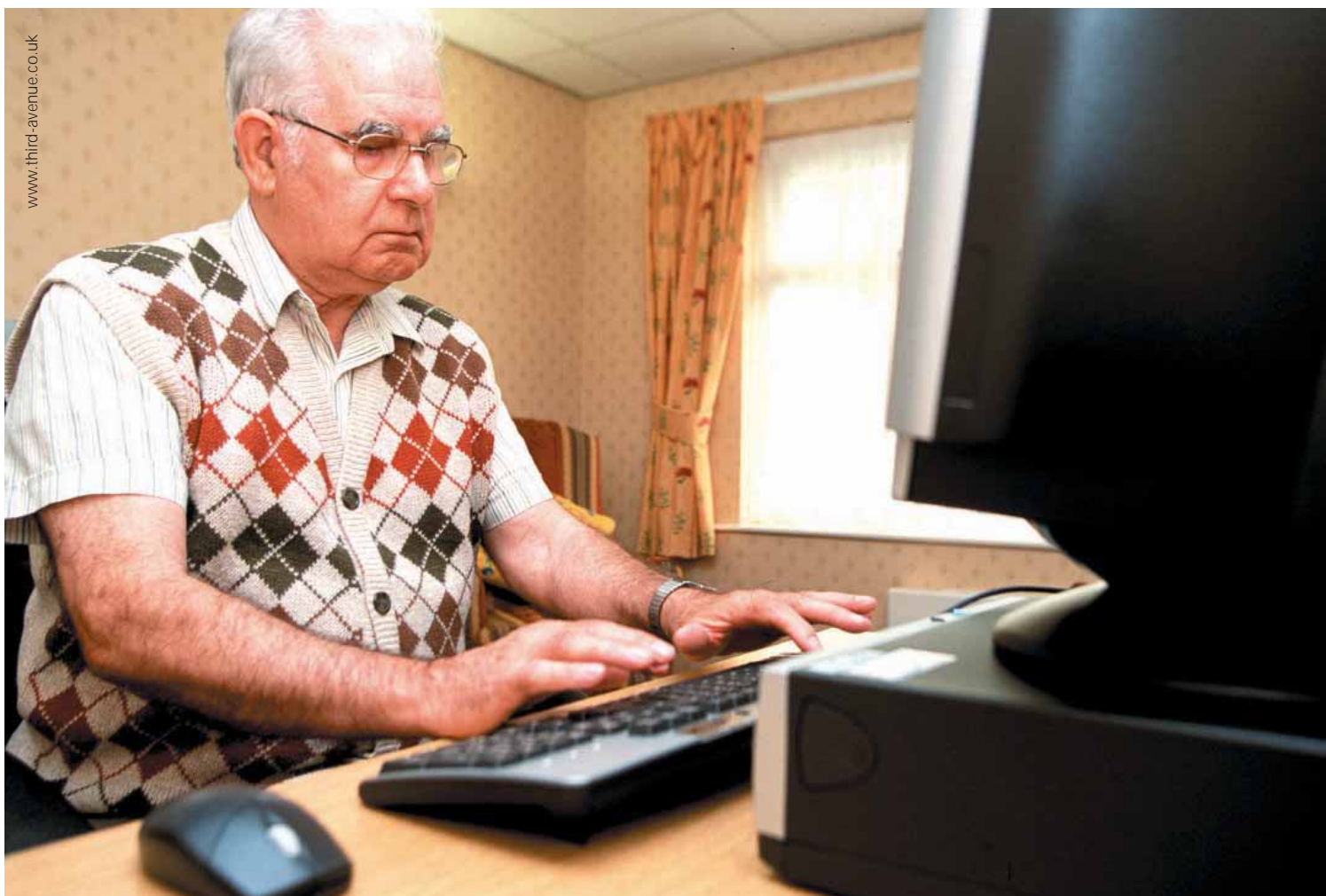
Southwark's Homesearch scheme means that you can now choose your home by bidding from a list of available places. This means that you have more choice over where you live. You can choose the place that best suits you.

