



SUPPORTED HOUSING

A guide to Dartford Borough Council's
Supported Housing schemes

DARTFORD
BOROUGH COUNCIL

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"I am delighted to recommend this guide to Dartford Borough Council's 14 Supported Housing Schemes. It is comprehensive in detail and easy to read. The Council is very proud of its wide provision of Supported Housing, spread fairly evenly around the Borough. Because of this it is likely there will be a Scheme available in an area convenient to you and, maybe, your family and meets most of your preferences. The Council is committed to providing the very highest standard of supported accommodation to its tenants when, due to advancing years, they come to seek a more relaxed and secure home life within a friendly, established community. This guide will, I am sure, be a great help to you in making what will, undoubtedly, be a very important decision when that time comes."

Councillor Pat Coleman

Special Advisor for Housing

Introduction

If you are considering downsizing by moving into our supported living accommodation, please take a moment to have a look through the following pages, to see all that we can offer you.

We know that moving home is a daunting prospect for most people; but if you feel that you want to be closer to your family, or that you don't want to have to tackle those stairs any longer, supported housing may be for you.

This brochure provides specific details about each of the Council's supported housing developments as well as a full overview of the supported housing service, which is at the back of the brochure.

Each of Dartford Council's 14 supported housing developments has been specifically designed to provide privacy and independence, but with the added comfort of security. Our residents lead busy, independent lives, just as they would anywhere else, but with plenty of opportunities to get to know neighbours and to make new friends.

The aim of our support service is to ensure residents sustain their tenancies and retain their independence, in a comfortable setting where they feel safe and secure. This brochure highlights the main benefits of living in a supported housing scheme, as well as some of the regulations that are necessary for the safety and comfort of all residents.

We deliver our support service through a flexible team of fully trained Supported Housing Officers (SHO's). Our staff have been specifically chosen for their professional skills and expertise, and any member of the Supported Housing team will be happy to help or advise you. Personal information will always be treated in the strictest confidence.

Our SHO's provide our residents with housing-related support. This helps you maintain your tenancy. Our SHO's also ensure the safety of the communal areas of the buildings in which you live, and have been trained to deal with all kinds of emergency situations, so can be relied upon to immediately contact the relevant party, whether that be your relatives, a doctor, Social Services or an ambulance.

The SHO role is a busy one, so SHO's are unable to run errands or provide care for residents on a day-to-day basis. Nor will they get involved in activities such as collecting shopping, pensions or prescriptions. The SHO is always happy to arrange help with specific tasks in an emergency, but families are always the first point of contact for your continued care and welfare.

When you move to Supported Housing, your SHO will not replace the existing contact you have with your family and friends - they will enhance it.

If you do not have any family who live near you, with your permission your SHO can make a referral to Social Services, who may be able to provide you with a package of care to help you with the personal tasks you can no longer manage on your own.

Alamein Gardens

Stone, Dartford, Kent DA2 6BW

This scheme consists of bungalows and flats, all of which come with a housing related support service provided by a supported housing officer, and the scheme also benefits from a 24 hour lifeline service when the supported housing officer is off duty. The scheme is set within a popular estate which is conveniently located in Stone. These properties benefit from ample off road parking, and the flats have the added security of a door entry system. Residents' communal facilities include substantial landscaped grounds, a large lounge with separate kitchen area for social meetings and activities, as well as a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and can work for up to 15 hours a week. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stop, from where you can get buses to Dartford, Bluewater and Gravesend, is in London Road, a short walk away.
- The nearest NHS dentist is located on The Brent, where there is also a private dentist. There are two doctors surgeries nearby, one in Wood Terrace at Horns Cross which is just off the London Road, and the other in Pilgrims Way, off Watling Street.
- The nearest supermarkets are Sainsbury's and Waitrose in Dartford Town Centre, or Asda at Greenhithe.
- The main Post office is in Dartford town centre but there is also a small Co-op at Horns Cross in London Road that has a sub Post Office.
- The rubbish is collected weekly on Wednesdays, with recycling (including glass) being collected fortnightly, also on Wednesdays.



ANY OTHER INFORMATION RELEVANT TO ALAMEIN GARDENS:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- There is a Mobile Library that comes fortnightly on a Thursday. Every other month, the Estate Officers hold a Surgery in the Alamein communal lounge, where a weekly coffee morning is also held on a Wednesday. There is also a scheme library from which you can borrow books, magazines and videos.
- This scheme has a prescription delivery and collection service, provided by the local pharmacy.



Crusader Court

Keyes Road, Dartford, Kent DA1 5EG

Crusader Court is an enclosed scheme consisting of 48 flats, with a lift to upper floors, all of which come with the added benefit of a housing related support service provided by a supported housing officer, and the scheme also benefits from a 24 hour lifeline service when the supported housing officer is off duty. The scheme is set in a popular area of Dartford, close to the Town Centre, and also near to a small local shopping centre. This scheme benefits from an amply sized car park to the front of the scheme, with the added security of a door entry system. Residents' communal facilities include a secure inner courtyard garden with pond and fountain, a large lounge with separate kitchen area for social meetings and activities, as well as a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and can work for up to 15 hours a week. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stop, from where you can get buses to Dartford, Bluewater and Gravesend, is opposite Temple Hill Square shopping centre.
- The nearest NHS dentist is located at the top of St Vincent's Road, and the nearest doctors surgery is in nearby St Edmunds Road.
- The nearest supermarket is the Co-op which is located in Temple Hill Square; there is also a Sainsburys in Dartford town centre.
- The Post Office is in Dartford town centre.
- The rubbish is collected weekly on Wednesdays, with recycling (including glass) being collected fortnightly on Wednesdays as well.



