

shelterednews

Welcome to the 5th edition of Sheltered News.

I hope that by the time you receive this we will have had some summer. What was summer like when you were young? Did the sun shine everyday? What did you get up to? Please let us know so that we can write an article for the next edition.



What are all these children doing?

Every secondary school has to deliver the Government's initiative called "Every Child Matters"

Whitefriars Customer Involvement Team were approached by the Positive Contributions Group at Caludon Castle School and asked to discuss what the children could do in the community and came up with the idea of visiting some of our sheltered blocks. The visits, by the twelve year olds have been a great success. One of the groups made cakes and brought them along to the scheme.



They didn't last long and were greatly appreciated by the residents. Another group have been singing and we have also had bingo and games.

If your scheme has not arranged a visit and you would like one please speak to your Scheme Manager.

This is a great way to introduce the young people to inter generational work and hopefully dispel some of the myths older people have around younger people and vice versa.

Distraction Burglary

Make life difficult for the distraction burglar...!

Community Safety Team's top-tips to combat distraction burglary.

Some burglars can try to trick their way in to your homes stating that they are from the water, gas, electricity company or the local council.

A caller advising you that they are "from the water board" is popular ruse. Callers may also ask for a glass of water, request to wash their hands or claim to have lost a pet. Distraction burglars will try to use any story they can to get in to a property.

Distraction burglary can be undertaken by young or old people (even children), male or female, and those undertaking it can work alone or in teams, often targeting the elderly.



The following tips will help strengthen your defences against the distraction burglar, and help you to feel more secure in your home.

- **STOP!** Are you expecting anyone? Do they have an appointment? Make sure your windows and doors are locked - some thieves can work in pairs, with one sneaking in the back door while you're talking at the front. If you don't want to talk now, ask them to make an appointment to come back later when someone else is around. Genuine callers won't mind. If in doubt, keep them out, particularly if you're on your own.
- **CHECK!** Always ask for an ID card, and check it carefully. Close the door and check using a phone number from the phone book or a relevant bill, not the one on the card. Telephone Severn Trent Water on 0800 783 4444, to check you caller is genuine
- **REMEMBER!** Water BOARDS no longer exist!
If callers mention the word 'BOARD' - the advice is to dial 999.

If you are suspicious, report the incident to the Scheme Manager or the Police if they are not on duty. You may help prevent a crime, or stop a burglar in their tracks.

Supporting People



Supporting People funding has been with us now for six years. During this time we have met all the requirements set out in the guidelines and successfully maintained funding from the local authority to deliver housing related support to you.

Last year the Government introduced a new monitoring tool. This is called **Outcome Monitoring**.

It is important that we are able to see the successes being achieved and that Service Users' needs are being met. We do this by monitoring outcomes achieved. There are 5 key outcomes that we have to report on and within these are more defined indicators.

Achieve Economic Well Being:

- Maximising Income
- Managing Debt
- Obtain/ Participation in Paid Work



Enjoy & Achieve:

- Participation in Training/ Education leisure/ cultural/ informal learning
- Participation in day time activities
- contact with services/ friends/ family

Be Healthy:

- Better manage physical health
- Better manage mental health
- Better manage substance misuse
- Better manage independent living as a result of assistive technology/aids & adaptations



Stay Safe:

- Maintain accommodation & avoid eviction
- Comply with statutory orders
- Better manage self harm
- Avoid causing harm to others
- Minimise harm/ risk of harm from others

The Support Plan that we produce with you and review regularly tells us if we are meeting these outcomes. With the help of the Sheltered Housing Forum Group we have revised our Support Plans and can now extract (anonymously) the information required.

The government uses all the outcomes collected from providers of housing related support across the country to ensure that the funding is being allocated to those vulnerable groups that need it.

Gathering this information also ensures that, as a provider, we are meeting the needs of our customers.

With this edition of Sheltered News we are introducing a Supporting People -Factsheet. This will be produced on a regular basis and will keep you informed about changes within Supporting People services and how they are delivered.

Just for laughs

Pizza Pie

While working at a pizza parlour I observed a man ordering a small pizza to go. He appeared to be alone and the cook asked him if he would like it cut into 4 pieces or 6. He thought about it for some time before responding. "Just cut it into 4 pieces; I don't think I'm hungry enough to eat 6 pieces."

Talking Clock

While proudly showing off his new apartment to friends late one night, the drunk led the way to his bedroom where there was a big brass gong. "What's that big brass gong for?" one of the guests asked. "Why, that's the talking clock" the man replied. "Watch", the man said, giving the gong an ear-shattering pound with a hammer. Suddenly, someone on the other side of the wall screamed, "F'gosh sakes, you idiot, it's 2am in the blankety-blank morning!"



Turtle Jump

Deep within a forest a little turtle began to climb a tree. After hours of effort he reached the top, jumped into the air waving his front legs and crashed to the ground. After recovering, he slowly climbed the tree again, jumped, and fell to the ground. The turtle tried again and again while a couple of birds sitting on a branch watched his sad efforts. Finally, the female bird turned to her mate. "Dear," she chirped, "I think it's time to tell him he's adopted."



Dont Forget

This is your newsletter, and your input is very important to make it a success. If you would like to contribute in any way, talk to your Scheme Supervisor or call Glynis Cook on 76210016. We will be very pleased to advertise your social and fund-raising events to tenants in all our sheltered schemes.