Information about available sheltered housing places will be published in the Southwark Homesearch magazine and on the website

www.southwarkhomesearch.org.uk.

Registration

If you decide that you would like to move into sheltered housing you should contact us to place your name on Southwark Council's housing list.



Supporting people

Before you can choose your new home, we will assess you to find out what help you require in order to live independently in your new home. This assessment is carried out free of charge as part of the Government's Supporting People programme.

Bidding for a home

Once you are registered, you will be given:

- a homesearch registration number
- a priority band
- your registration date

You can read more about the housing list and priority bands in the booklet Letting Southwark Homes which you can request from the council, or pick up at any One Stop Shop.

Like at an estate agents, when you see an advertised property that you like, you can bid for it. You do this by calling our bidding hotline on 0845 270 0655, or by bidding online.

Move in

Following the closing date for bids, advertised properties will be offered to the applicant in the highest band who has been in that band for the longest period. Offers are not made on a first come, first served basis but, rather, these will depend on the housing needs of individual applicants.

If you are offered a property, you can go and see it. If it is suitable and you would like to move in, we will arrange for this to happen as soon as possible.



If, however, the property isn't suitable or, for some reason, you do not want to move there, then it will be offered to the second highest priority applicant who placed a bid. You will not be penalised in any way if you choose not to take a property.

We can help you

We can help you register and bid in order to move in to sheltered accommodation.

Contact our Housing Options team:

Tel: 0207 525 5950

Email:

housing.options@southwark.gov.uk

www.southwark.gov.uk

Where to go to access services in Southwark

One Stop Shops

The one stop shop is a drop-in service for anyone living, working or visiting Southwark. Visit one of Southwark's three one stop shops for friendly face-to-face advice, information, help and access to all council and community services.

Each one stop shop has

- a free phone line to all council services
- a wide range of leaflets, forms and information
- free access to the council's website via public access computers and touch screen info points.

Contact

Tel: 020 7525 0000

e-mail:

csc@southwark.gov.uk

Peckham one stop
shop 122 Peckham
Hill Street London
SE15 5JR

Walworth one stop
shop 151 Walworth
Road London
SE17 1RY

**Registering with a doctor (GP)**

Everyone who lives in the UK is entitled to a National Health Service (NHS) doctor (sometimes known as a general practitioner or GP). Your doctor is the first place to go for general health advice and treatment, vaccinations, contraception and maternity services, as well as referrals to more specialist health services.

How to register with a doctor

You can only register with a doctor in your local area. To register as a new patient, simply visit a local surgery and ask to be registered.



When you go to register with a doctor remember to take your medical card with you, which has a record of your NHS number. This number allows your new doctor to see your medical history. If you do not have a medical form, you can still sign up with a doctor.

Free health check

Many doctors will ask you to have a health check before you are allowed to register. It is important to have your health assessed regularly, so please take advantage of this service. You may wish to have your whole family checked out.

What to do if you can't find a doctor who will accept you as a patient All local practices are taking new patients. If you experience any problems registering, contact the Southwark Patient Advice and Liaison Service on 0800 587 7170. They will help you find a doctor.

Registering with a dentist

Everyone is entitled to NHS dental treatment, but you must be registered with a dentist. There are spaces available at NHS dental practices in Southwark.

Find a practice by calling Patient Advice and Liaison Service (PALSS) on 0800 58 77 170.

The Southwark Primary Care Trust (PCT) is responsible for local NHS dental services. You can contact them at:

Southwark PCT
Mabel Goldwin
House 49 Grange
Walk London
SE1 3DY

Tel: 020 7525 0400

NHS Direct

With the right advice and information, lots of non-serious health problems can be treated at home or following a visit to your local pharmacist. If the problem is more serious, you may need to see your doctor or go to hospital. Whatever the problem, the NHS Direct phone service will be able to help. A nurse will listen to the symptoms you describe and advise you what to do. If your problem is very serious, they will connect you to the ambulance service.