ANY OTHER INFORMATION RELEVANT TO CRUSADER COURT:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- There is a card shop in Temple Hill Square where you can have your letters weighed and buy stamps so that you do not need to travel into town for the Post Office.
- There is also a chiropodist located inside the hairdressing salon on Temple Hill Square.
- This scheme has a prescription delivery and collection service, provided by the local pharmacy.
- Crusader Court has a guest room, which visitors can use for a small nightly fee.



Elizabeth Court

Bennett Way, Darenth, Kent DA2 7JT

Elizabeth Court is an enclosed scheme consisting of 43 flats, with a lift to the upper floor, all of which are eligible for the Council's housing related support service. A supported housing officer visits on a daily basis, Monday to Friday, and the scheme also benefits from a 24 hour lifeline service when the supported housing officer is off duty. This scheme is set in a rural area of Dartford and has a dedicated car park to the front of the scheme, with a secure door entry system.

Residents' communal facilities include landscaped grounds, a large lounge with separate kitchen area for social meetings and activities, as well as a fully equipped laundry (for which there is a weekly service charge).

Applicants should be aged 55 years or older, and are able to be in full time employment. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stop, where you can get buses to Dartford, Bluewater and Swanley, is Green Street Green Road, which is a few minutes walk away.
- The nearest NHS dentist is located in Sutton-At-Hone, however by bus the easiest dentist to travel to is in Dartford town centre itself. The nearest doctors surgery is The Surgery in Bennett Way, which is right next door to the scheme!
- The nearest supermarket is a small Co-op a few minutes walk away, but there is also a Sainsbury's and a Waitrose in Dartford town centre.
- There is a main Post office in Dartford town centre.
- The rubbish is collected weekly on Fridays, and recycling (including glass) is collected fortnightly on the same day.



ANY OTHER INFORMATION RELEVANT TO ELIZABETH COURT:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- This scheme has a prescription delivery and collection service, provided by the local pharmacy.
- There is a hairdressers, the best fish and chip shop in the area and a newsagents nearby, just a few minutes walk away, and a mobile hairdresser also visits the scheme every Monday morning.
- For those that like walking and scenery, there are two country parks close by.
- Elizabeth Court has a guest room, which can be used by visitors for a small nightly fee.



Farrell Court

The Laurels, Wilmington, Kent DA2 7DY

Farrell Court is an open plan scheme consisting of 50 flats, all of which are supported by the Council's supported housing officer who visits on a daily basis, Monday to Friday. The scheme also benefits from a 24 hour lifeline service when the supported housing officer is off duty. This scheme is set in a semi-rural area of Dartford and is surrounded by beautifully landscaped grounds. There is a spacious car park within the scheme, part of which also benefits from a secure door entry system and a lift to the upper floor. Residents' communal facilities include a large lounge with separate kitchen area for social meetings and activities, as well as a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and can be in full time employment. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stop, from where you can get buses to Dartford, is on High Road, Wilmington. This bus stop is easily accessed from the rear exit of Farrell Court.
- The nearest NHS dentist is located in Dartford in Lowfield Street (approximately one mile away). The nearest doctors surgery is the Lowfield Medical Centre, also in Lowfield Street, Dartford.
- The local supermarket is Costcutters, which is about 500 yards from Farrell Court. There are other supermarkets in Dartford town centre, including Sainsbury's and Waitrose.
- There is a local Post Office in Chastilian Road, Dartford (approximately 1½ miles away) with the main Post Office being in Dartford town centre.
- The rubbish is collected weekly. With two separate bin areas, there are collections on both Mondays & Tuesdays, and recycling (including glass) is collected fortnightly on the same days.



ANY OTHER INFORMATION RELEVANT TO FARRELL COURT:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- Scheme specific facilities include a communal shower room for residents use only; a visiting hairdresser service on Mondays & Tuesdays; Fish & Chips mobile van every Wednesday; the nearest Church (St Michael's, C of E) is about 300 yards away and holds a fortnightly lunch club on Monday & Friday afternoons; a mobile library in the car park at 11.30am on Mondays; and Bingo at 6.30pm every Tuesday, in the communal lounge.
- This scheme also has a prescription delivery and collection service, provided by the local pharmacy.
- Farrell Court has a guest room, which can be used by visitors for a small nightly fee.

Hilltop Gardens

Dartford, Kent DA1 5JF

Hilltop Gardens is a delightful open plan scheme consisting of 31 bungalows and flats, all of which receive the Council's housing related support service on a daily basis, Monday to Friday. The scheme also benefits from a 24 hour lifeline service when the supported housing officer is off duty. This scheme is set in a popular area of Dartford close to local amenities such as Temple Hill Square shops and Dartford Town Centre. Residents communal facilities include an inner secluded garden, a separate lounge with kitchen area for social meetings and activities, and a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and can be in full time employment. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stop, where you can get buses to Dartford, Bluewater and Gravesend, is opposite Temple Hill Square.
- The nearest NHS dentist is located at the top of St Vincent's Road, and the nearest doctors surgery is in nearby St Edmunds Road.
- The nearest supermarket is the Co-op which is located in Temple Hill Square.
- The Post Office is in Dartford town centre.
- The rubbish is collected weekly on Wednesdays, with recycling (including glass) being collected fortnightly on Wednesdays as well.



