



Sheltered Housing

Information for new BCOP residents



What does your tenant support officer do?

Tenant support officers (or TSO's) are employed by BCOP to ensure, as far as possible, the safety and well being of residents supporting residents to enjoy assisted independence within the scheme. They are in regular contact with residents with personal visits, meetings and activities which enables them to monitor residents' needs.

At all other times, the schemes are covered through the pull cord system, monitored by a 24 hour, 7 days a week call centre.

Each resident will complete a support plan with their tenant support officer to assess their individual support needs. This will identify the amount of visits/contact and type of support you require. BCOP staff carry identity cards and are happy to show them. If someone you do not know calls and claims to be from BCOP, you can check if they are genuine by asking to see their ID card or calling head office.

Our tenant support officers are pleased to offer help and advice in any situation – you don't need to wait for an emergency. If they're unable to help they will be able to refer you to someone, or an agency, who can. If a resident falls ill, and seeks help via the pull cord system, the tenant support officer or call centre operator will contact medical services and/or a relative (unless instructed otherwise by the resident). If a residents illness results in them becoming incapacitated, the tenant support officer will call in adult social care and/or relatives.

The tenant support officer is responsible for the building as a whole including the communal facilities and making sure that fire and safety regulations are observed.

What a tenant support officer doesn't do

- We won't ever get involved with your money, going to the bank or withdrawing cash. We will not act as Power of Attorney (POA) or as a financial representative.
- We do not go shopping for residents
- We do not deliver personal care, such as helping with washing or dressing
- We don't administer medication
- We don't do cleaning or cooking for residents

If you need help with any of these things, the tenant support officer can advise who to contact.



What is expected of residents?

- Please leave any facilities (e.g. shared toilet and bath/shower rooms, kitchens and the laundry room) clean and tidy.
- Keep everyone on site safe by reading and following the advice in our safety leaflets.
- Keep the pull cord in your home hanging freely at all times, and wear your pendant if you have one
- If you are going away please inform your tenant support officer or the call centre
- Don't allow entry to the site to anyone except your guests.
- Please ensure that your guests behave in a way that does not cause nuisance for other residents.

Opportunities for getting involved

Resident involvement starts with signing and keeping a tenancy agreement, paying rent regularly, caring for your home, reporting repairs and being a considerate neighbour.

Your tenant support officer will:

- Encourage residents to be involved in social events
- Assist with social events
- Help to arrange activities for common support needs
- Encourage you to be a part of our Tenant Scrutiny panel
- Listen and respond to any suggestions you may have.

How can relatives help?

It is helpful that relatives provide support to people who move into sheltered housing wherever possible. The tenant support officer will try to involve relatives in the scheme and keep them informed of the resident's health and well being if the resident has requested this.

Practical examples of areas where relatives can help include:

- Responding to emergency calls from either the tenant support officer or the control centre
- Let the tenant support officer know when you're away and who the alternate contact will be
- Helping with meals
- Paying bills
- Giving medicines
- Collecting pensions and/or prescriptions
- Help with regular shopping
- Helping with internal decoration and cleaning
- Keep the front entrance clear for ambulances



We encourage all relatives to sign up to our quarterly BCOP newsletter - ask your tenant support officer to add you to our mailing list

Out of hours support

During evenings and weekends the call centre covers the scheme through the pull cord intercom system, which is BCOP's 24 hour alarm system.



If you need assistance during this time you can pull the cord and speak to the call centre who will provide reassurance and contact other services, friends and / or family as necessary. If there is an emergency situation they will contact the emergency services and your next of kin.

Pull cord system and pendants



Residents can pull cord this for assistance at anytime. During office hours, if the tenant support officer is unavailable the call will go through to call centre who will help. Please ensure your pull cord is left hanging at all times. The tenant support officer will test these periodically to make sure they are working.

Pendants – Some tenant support officers are able to offer pendants to very vulnerable residents depending on the type of equipment on the scheme. These work the same way as the pull cord but it is a button you wear round your neck/wrist. This will be tested regularly by your tenant support officer.

Communal facilities

The following facilities are available in some or all of the residential schemes:

- **A communal lounge and kitchen** – for use by all residents and their visitors. Most schemes run some regular social activities such as coffee mornings or bingo which are held in the lounge. We encourage resident involvement and participation, and even to run these sessions. Sometimes the lounges are also used for social events by other organisations who do not have their own lounge. Lounges may sometimes be used for residents' private functions and we ask that these are booked in advance through your tenant support officer.
- **Laundry Rooms** – residents are responsible for their own laundry and facilities that are provided within the schemes.
- **Library** – some schemes have a small reading library / reading area for use by the residents. Ask your tenant support officer about large print or audio books if you'd like these.
- **Guest Rooms** – Some schemes have a guest room available for visiting friends and relatives. These can be booked in advance through the Tenant Support Officer for a reasonable nightly charge.
- **TV Licenses** – Some schemes qualify for a concessionary television license, which currently costs a small amount per unit per year. Our tenant support officer collects this money. She/he will be able to tell you if you are eligible for this. If you are over 75 years of age you are eligible for a free license. (you'll will need to show us proof of your National Insurance number to do this).