You can call the NHS Direct telephone service on 0845 46 47 at any time of the day or night.

Jobcentre Plus

Are you looking for work? Jobcentre Plus can help you find the right kind of jobs: full time or part time, temporary or permanent.

Jobcentre Plus offices offer a fully integrated work and benefit services.

There are three ways to keep in touch with the latest vacancies through Jobcentre Plus. Explore the Jobseekers Plus website www.jobcentreplus.gov.uk, call Jobseeker Direct on 0845 606 0234, or try one of their Jobpoint touch screens in your local office.

How Jobcentre Plus will help you

Expert staff at Jobcentre Plus can:

- tell you about the benefits you can claim
- advise you about the best steps for moving towards work
- discuss the type of work that suits you
- discuss how to prepare for that work.

Your visit should last about an hour and will be in two parts. The first part will focus on your benefit claim. You will also meet your personal adviser who can advise you about work and training.

Work that suits your needs

If you cannot or do not want to work full time, there are other options.

Here are some examples.

- agency work: you could work in a job for a set length of time – usually as part of a particular project or to fill in for a permanent member of staff.
- part-time work: a good way to fit work around other responsibilities while getting money and experience.

- flexible working: sometimes employers will agree to flexible working arrangements. This might mean choosing your start and finish times, or working longer hours on some days so you can take more time off.
- term-time working: being off during the school holidays could be ideal if you have children and they are at school.

Contact

Peckham Jobcentre Plus
24-26 Peckham High
Street London
SE15 5DS

Tel: 020 7805 3000



Day centres

Southwark's Day Centres can help you maintain your independence and lead as full a life as possible. You'll be able to meet and talk to other people whose circumstances may be similar to your own.

You can also take part in a variety of social and leisure activities designed to meet your individual needs. Day centres may also be able to help with personal care.

Contact

Camberwell Day Centre
(Age Concern
Southwark) 4 D'Eynsford
Road Camberwell
SE5 7EB

Tel: 0207 701 9812

Fred Francis Day
Centre 269-281
Lordship Lane London
SE22 8JG

Tel: 020 7525
2980 Fax: 020
7525 2982

Southwark Park Day
Centre 345 Southwark
Park Road London
SE16 2JN

Tel: 020 7237
0732 Fax: 020
7231 7474

Stones End Day
Centre 11 Scovell
Road London
SE1 1QQ

Tel: 0207 403 5336

Older people with a mental
health problem:

Evelyn Coyle Day
Centre 49A Grange
Walk London
SE1 3DY

Tel: 020 7525
3821 Fax: 020
7525 3908

Holmhurst Day Centre
46 Halfmoon Lane
London
SE24 9JX

Tel: 020 7274
6552 Fax: 020
7274 2071

Meals on Wheels

Southwark Council can deliver meals to older or vulnerable people in their own homes.

Meals can be provided on a short or long term basis according to need. The hot meals service operates every day of the year. Every service user will be given a weekly menu from which they can select meals of their choice. The meals are delivered between 11am to 2pm every day.

What types of meals do we deliver?

We can provide meals that meet all dietary needs, such as salads, diabetic lower fat diets. In addition, ethnic meals are also available as well as cultural and religious meals.

How much will I have to pay for both the hot and frozen meals? The standard price of meals is £2.00 per meal including a dessert. This price is subject to an annual revision.

Our standards

We aim to provide good quality food, delivered at the correct temperature, either chilled, frozen or hot. If the meal is unsatisfactory in any way, payment will be refunded.

Contact

If you would like more information and to find out whether you would be eligible for the service, please contact:

Client Services Manager
Welfare Catering Service, Southwark Social
Services Woodmill Buildings, Neckinger
London
SE16 3QN

Tel: 020 7525 3862



Handyperson service

The handypersons service assists Southwark residents over the age of 60 or those with a disability who need help with minor repairs to their homes.



What types of repair can be done?