ANY OTHER INFORMATION RELEVANT TO HILLTOP GARDENS:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- There is a card shop in Temple Hill Square where you can have your letters weighed and buy the appropriate stamps so that you do not need to travel into town for the Post Office.
- There is also a Chiropodist located within the hairdressers on Temple Hill Square.
- This scheme has a prescription delivery and collection service, provided by the local pharmacy.



The Homestead

West Hill Drive, Dartford, Kent DA1 3HD

The Homestead is an open plan supported living scheme consisting of 27 individual bungalows. Residents living in this scheme benefit from the Council's housing related support service on a daily basis, Monday to Friday, with a 24 hour lifeline service when the supported housing officer is off duty. This scheme sits in pretty landscaped communal grounds, has plenty of parking and is located in a very popular area of Dartford, on West Hill close to Dartford Town Centre. Residents other communal facilities include a lounge with a separate kitchen area for social meetings and activities and a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and can be in full time employment. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stop, where you can get buses to Dartford, Bluewater and Gravesend, is a short walk away at the top of West Hill.
- The nearest NHS dentist is located in Dartford Road, with another in the town centre. The nearest doctors surgery is in nearby Tower Road.
- The local supermarket is a small Tesco in Dartford Road, or there is a Sainsburys and a Waitrose in the town centre.
- The main Post Office is in Dartford town centre.
- The rubbish is collected weekly on Tuesdays, and recycling (including glass) is collected fortnightly on the same day.



ANY OTHER INFORMATION RELEVANT TO THE HOMESTEAD:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- This scheme has a prescription delivery and collection service, provided by the local pharmacy.
- The Homestead has a generously sized guest room, located above the office, which can be used by visitors for a small nightly fee.



Lenderyou Court

Phoenix Place, Dartford, Kent DA1 2XD

Lenderyou Court is an open supported living scheme consisting of 30 individual bungalows which benefit from the Council's housing related support service on a daily basis, Monday to Friday. The 24 hour lifeline service operates when the supported housing officer is off duty and there is a secure entry phone system with a fully automatic front entrance door. This scheme has a small car park and is set in beautiful landscaped communal grounds in a very popular area of Dartford, within easy walking distance of Dartford Town Centre. Residents' other communal facilities include a lounge with a separate kitchen area for social meetings and activities and a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and can be in full time employment. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stop, where you can get buses to Dartford, Bluewater and Gravesend, is in Lowfield Street, right outside the scheme (opposite the swimming pool).
- The nearest NHS dentist is located in Lowfield Street, with the nearest doctors surgery being a few minutes walk along the same road.
- The nearest supermarket is Sainsbury's in Instone Road and there is also a Waitrose in the town centre and a Circle C for emergencies just around the corner.
- The Post Office is in Hythe Street in Dartford town centre, a few minutes walk away.
- The rubbish is collected weekly on Tuesdays and recycling (including glass) is collected fortnightly on the same day.



ANY OTHER INFORMATION RELEVANT TO LENDERYOU COURT:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- This scheme has a prescription delivery and collection service, provided by the local pharmacy.
- Coffee mornings are held every Wednesday at 10.00am in the communal lounge.
- Friday evening is Bingo night at 7.00pm in the lounge.
- Meadowside & The Limes Day Centres pick residents up from this scheme, Monday-Friday.
- Lenderyou Court has a guest room which can be used by visitors for a small nightly fee.



Manor Farm

Swanscombe, Kent DA10 0BY

Manor Farm is an open supported living scheme consisting of 62 properties, some of which are flats and some bungalows. All properties are set within a small geographical area in close proximity to each other and all benefit from the Council's housing related support service on a daily basis, Monday to Friday. The 24 hour lifeline service operates when the supported housing officer is off duty. This scheme is located in a village setting to the East of Dartford town and has many local amenities within easy walking distance and there is also plenty of car parking available. Residents' other communal facilities include a separate small lounge with kitchen area for social meetings and activities and a fully equipped laundry. Applicants should be aged 55 years or older, and are able to be in full time employment. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stops, from where you can get buses to Dartford, Bluewater and Gravesend, are in Swanscombe High Street and Church Street, both a short walk away.
- The nearest NHS dentist is located in Swanscombe High Street, and the doctors surgery is in Southfleet Road, Swanscombe.
- The nearest supermarket is the Co-op, in Swanscombe High Street, which also holds the local Post Office.
- The rubbish is collected weekly on Thursdays, and recycling (including glass) is collected fortnightly on the same day.



ANY OTHER INFORMATION RELEVANT TO MANOR FARM:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- The Oast House Day Centre is situated very close to this scheme, and offers residents a choice of activity including:
 - Lunches
 - Coffee mornings
 - Bingo
 - Hairdressers
 - Chiropodists
 - Bathing and shower facilities
- There is also a wide range of books and films to borrow from the residents' library in the Communal Lounge.



Mill Court

Millstone Close, Sutton-at-Hone, Kent DA4 9BL

Mill Court is an enclosed supported housing scheme consisting of 30 individual flats. All flats benefit from the Council's housing related support service on a daily basis, Monday to Friday, with the added security of an entry phone system, and a lift to the upper floor. The 24 hour lifeline service operates when the supported housing officer is off duty. This scheme is located in a very pretty rural part of the Borough to the South of Dartford, and has a substantial private car park reserved for residents' use only. Other communal facilities include a residents lounge with separate kitchen area for social meetings and activities, and a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and are able to be in full time employment. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stop, from where you can get buses to Dartford, Bluewater and Swanley, is on the main road by the Jolly Millers pub, which is a 5 to 10 minute walk away.
- The nearest NHS dentist is located in Sutton-At-Hone, with the Devon Road doctors surgery being very handy on the corner of Milestone Close.
- The nearest supermarkets are Sainsbury's and Waitrose in Dartford town centre.
- The Post Office is in South Darenth; alternatively, there is a main Post Office in Dartford town centre.
- The rubbish is collected weekly on Fridays and recycling (including glass) is collected fortnightly on the same day.