Safety and security

We want your home to be comfortable and safe for you.



Safety

Please read the information leaflets we provide about safety (fire and fire doors, electrical, asbestos, water and damp & condensation). These are on our website and in your tenant pack.

There will be a fire procedure to follow at each scheme, which your tenant support officer will discuss with you.

Health and safety information is displayed on our H&S notice board.

Door entry systems and security

Please make sure that the door locks behind you. Never leave the entrance door or gate propped open (if there is a locked gate on your site). Try not to allow people who do not live in the scheme to follow you in.

Visitors should press the button for the flat they are visiting or press the call button that will direct them to the call centre, who can then make the decision if they should enter the building. If someone calls the intercom system at the front door, the resident needs to ask who it is before letting them in.

If your site doesn't have a door entry system, please ensure that you know who is at your front door before you open it.

Pets and visiting animals

Residents are allowed to keep fish, caged birds, small caged animals and other domestic pets if under proper control. However, animals such as cats and dogs are not allowed in flats having communal entrances, staircases or lifts unless otherwise agreed by the BCOP at the start of your tenancy.

- You are responsible for any animal in, or visiting your property, which must not cause any annoyance, or nuisance, including frightening and endangering other people.
- Dogs must be accompanied by the resident, or a responsible member of the household, and kept on a lead in communal areas.
- You must comply with any signs displayed on a grassed open space, which prohibit or regulate fouling and not allow your pet to foul or soil any other communal areas. You must also clean up any fouling by your pet.
- You and any person living in, or visiting the property, must keep any animal in their care in a responsible manner and under proper control at all times.
- You must not keep any livestock. Examples of which are (but not limited to) horses, donkeys, goats pigs, cattle, ducks, geese, chickens, or pigeons at the property without BCOP's written consent.
- Any pets and animals that you keep in your home must not cause damage to your home and/or a nuisance to your neighbours and/or their lawful visitors.



Our support planning process

All residents will have a plan which is regularly reviewed to ensure that they are getting the support they need. It is completed and agreed with you and the key features will be explained. You can ask us to provide a copy at any time.

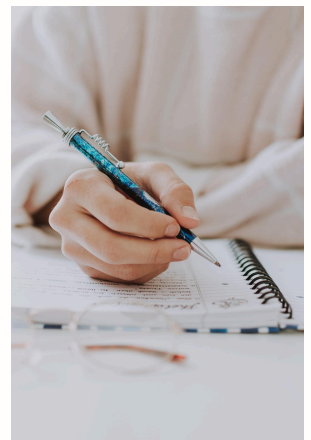
Our tenant support officers will work with other outside agencies to help meet your support needs. These arrangements will be made with your agreement.

We are aware some people will want to move into sheltered accommodation before they have a specific or immediate support need. A support plan helps to track how you are managing and whether you need support to maintain your independence because needs may change over time.

Our tenant support officer will need to regularly reassess residents support plans.

Your support plan

Your individual plan is a confidential document, which we complete and agree together. It will look at areas of your life and how satisfied you are with them. Our tenant support officers then explore if some support with a particular issue e.g. isolation, benefit maximisation, health and wellbeing, would improve your overall satisfaction with your life.



Frequently asked questions about support plans

Why do I need a support plan?

We want to help you to live the best life possible. We will look for ways to improve your satisfaction levels with things like health and wellbeing, loneliness, finance, maintaining friendships and family connections etc.

How often do I need a plan?

Together we will complete your plan when your tenancy begins and then it will be reviewed at least every 6 months. If your circumstances change or you would like to discuss your plan at any time, please let your tenant support officer know.

Is my plan confidential?

Your Support Plan is confidential, which means other providers such as social services will only be contacted if you agree to us doing so. We only share information with others when you agree we can unless your safety, or someone else's safety is at risk.

You can ask for a copy of your support plan.

Who will complete my Support Plan?

A BCOP tenant support officer will complete your Support Plan with you.

If you need help in putting your point of view across you can ask a friend or relative to be with you.

Compliments, comments and complaints

At BCOP we try to be responsive and provide excellent care and customer service for our tenants.

Letting us know about something that's great

If you feel that you have received excellent customer service, please let us know by sending in a compliment. You'll can complete a form on our website or talk to your tenant support officer. We love getting positive feedback.

Letting us know about something you'd like improved

Sometimes things can go wrong. We need the opportunity to put things right, so please contact your tenant support officer or the housing manager who will then contact you and agree a resolution. If you are still unhappy with this resolution, or you would like to raise a complaint you have the opportunity to go through our complaints procedure.

Raising a formal complaint

If you'd like to raise a formal complaint, please complete our online form on our website, download a form and email this back to us or you can telephone our support office on 0121 459 7670 and we will be happy to fill in a form on your behalf.



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