- rearranging rooms and moving furniture for easier access
- reglazing small windows
- changing light bulbs, fuses and plugs
- hanging or taking down curtains
- putting up shelves, taping down curtains and trailing electrical leads
- minor plumbing and setting thermostats and timers
- unblocking sinks, basins, baths and WCs
- replacing WC seats and tiling (small areas)
- bath, sink and basin sealants
- removing condensation mould and fitting air bricks
- energy efficiency, fall prevention advice or action
- repairing gates, fences, paths and more

(Jobs are restricted to two hours. The handyperson service does not undertake major building work, decorating, electrical wiring or gardening).

How much does it cost?

- if you are in hospital or on Housing Benefit, Income Support, Council Tax Benefit or Pension Credit then you will only pay for materials over £10.
- other clients will pay a labour charge of £10 per hour and for materials over £10.

(For certain items there will be no charge though)

Contact

Home Improvement Agency

9 Blenheim Grove

Peckham

London Borough of Southwark SE15

4QS Tel: 020 7525 6261

Transport services for older people and people with disabilities

If you are aged 60 or over or have an eligible disability and you are a permanent resident in Southwark, you can apply for a freedom pass to help you get around London. The freedom pass is paid for by the council.

The freedom pass enables you to travel free on London's public transport which includes buses, tube, trains, Docklands Light Railway and trams.

How do I apply?

If you wish to apply for a pass you should use the contact details below.

Disabilities

services 151

Walworth Road

London

SE17 1RY

Tel: 020 7525 2141

Fax: 020 7525 2317



Libraries

It's completely free to join any of Southwark's twelve public libraries. Anyone can join - you don't even have to live in Southwark!

To find out more about library service, facilities, clubs and activities contact Southwark libraries on 020 7525 2000.

How to join Southwark libraries

Simply fill in a library joining form, which you can download from the Southwark Council website www.southwark.gov.uk or pick up at your local library.

Once you've joined, your membership card can be used in all of Southwark's libraries so there's no need to join each one separately.

Contact

Southwark Libraries, Environment and
Leisure 15 Spa Road
London
SE16 3QW

Tel: 020 7525 2000 Fax: 020 7525
1568

southwark.libraries@southwark.gov.uk

Other helpful organisations

Health and Social Care Services

We work to improve the health and wellbeing of local people, providing a service that respects and responds to the diversity of our communities.

Older people's services (north)

Woodmill Building Neckinger
London SE16 3QN

Tel: 0845 600 1287 Fax: 020 7525 3425

Older people's services (south)

4 Heaton Road
London SE15 3TH

Tel: 0845 600 1287 Fax: 020 7525 4606

Age Concern Southwark

224/236 Walworth Road London
SE17 1JE

Tel: 020 7701 9700
acs@ageconcernsouthwark.org.uk

North Southwark Healthy Ageing

Centre 95 Southwark Park Road
London SE16

Tel: 020 7252 1916

South Southwark Healthy Ageing Centre

St Antony with St Silas Community
Centre Merttins Road
London SE15 3EB

Tel: 020 7732 2254

Black Elders Mental Health
Project 4 D'Eynsford Road
London SE5 7EB

Tel: 020 7701 9812

Mentally Frail Elders Day
Centre 4 D'Eynsford Road
London SE5 7EB

Tel: 020 7701 9812

Bede Learning Disabilities
Services Bede Centre
Abbeyfield Road
London SE16 2BS

Tel: 020 7237 8930

Citizens Advice Bureau

The Citizens Advice service provides information and advice to people who live, work or study in the borough of Southwark on a wide variety of subjects including welfare benefits, consumer matters, debt, housing, employment, immigration & nationality, the law, relationships and tax.

Peckham Citizens Advice Bureau
97 Peckham High Street
London SE15 5RS

Tel: 0870 121 2016 Fax: 020 7732
2497

Bermondsey Citizens Advice
Bureau 8 Market Place
Southwark Park Road
London SE16 3UQ

Tel: 0870 121 2016 Fax: 020 7231 4410