ANY OTHER INFORMATION RELEVANT TO MILL COURT:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- This scheme has a prescription delivery and collection service, provided by the local pharmacy. A bus service is provided by Age Concern every Tuesday morning, and takes residents to Sainsbury's in Dartford town centre.
- There is a hairdressers on the main road at Sutton-At-Hone, and a mobile hairdresser also regularly visits Mill Court.
- Within half a mile of Mill Court there are two scenic country pubs – both of which serve food.
- For those that drive and enjoy sports, both Darenth Valley Golf club and the Brands Hatch Racing Circuit are only some 10 minutes away. There are also two local country parks for those that enjoy walking.
- Mill Court has a guest room which can be used by visitors for a small nightly fee.

Stow Court

Nursery Close, Stone, Kent DA2 6BU

Stow Court is an enclosed supported housing scheme with attached annex, consisting of a total of 53 flats. All properties benefit from the Council's housing related support service on a daily basis, Monday to Friday, with the added security of an entry phone system, and a lift to the upper floor in the main scheme. The 24 hour lifeline service operates when the supported housing officer is off duty. This scheme is located not far from the main road from Dartford to Bluewater, and has its own private car park reserved for residents' use only. There is a very pretty enclosed courtyard garden tended by residents, with a pond, fountain and fish. Other communal facilities include a residents lounge with separate kitchen area for social meetings and activities, and a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and are able to be in full time employment. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The bus stop, from where you can get buses to Dartford, Bluewater and Gravesend, are on London Road and Watling Street.
- There is an NHS dentist located in The Brent, where there is also a private dental surgery. The nearest doctor's surgeries are in Pilgrims Way, which is just off Watling Street; or in Woodwood Terrace, which is off London Road at Hornsross.
- The nearest supermarket is Sainsburys in Dartford town centre but on The Brent there is a Costcutters that also delivers newspapers.
- The nearest Post Office is the main one in Dartford town centre, or there is a Post Office counter with limited services in the Co-op on London Road at Hornsross.
- Rubbish is collected on Wednesdays and the recycling (including glass) is collected fortnightly, also on Wednesdays.



ANY OTHER INFORMATION RELEVANT TO STOW COURT:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- Coffee mornings are held on Fridays in the communal lounge. Clothes sales are held occasionally and the residents also sell items to help raise money for entertainment, such as the Christmas dinner. The West Hill pharmacy collects and delivers repeat prescriptions and a mobile hairdresser visits on Wednesdays and Fridays. A chiropodist visits every two months. Bingo is played in the communal lounge on Monday afternoons and Wednesday and Friday evenings. Most afternoons residents meet up in the communal lounge for a cup of tea and a piece of cake; if the weather is nice, they sit out in the garden under the umbrella with a ice cream.

Templars Court

Littlebrook Manorway, Dartford, Kent DA1 5AD

Templars Court is an enclosed supported housing scheme consisting of 41 individual flats with a lift to upper floors, all of which benefit from the Council's housing related support service on a daily basis, Monday to Friday. There is a secure entry phone system and the 24 hour lifeline service operates when the supported housing officer is off duty. This scheme is located centrally within walking distance of Dartford Town Centre. Templars Court has its own private car park reserved for residents use only and a very pretty, inner courtyard garden for communal use. Other communal facilities include

a large gothic style communal lounge with separate kitchen area for social meetings and activities, and a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and can work for up to 15 hours a week. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stop, where you can get buses to Dartford, Bluewater and Gravesend, is just outside the scheme on Littlebrook Manor Way.
- The nearest NHS dentist is located on Dartford Road, with the nearest doctors surgery being the Temple Hill Practice in St Edmunds Road, Dartford.
- The nearest supermarket is the Co-op, in Temple Hill Square, Dartford. Alternatively, there is a Sainsburys and a Waitrose in the town centre.
- The Post Office is in Dartford town centre.
- The rubbish is collected weekly on Wednesdays and recycling (including glass) is collected fortnightly, also on Wednesdays.



ANY OTHER INFORMATION RELEVANT TO TEMPLARS COURT:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- The scheme has a communal shower room for residents use; a guest room which can be hired for a small nightly charge; an hairdressing salon for use by the mobile hairdresser on Thursdays from 9.00am; a Church of England & a Baptist Church less than 5 minutes walk away; local shops & services located in Temple Hill Square, including a chemist, bakers, butcher, mini market and card shop, hardware store, fish & chip shop and hairdressers.
- Bingo & a raffle are held in the communal lounge at 7.30pm, every Monday and Friday.
- There is a prescription delivery and collection service by the local pharmacy.



