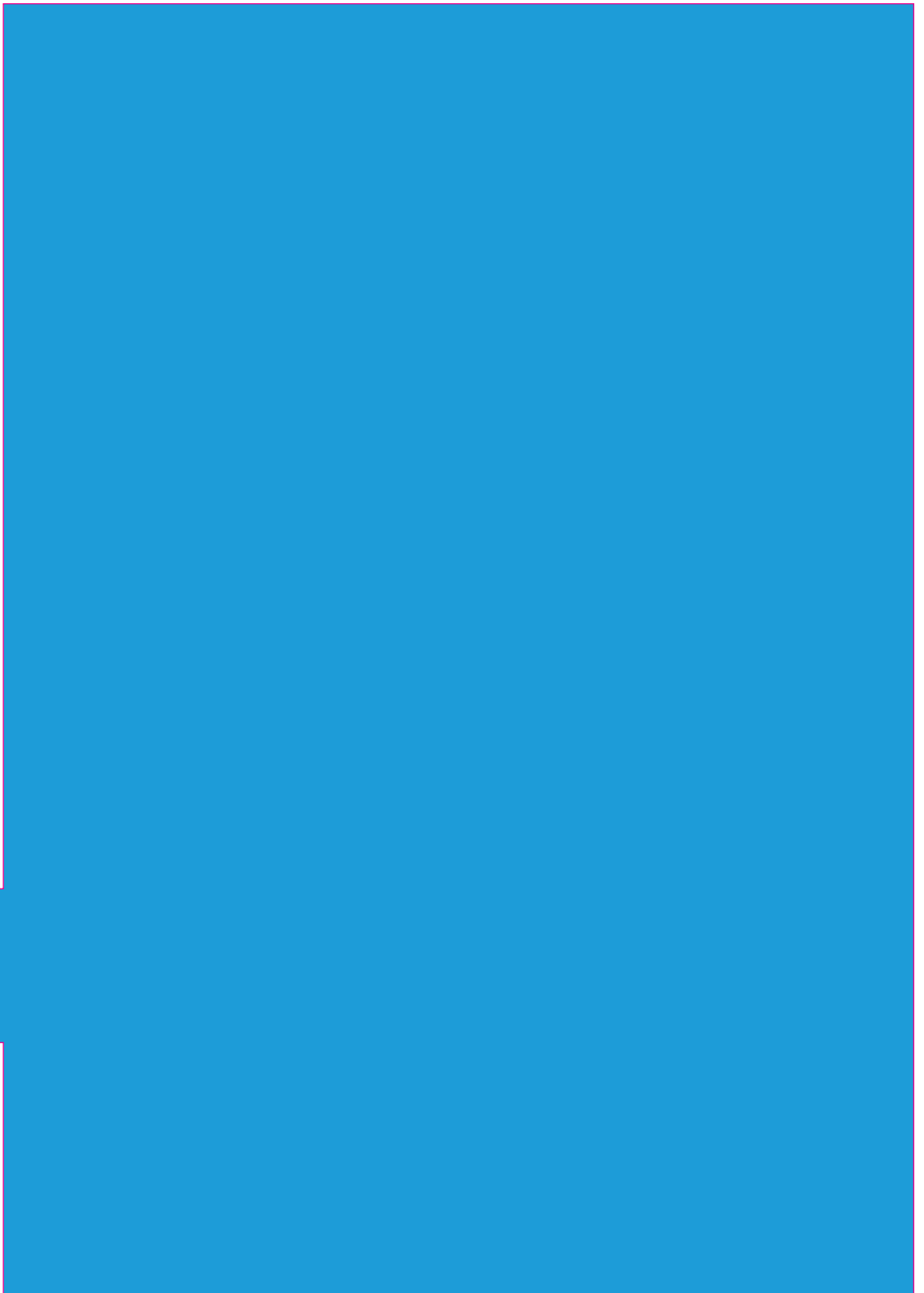


Independent living

- Aids and adaptations
- Assisted gardening scheme
- Sheltered accommodation



Independent living

Aids and adaptations

If you, or a member of your family, are disabled or have mobility problems, we can help with equipment and adaptations to your home to make it more suited to your needs.

All requests for aids and adaptations for over 18s must be made to us by **Adult Care Services** at Hertfordshire County Council.

To arrange an assessment from them, please call **0300 123 4042**.

For requests for under 18s, contact Herts Community NHS Trust's **Children and Young People's Integrated Therapy Service** on **01923 470 680** or **hct.cyptherapies1@nhs.net**.

If a referral is made to us for an aid or adaptation to be installed in your home, we will write to tell you what work has been suggested and approximately when we will be able to carry it out.

One of our surveyors will then need to visit your home to check if the work is possible.

Examples of an aid or adaptation include:

- ramps
- stair lifts
- wet rooms

Our aids and adaptations policy can be found on our website **www.welhat.gov.uk/policies**.

