

# Chapter 17:

## Supported housing

(housing for elderly people)

We manage and provide accommodation specifically designed for elderly people and people with a disability so that they can live independently with support from a scheme manager.

We assess people's eligibility using conditions set by Haringey's social services which take into account your support and accommodation needs. All people living in supported housing must have an assessed need for support. Age on its own is not the only condition for being offered supported housing.

You (or somebody you know) can ask for an assessment to find out if you are eligible for supported housing. You can ask for an assessment form using the contact details below, or you can fill in the on-line form at [www.homesforharingey.org](http://www.homesforharingey.org)

If you are a council tenant giving up family-sized accommodation and moving into a supported housing scheme, you will be eligible to claim the under-occupation cash incentive and other help with your move. For more details about this scheme, please see chapter 15.

We are responsible for the day-to-day tenancy management issues such as collecting rent, dealing with neighbour disputes and so on for tenants in supported housing. Social services will provide the support service to tenants in supported housing. This includes providing meals on wheels, care packages, daily checks on residents and so on.

There are several options open to tenants.

- Sheltered housing
- Community good neighbour housing
- Seaside and country homes

## Sheltered housing

We have sheltered-housing schemes throughout the borough. Most tenants are aged 55 and over, but we may consider younger people depending on their circumstances.

The aim is to help you live in your own home safely and independently for as long as possible, with support provided if necessary by the scheme support manager or through the community care services. With your agreement, we will call you every day to make sure you are alright.

Sheltered-housing schemes have a scheme support manager based on the site to provide support and advice and refer you to other services as necessary.

### **About the accommodation**

All flats are self-contained with central heating and a secure entry-phone system connected to the 'Safe and Sound' community alarm system. This allows you to call for help at any time. There are some shared areas, such as a garden, a lounge for social activities, and laundry facilities.

Some sheltered schemes are 'key schemes' and have groups of tenants from specific ethnic communities. The scheme support manager will often be from the particular community represented, and social activities and events reflect the group's culture and interests.

At the moment there are schemes for the African and Caribbean, Chinese, Greek and Asian communities. You do not have to be from a particular ethnic group to live in a key scheme, you just have to feel comfortable with that culture.

### **Community good-neighbour housing**

We have community good-neighbour schemes throughout the borough. These schemes are for more active older people. The properties vary and include low-rise flats, self-contained flats or bungalows with their own small garden or a shared garden.

They are also connected to the 'Safe and Sound' community alarm system. A scheme support manager, based at a nearby sheltered-housing scheme, will provide support and advice, and refer you to

other services as necessary. This is to help you live in your own home safely and independently for as long as possible. With your agreement, we will call you every day to make sure you are alright.

## Seaside and country homes scheme

This scheme is specifically designed for elderly people who want to move out of London. The scheme includes over 3000 homes (two-bedroom bungalows and one- and two-bedroom flats), mainly on the south and east coasts of England.

If you are giving up family-size accommodation, a move may be quicker and you will be eligible to claim the under-occupation cash incentive.

To be eligible, you must be:

- fully retired from work;
- of pension age (currently 60 for women and 65 for men); and
- reasonably active.

Waiting times vary depending on where you want to move. We can help you with moving arrangements. For more information, please contact your local Customer Services Centre or supported housing assessments team (contact details are below).

## The Safe and Sound alarm system

The Safe and Sound alarm system is available to elderly people living in ordinary accommodation throughout the borough. Safe and Sound is a 24-hour service we run for residents who are elderly, disabled or otherwise vulnerable and may need help at short notice. If you are a carer looking after a vulnerable person, you may also be entitled to receive this service.

We will give you a special machine that attaches to your phone and a pendant that you can wear. If you need help at any time, you simply press the button on your pendant or machine and a signal will

be sent to our control room from where a member of our staff will be able to speak to you and organise immediate help if necessary.

There is usually a small weekly charge for this service, but we may be able to prove it for free if you are getting Council Tax Benefit or Housing Benefit. For more information about this service, please contact Safe and Sound on **020 8489 2365**.

## More information

If you are a council tenant, aged 55 or over or with a disability and would like more information about housing for elderly people, phone the call centre, visit our website or contact your local Customer Services Centre.

### Supported housing assessments team

Phone: 020 8489 2367

Minicom: 020 8881 0851

E-mail: [supportedhousing.olderpeople@haringey.gov.uk](mailto:supportedhousing.olderpeople@haringey.gov.uk)

You can get an information leaflet *A guide to supported housing for older people and people with disabilities in Haringey* which you can get from Customer Services Centres, housing offices, day centres, drop-in centres, libraries, health centres and clinics, community and cultural centres, Age Concern, and from the 'Leaflets and other publications' section on our website at [www.homesforharingey.org](http://www.homesforharingey.org)