Thatcher Court

North Street, Dartford, Kent DA1 2XJ

Thatcher Court is an enclosed supported housing scheme with 42 flats, all eligible for the Council's housing related support service on a daily basis, from Monday to Friday. There is a secure entry phone system, a lift to the upper floor, automatic opening main entrance doors and the 24 hour lifeline service operates when the supported housing officer is off duty. This scheme is very popular, as it is located centrally within Dartford Town Centre. Thatcher Court has its own private car park reserved for residents use only and has a very pretty garden with seating for residents when the sun is out! Other communal facilities include a large lounge with a separate kitchen area to cater for social meetings and activities, and a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and can be in full time employment. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stop, where you can get buses into Dartford town centre, Bluewater and Gravesend, is on Instone Road, about a five minute walk away.
- The nearest NHS dentist and doctor surgeries are both within a short walking distance on Lowfield Street.
- The nearest supermarket is Sainsbury's, in Instone Road. There is also a Waitrose in the town centre and a Circle C just across the road for emergencies.
- The Post Office is in Hythe Street, in the town centre.
- Rubbish is collected weekly on Tuesdays, with recycling (including glass) being collected fortnightly on Tuesdays as well.



ANY OTHER INFORMATION RELEVANT TO THATCHER COURT:

- The nearest hospital is Darent Valley Hospital, Darent Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- There is a prescription delivery and collection service by the local pharmacy.
- Thatcher Court has a monthly social evening, with an entertainer and fish and chip supper. There is Line Dancing on Tuesdays and Fridays between 11.00am-12.00pm in the lounge. On Tuesdays, between 3.00pm-4.00pm there are chair based exercises in the lounge. Wednesdays at 10.30am is Coffee Morning in the lounge. Bingo in the lounge is on Wednesdays at 6.15pm.
- The Limes & Meadowside Day Centres pick up residents from this scheme daily, Monday to Friday.
- Thatcher Court has a guest room which can be used by visitors for a small nightly fee.



Wardona Court

Ames Road, Swanscombe, Kent DA10 0HD

Wardona Court is one of the Council's smaller enclosed supported housing schemes, with just 29 flats, all benefitting from the Council's housing related support service on a daily basis, Monday to Friday. There is a secure entry phone system, a lift to the upper floors and the 24 hour lifeline service operates when the supported housing officer is off duty. This scheme is located in Swanscombe, a village on the borders of Dartford Borough, not far from Northfleet. Wardona Court has a small private car park reserved for residents' use and a very pretty, fully enclosed, landscaped courtyard garden. Other communal facilities include a large communal lounge with separate kitchen area for social meetings and activities, a communal shower and a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and can work for up to 15 hours a week. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.



LOCAL AMENITIES:

- The nearest bus stops, where you can get buses to Dartford, Bluewater and Gravesend, are in Swanscombe High Street and Church Road, both a short walk away.
- The nearest NHS dentist is located in Swanscombe High Street, and the doctors surgery is in Southfleet Road, Swanscombe.
- The nearest supermarket is the Co-op, in Swanscombe High Street, which also has a small Post Office.
- The rubbish is collected weekly on Thursdays, and recycling (including glass) is collected fortnightly, on the same day.



ANY OTHER INFORMATION RELEVANT TO WARDONA COURT:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- There are weekly coffee mornings and a weekly bonus ball lottery held in the communal lounge, as well as the occasional clothes sale and book club.
- There is also a prescription delivery and collection service by the local pharmacy.
- Wardona Court has an on-site mobile hairdresser, visiting chiropodist, regular bingo sessions and other social entertainment, a mini market which is held twice a year, fortnightly library and fish & chip suppers, so there is always something interesting going on to keep you amused and busy!
- Wardona Court has a guest room which can be used by visitors for a small nightly fee.



Warren Court

Meadowside, Dartford, Kent DA1 2RZ

Warren Court, Meadowside, is one of the Council's more popular housing schemes, with a mixture of different types of properties totalling 85 in all. An enclosed flatted scheme with a lift to upper floors and an attached annex situated next door to the Meadowside Day Centre; in addition to this there are many individual bungalows across the road in Meadowside. Warren Court is also centrally located, being only a short walking distance from Dartford Town Centre. All properties at this scheme benefit from the Council's housing related support service on a daily basis, Monday to Friday.



There is a secure entry phone system to the enclosed scheme and the 24 hour lifeline service operates for all properties when the supported housing officer is off duty. Warren Court has plenty of parking available and is set in beautifully landscaped grounds, with a private garden area. Other communal facilities include a large communal lounge with separate kitchen area for social meetings and activities, and a fully equipped laundry (for which there is a weekly service charge). Applicants should be aged 55 years or older, and can work for up to 15 hours a week. Eligibility for this property will be subject to a needs and risk assessment which will gauge support needs and ensure that residents benefit from the complete range of support services on offer.

LOCAL AMENITIES:

- The nearest bus stop, where you can get buses to Dartford, Bluewater and Gravesend, is in Lowfield Street.
- The nearest NHS dentist and doctors surgeries are both situated on Lowfield Street.
- The nearest supermarket is the Co-op, in Lowfield Street. Alternatively, Sainsbury's is also nearby, in Instone Road.
- There is a main Post Office in Hythe Street, which is in Dartford Town Centre.
- Rubbish is collected weekly on Tuesdays, with recycling (including glass) being collected fortnightly on Tuesdays as well.



ANY OTHER INFORMATION RELEVANT TO WARREN COURT:

- The nearest hospital is Darenth Valley Hospital, Darenth Wood Road, Dartford DA2 8DA. Telephone 01322 428100.
- Warren Court/Meadowside residents are able to attend the Meadowside Day Centre every day from Monday to Friday, if they so wish.
- Weekly coffee mornings are held every Thursday.
- Warren Court is very close to Brooklands Lakes and Dartford's Central Park, for those who like to ramble.
- This scheme has a prescription collection and delivery service provided by the local pharmacy, and a guest room which can be used by visitors for a small nightly fee.