Grab rails

We can provide grab rails and extra banister rails free of charge to tenants that require them. Contact the **Housing Maintenance Team** on **0800 111 4484** or **housingmaintenance@welhat.gov.uk**.



Independent living

Assisted gardening scheme

If you are an older or vulnerable tenant unable to maintain your garden we may be able help you with this.

To find out more about the scheme and eligibility for it, phone **01707 357 796** or email **neighbourhoods@welhat.gov.uk**.

What help is available:

Grass cutting

- your grass will be cut once a month between March and October
- when the grass is cut in March, the contractor will deliver a card with planned cutting dates for the rest of the year
- front and back gardens will be cut with a mower
- obstacles will be strimmed around
- footpaths will be blown clear of any cuttings
- grass cuttings are not collected

If your grass is not cut on the dates given or access was not available:

- a card will be left to say that an attempt had been made to cut the grass
- they will return the following Friday

- if a card has not been left but you are sure your grass has been missed contact us on **01707 357 000** within five working days

Hedge cutting

- hedges will be cut twice per year (in June/July and September/October)
- hedges in both the front and back gardens will be cut
- the cut is on both sides and top
- if it is a party hedge we will just cut your side and the top
- if the hedge borders a council-owned open space, both sides will be cut
- growth will be removed to the point of the previous cut
- if the hedge requires more cutting you will be expected to take responsibility for organising this



Independent living

Sheltered accommodation

Sheltered housing

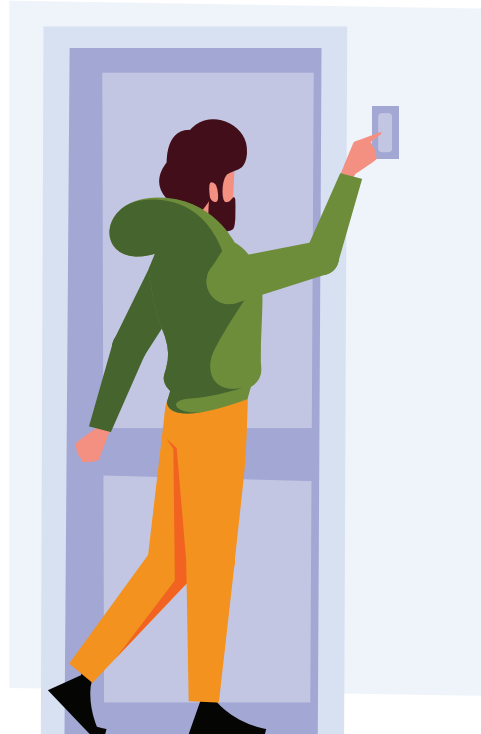
This type of housing is self-contained accommodation and enables residents to live independently while having access to an Independent Living Officer, a Mobile Warden and a 24-7 control centre. Our schemes are usually reserved for people over 60 or those with other support needs such as a disability.

Independent Living Officers and Mobile Wardens

The Independent Living Officer's role is to enable residents to live independently and to help them access any extra support they need.

Independent Living Officers do not provide care directly themselves, nor can they help with 'day-to-day' activities like shopping or housework. However, they have excellent contacts with health and support organisations and are well placed to arrange help for residents.

The Independent Living Officers also act as a vital link between residents and their Neighbourhood Officer.



A team of Mobile Wardens provide cover for all sheltered scheme residents when the Independent Living Officers are off duty, as well as Community Alarm clients living in the borough. Mobile Wardens are available 24 hours a day, every day of the year for emergencies via the emergency alarm system.

Independent living

Scheme options

Sheltered housing schemes

These have an Independent Living Officer working on site during office hours. Many of these schemes have been built specifically for older people and have facilities such as laundries, guest rooms and communal halls.

Neighbourhood schemes

These have an Independent Living Officer working from within a group of flats/bungalows while also providing a service to homes outside the central group. Some of these schemes also have communal facilities.

All homes within our schemes are connected to our emergency alarm system, which operates 24 hours a day, every day of the year.

How to access sheltered housing

To access sheltered housing, you need to apply to the **Housing Needs Register** (waiting list). Once you have registered for housing you will be able to view and bid for available properties within our schemes. Please see our website www.welhat.gov.uk or call **01707 357 000** for more information.

Extra charges

These services are paid for by the council, with a contribution from people living in our sheltered housing schemes. This contribution is in the form of a service charge.

All new residents (including council tenants who are moving from general needs housing) are charged for the services on offer from the **Independent Living Service**.

You are exempt from the service charge if:

- You were already living in supported accommodation in April 2003.
- You transferred to a new home in a sheltered scheme and your first sheltered tenancy started before 7 April 2003.

If you are in receipt of any amount of housing benefit or have limited income, you may be entitled to support with the service charge. Please contact the **Benefits Team** on benefits@welhat.gov.uk or by calling **01707 357 000**.