What is Housing Related Support?

Housing Related Support is a helpful hand; it helps residents to maintain their independence and their tenancy.

Moving to a Supported Housing Scheme does not mean that your lifestyle will change or that your tenancy conditions will be different to those you currently enjoy. Many people who have taken the plunge now view Supported Housing as being "housing, but with perks".

The support we offer tenants enhances your day-to-day living arrangements, and may even bring back a quality of life that you thought you had lost. It provides a solid base to bolster your confidence, and helps you maintain a healthy, happy, independent lifestyle.

Here are just some examples of what can be provided:

- Provision of an emergency alarm system, with 24 hour monitoring;
- Daily calls and weekly visits from an SHO, giving an opportunity to discuss personal concerns;
- Help with filling in forms;
- Advice about paying your rent or council tax;
- Help in maintaining a safe environment around you;
- Helping you to report repairs needed;
- Monitoring your well being;
- Contacting your GP, hospital consultant or emergency services;
- Arranging transport to and from appointments;
- Making referrals for additional help from other agencies, such as hands-on care from Social Services;
- Applying for aids and adaptations to help make your life easier and safer

This support, and much more, will be identified in your Support Plan which is monitored and updated regularly to make sure you are getting all the support you need as your circumstances change.

Our services

- The services we provide you with are based on your own individual needs which are assessed when you first apply for supported housing. We then work with you to produce your personal support plan, which is updated at least every six months, or more often upon request or as your own circumstances dictate;
- If you have a lifeline alarm in your property, you will receive an emergency response to any alarm call you make. This will be from an SHO during the working day or the emergency services during out-of-hours. It is important that you wear your alarm pendant at all times while you are at home, and keep it at your bedside when you go to bed;
- If your property has a lifeline alarm, we will test it every six months to ensure it is in full working order (but you may test it yourself at any time for your own peace of mind). An engineer will attend within 24 hours if your alarm develops a fault;
- We will check your personal records every six months to ensure they are up to date (but you may tell us of changes at any time and they will be recorded within 24 hours). These records are data protected and your personal information will not be disclosed to any unauthorised person;
- The communal areas of the scheme in which you live will be subjected to a full Health and Safety check every three months. Other important checks on your building and other communal areas are carried out regularly. We maintain all schemes to a very high standard of cleanliness and repair;
- A weekly fire bell test and a six monthly fire drill will be carried out where applicable, during which we expect residents' full co-operation;
- The SHO has the use of a Master Key, which in emergency situations, gives access to your home. The Master Key is strictly monitored and recorded for every use, and is retained for emergency use only under specified circumstances;
- We welcome residents letting us know how they feel about the services we provide and will be pleased to receive your comments, compliments or complaints to help us measure the quality of our services;
- We promote good relationships between all residents in Supported Housing and deliver equality of opportunity to access services irrespective of race, religion, culture, sexual orientation, age or disability.

WHEN YOUR SHO IS OFF DUTY, THE CENTRAL CONTROL CENTRE MONITORS ALL ALARM CALLS

The Council's contracted Central Control Centre is in operation 24 hours a day, 365 days of the year. The operator who answers your call will tell you their name.

If it is an emergency call, the operator will immediately contact the appropriate member of staff or emergency service. Contact will be made with family members where appropriate or requested.

Supporting People

'Supporting People' is a government initiative that enables the provision of support services to all people who need them, supporting residents to maintain their independent living in the community.

The Supporting People Administering Authority in Kent is Kent County Council (KCC) and Dartford Borough Council has contracts with KCC to provide housing related support in its Supported Housing schemes.

Quality Standards set by Supporting People

Supporting People have identified the quality standards that they expect to be incorporated into the delivery of their services. These standards are briefly outlined here:

- **Needs & Risk Assessment** – an early assessment of your needs and risks will be carried out by one of our highly trained Supported Housing Officers; firstly, this will ensure that you need the services we provide and secondly, will make sure we have all the information we need to create your personal support plan when you move in. Some examples of the type of thing this assessment covers are claiming housing and other benefits, your cultural and faith needs, security within your home, your personal safety, your mobility, managing your finances, and your medication. Any concerns raised by you during this assessment will be noted and taken into consideration.
- **Support Plans** – the development of a personal Support Plan follows on from your initial needs and risk assessment. The Support Plan is led by you, working with the SHO. The Support Plan helps you to identify all the options that are available to you to help you remain as independent as you can be.

Some examples of the type of thing the Support Plan covers are your personal details (such as your next of kin); who we should contact in an emergency; your GP; your medical history and current details; how well you can cope with daily tasks; plus an action plan of how we can help provide for any unmet needs you have.

Your support plan is reviewed at least every 6 months, but you can request an urgent review at any time if your situation changes. Your views will always be listened to and recorded and you can ask to see your support plan at any time.

- **Security, Health and Safety** – we have an up-to-date Health and Safety Policy which we follow, and we make your environment as safe as possible by regularly carrying out assessments of the risks in the communal areas of your scheme. We will also respond directly to any individual concerns raised by residents; we welcome your involvement in the safety of your scheme.

Some examples of the safety procedures we follow are fire drills; routine and regular inspections and tests of all fire fighting equipment; safety inspections of the communal areas; portable electrical item inspections are carried out annually; gas appliances are serviced annually; door entry systems with CCTV cameras; and a lifeline alarm for each resident.

- **Protection from Abuse** – our 'Protection from Abuse' policy gives guidance to staff on how to work with other agencies to overcome such problems and ensures residents know how to get help and support in a difficult situation such as physical, emotional, financial, or sexual abuse. A confidential, independent help line (*Action on Elder Abuse – 080 8808 8141*) is

available during office hours for anyone to ring for expert advice; use of this help line is completely anonymous, you do not need to give your name or address. The *Samaritans* - 08457 909090 are available during out of office hours.

- **Equal Opportunities** – Dartford Borough Council is an equal opportunities organisation and we welcome and manage diversity. Diversity is about making sure everyone is included; it is not about treating people less favourably because of differences in their beliefs, values, age, race, gender, sexual orientation, disability or accent.

We promote fair access to all the Council's services with our Comprehensive Equalities Policy. Residents are encouraged to follow their own cultural and religious practices, and we will make every effort to provide written communication in a preferred form, such as different languages, Braille or recorded tapes.

- **Complaints** – our 'comments, compliments and complaints' leaflet explains how to complain and clearly sets out the action you can take if you are not satisfied with our services. We welcome the use of this procedure, as your feedback enables us to continuously improve our services. This form should be available from the notice board or information area at your scheme.
- **Empowerment** – we want to tell you about our services so that you can tell us what you want, and make informed choices for yourselves. We will support your independence and help you to participate in the wider community, should you want to do so.

Who is responsible for what?

Cleaning and Repair

We employ cleaners at each scheme to keep the lounge, guest room and other communal areas clean. We also make sure that any internal and external repairs of your home are carried out, and we ask that you allow our contractors in to carry out these repairs at reasonable times, on the production of an identity card with a photograph. You are responsible for cleaning the inside of your home, including the windows; if cleaning is a problem, please tell your SHO who may be able to get you some help with this.

Refuse

Refuse sacks or large Euro bins in storage areas are provided. Please help us by wrapping up kitchen waste before throwing it away and keeping the refuse area clean and tidy.

Pets

We understand that people love their cats and dogs, and this makes pets an emotive subject. All our schemes allow pets such as caged birds or goldfish, but in 'enclosed' schemes (this means they have a secure entrance and enclosed communal areas), we do not usually permit cats or dogs.

Some of our housing developments are classed as 'open' however, and we may therefore allow cats and dogs to live there with you dependant upon the individual circumstances, and having taken into consideration any restrictions there may be in accessing the communal gardens.

Each case is decided on its own merits, so if you have a pet that you would like to bring with you, please ask before bidding on a property.

Gardens

If your home has its own private garden area, you can get help with cutting the grass, but you are responsible for all other areas in your garden. Communal gardens are maintained completely by the Council's contractor. A communal garden is for the use and enjoyment of all residents, so there will be restrictions on any structures or outbuildings that you may wish to install.

Repairs, Decorations and Alterations to Your Home

- **Emergency Repairs**

If a repair such as a leaking pipe or a blocked toilet cannot wait until the next working day, pull your cord or press your pendant and report it to the SHO or the Central Control Centre operator, who will arrange for a contractor to attend.

- **Internal Decoration**

You may apply to have one room of your home decorated every five years by the Council, subject to budget limitations. All members of your household must be over 70 years old and you may be asked to provide your own materials. Contact the Maintenance Department on 01322 343800 in January each year to register for this service.

- **Alterations**

We ask you to discuss your plans for any proposed alterations to your home with the SHO, before starting any work. This is because changes, such as nailing down carpets or trimming the bottom of doors, may affect fire safety or security.

A Gas Safe registered engineer must be used to connect a gas cooker.

- **Handyman Service**

The Handyman Service is available to all Supported Housing residents, and will carry out those DIY jobs you cannot manage yourself, free of charge. From putting up shelves to unblocking your sink – the handyman is there for you. Call 01322 343800 for more information.

Alarm System

The SHO's office is directly linked to every home in your scheme via the lifeline alarm system, which means that in an emergency, you can get help either from the SHO or the Council's contracted Central Control Centre.

When at home during the day, please make sure that you wear your pendant at all times and keep it by your bed at night-time - it could save your life. We recommend that residents test their pendants each month by pressing the red button in the centre of it and letting the operator that answers know that it is a test. If the pendant does not activate the lifeline alarm, you must report the fault immediately, either to an SHO or, out of hours, on 08456 341212. The operator will arrange for an engineer to attend to repair it within 24 hours.

If you pull the cord or press the pendant by mistake, don't worry – just say clearly that you are OK and that the call was a mistake. Please do not use the alarm unless you are in some difficulty, or need to give important information.

The lifeline alarm system is completely private and nobody can hear anything said in your flat, except when the alarm is activated. You have full control over your privacy.

When the SHO is off duty, the alarm system is automatically switched through to the Central Control Centre, which offers a 24 hour help service by trained operators who will be able to look up your doctor and emergency contacts etc. if necessary.

Central Control Centre

All Council Supported Housing schemes are connected to a Central Control Centre when the SHO is not working on the scheme, giving you the peace of mind to enjoy an independent lifestyle.

If you have an emergency of any kind – for example, an accident, a fall, or you are suddenly taken ill – use the alarm to notify the SHO or the control centre. They will immediately get in touch with whoever is necessary, for example, an ambulance, your doctor, a member of staff, Social Services, or your friends and family.

When you start receiving support services the SHO will ask you for the name and address of your next-of-kin, doctor, and other important details. Please notify us if any of these details change, so that we can contact people quickly if we need to. Any changes of information will be passed to the Central Control Centre so that they too can respond to your call promptly and accurately.

Communal Areas of the Scheme

In most of our schemes, there are a number of communal areas within the building, intended for the use and enjoyment of all our residents. These are all no-smoking areas.

- **Lounge**

The communal lounge is available for general recreation and organised activities, or just a place to read, sit quietly or have a chat and a cup of tea with your friends or neighbours. Some of our schemes have social committees, and if you want to plan any social activities yourself then the SHO will be happy to advise you. They cannot, however, organise events for you or handle any money in relation to your activity.

- **Guest Room**

Some schemes have a guest room that visitors can use, for a small nightly fee. If you would like to book the room, please contact the SHO. It is your responsibility to provide bed linen and towels for your guests and to make sure the room is clean when they leave.

- **Laundry**

All schemes have a communal laundry with washing machines and dryers, for use by residents. There is usually a small service charge included with your weekly rent for this service. The SHO will explain how the machines are used. Please note that the Council cannot accept responsibility for any damage arising from use of the machines.

Safety and Security

We hope you will feel secure living in our Supported Housing, but there are certain precautions we ask all residents to take to protect everyone's safety.

- **Doors**

All enclosed schemes – i.e. those with a communal front door – have buzzer entry systems, so the entry door should be kept shut at all times. The front door to your home should be kept locked at all times. You may not fit any extra bolts or chains, as in an emergency the SHO will need to gain access using the Master Key. The Master Key is only used in accordance with set procedures.

- **Callers**

Always ask callers to identify themselves. If you are in any doubt about who they are, and why they are calling, do not let them in and notify the SHO or Central Control Centre immediately. In enclosed schemes, where a camera is installed at the main door entry, make sure that you check your television to see who is at the door, before you let them in.

- **Fire Precautions**

When you move into your home, the SHO will talk to you about what you should do if there is a fire in your home, or if the fire alarm is activated somewhere else in the building. Keep all fire doors closed at all times. From time to time, the SHO will conduct a fire drill and we ask for your full co-operation on these occasions.

Please familiarise yourself with the fire signs and notices around the building and make sure that you know where your nearest fire exit is, just in case you need it in the middle of the night.

If you have visitors staying with you or in the guest room overnight, please let the SHO know so that it can be recorded that there are additional persons in the building. REMEMBER that everyone has a responsibility for the security and safety of the building and the residents.

Financial Matters

The SHO is not allowed to become involved in your financial affairs, or handle your money in any way. Please do not ask them.

- **Help With Your Rent**

It is your responsibility to make sure your rent is paid each week. If you are going away, you need to pay in advance or arrange for payments to be made, for example, through a relative or carer who is authorised to handle your money. Paying your rent by Direct Debit through your bank will ensure payments are made regularly without you ever having to worry.

You may be able to get help with your rent or council tax. Ask the SHO for advice. A Benefits Officer will be happy to make an appointment to visit you at home to help you fill in the application forms.

- **Service Charges**

Service charges are the costs expended by the Council in maintaining the communal areas of your scheme - for example, the lounge, guest room, hairdressing room etc. These facilities vary from scheme to scheme. You are only charged for the facilities on your own scheme. The charges are calculated by adding up the annual costs of things like the fuel bills, window cleaning, scheme cleaning and laundry equipment etc. and then dividing the total by the number of properties on the scheme.

- **Support Charge**

The support charge is the cost of delivering the housing related support service to you. We do this by providing you with an SHO, a personal lifeline alarm system, emergency help during out of office hours, and 24 hour monitoring by a Central Control Centre. This means that you can receive emergency help at any time of the day or night, 365 days a year.

- **Heating**

Any heating charge that applies to your property will always be shown as a separate service charge added to your rent. This will only apply if you do not have your own gas meter to enable the gas provider to bill you direct.

- **Insurance**

It is important that you have household contents insurance to cover your personal belongings and decorations in the event of any damage. If you live in an upper floor, it is a good idea to take out tenant's liability insurance as well, which will cover the possibility of you accidentally flooding a neighbouring property.

The Council does not insure the contents of your home or your personal possessions and, for this reason; we strongly recommend that you arrange your own home contents insurance. We have arranged a specialist affordable insurance scheme for all Dartford Council tenants, and further information about the scheme is available by contacting JLT Tenant Risks Group on 0845 6017007.

- **Television Licence**

A tenancy in supported housing is no different from having your own tenancy anywhere else, so you will still need your own TV licence unless you are exempt from the charge. Talk to your SHO for more information.

Car Parking

Some schemes have private car parks with varying numbers of spaces, but there is rarely a space for each property and no spaces are individually designated for any resident in particular. The car park is usually for the use of residents only, but families, visitors and contractors etc who are attending the scheme may also use the parking facilities. Where there is a disabled bay, this can only be used by a resident or visitor who is registered disabled and displays the relevant badge.

For further information, please contact:

Senior Supported Housing Officer

Tel: 01322 343366 (during office hours only)

Fax: 01322 343619

E-mail: supported@dartford.gov.uk

ਪੰਜਾਬੀ Punjabi 01322 343610	தமிழ் Tamil 01322 343611	Polski Polish 01322 343612	česky Czech 01322 343613	简体中文 Mandarin 01322 343614	Français French 01322 343615
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If you or anybody you know requires this or any other council information in another language, please contact us and we will do our best to provide this for you. Braille, audio tape and large print versions of this document are available upon request.

Tel: 01322 343434

Fax: 01322 343432

Email: customer.services@dartford.gov.uk

Calls are welcome via typetalk

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www.dartford.gov.uk/housing

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