

Sandwell Homes

Neighbourhood Wardens Service

YOUR WARDEN



AND YOU

**A GUIDE TO THE SERVICE OFFERED BY
YOUR NEIGHBOURHOOD WARDEN**

TELEPHONE 0121 525 8853

YOUR WARDEN AND YOU

Sandwell Homes has a team of approximately 50 Neighbourhood Wardens, visiting properties in areas throughout the six towns of Sandwell. Plus a team of Mobile Support Wardens who provide cover in the warden's absence.

West Bromwich ● Oldbury ● Tipton ● Smethwick
Wednesbury ● Rowley Regis

The Warden is normally on duty:

Monday to Thursday 9.00 am to 5.30 pm

Friday 9.00 am to 5.00 pm

Your local Neighbourhood Office will be able to advise you of properties which receive a warden service. Alternatively you can phone **0121 525 8853** and speak to a Warden Supervisor.

YOUR WARDEN AND YOU

THE ROLE OF THE WARDEN:

- to maintain regular face to face contact with tenant
- to identify individual needs and be aware of changes in circumstances, either medical, social or financial
- to arrange appropriate support from voluntary or statutory agencies
- to monitor that support
- to act on tenant's behalf (advocacy role)
- to provide support and assistance in emergencies
- to encourage participation in leisure, recreational and general community based activities
- to deal with housing management issues relating to the scheme

YOUR WARDEN AND YOU

WARDEN SERVICE STANDARDS:

Your warden will...

- Visit a minimum of 3 times per week, spending the appropriate time to meet your needs
- Visit new tenants within 2 working days of notification of start of tenancy
- Be courteous and polite at all times
- Wear a uniform, carry an identity card and wear a name badge at all time
- Be trained in First Aid, Lifting and Manual Handling, Adult Abuse
- Test Community Alarm pendants and/or pull cords once a month
- Comply with Supporting People Contract

YOUR RESPONSIBILITIES:

Please let us know...

- If there are any changes in your circumstances
- If you are worried that your alarm system is not working properly
- If you do not want a visit on a particular day or are going on holiday or going out

YOUR WARDEN AND YOU

YOUR WARDEN WILL:

- Visit you regularly, normally between three and five times per week. The number of calls you receive will be decided by yourself and the Warden after discussion about your needs and requirements.
- Get to know you and what you need to enable you to live a secure and fulfilled life, with privacy and dignity.
- With your agreement liaise with other agencies e.g. doctors, social services, to ensure your needs are met.
- When on duty help you in emergencies, call family and/or emergency services if needed and stay with you until help arrives.
- Agree a Support Plan with you.

YOUR WARDEN AND YOU

NORMALLY YOUR WARDEN IS NOT ABLE TO:

- Go shopping for you
- Collect prescriptions or medicines
- Give you medicines but will remind you to take it if you have difficulty remembering
- Assist you with your personal care such as washing or bathing or laundry

**BUT IN AN EMERGENCY,
IF YOU HAVE NO OTHER HELP AND
CANNOT MANAGE YOURSELF, THE
WARDEN WILL DO ALL THESE
THINGS UNTIL OTHER
ARRANGEMENTS CAN BE MADE.**

YOUR WARDEN AND YOU

TELL US HOW YOU ARE DOING:

If you have any complaints, a compliment, a comment or a suggestion on where we can improve, we want to hear from you. Please let us know via...

Our website.....

Email;bev_abberley@sandwellhomes.org.uk

Telephone: The Manager - Community Alarms and Warden Service **0121 525 4290** or **Fax 0121 525 5928.**

Or write to: Sandwell Community Alarms Warden Service, Greenford House, Maria Street, West Bromwich, B70 6DX.

Or write or speak to: The Customer Relations Team, Sandwell Road, West Bromwich, B70 8TB **0121 569 5047** or **Fax 0121 569 6015.**

Or write or speak to: Supporting People Team, Council House, High Street, Smethwick, B66 3NT **0121 569 5366/5367/5003.**

YOUR WARDEN AND YOU

We will be happy to translate any information for you and/or provide copies in:- Braille, Large Print, Audio Tape. If you require this service, please contact Community Alarms, Greenford House 0121 569 4290.

ARABIC

سييسعدنا ترجمة آية معلومات لكم و/أو توفير نسخ بلغة برايل أو طباعة الحروف الكبيرة أو على أشرطة تسجيل صوتية. إن كنتم بحاجة لهذه الخدمة فالرجاء الاتصال بمكتب دائرة الإسكان المحلي القريب منكم.

BENGALI

আপনার প্রয়োজনীয় যে কোনো তথ্য আমরা আনন্দের সাথে আপনার জন্য অনুবাদ করব এবং/অথবা ব্রেইল, বড় অক্ষরে এবং অডিও টেপে এর কপি সর্বস্বত্ব করব। যদি আপনার এ সার্ভিসের প্রয়োজন হয় তাহলে স্থানীয় হাউজিং অফিসের সাথে অনুগ্রহ করে যোগাযোগ করুন।

GUJARATI

આપના માટે કોઈપણ માહિતીનો અનુવાદ કરવા માટે અને/અથવા આની નકલ બેલડે ભાષામાં, મોટા મુદ્રણમાં ઓડીયો ટેપ ઉપર આપવામાં અમને આનંદ થશે. જો આપને આ સેવાની જરૂર હોય તો કૃપા કરીને આપની સ્થાનિક હાઉસિંગ ઓફીસનો સંપર્ક કરો.

HINDI

हम खुशी से आपके लिए किसी भी जानकारी का अनुवाद कर सकते हैं तथा/या ब्रेल, वड्डे अक्षरों में, आडियो टेप पर कापियें दे सकते हैं। यदि आपको इस सेवा की जरूरत है तो कृपया अपने लोकल हाऊजिंग ऑफिस के साथ सम्पर्क करें।

PUNJABI

ਅਸੀਂ ਖੁਸ਼ੀ ਨਾਲ ਤੁਹਾਡੇ ਲਈ ਕਿਸੇ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰ ਸਕਦੇ ਹਾਂ ਅਤੇ/ਜਾਂ ਬੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਜਾਂ ਆਡੀਓ ਟੇਪ 'ਤੇ ਕਾਪੀਆਂ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਸੇਵਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਲੋਕਲ ਹਾਉਸਿੰਗ ਆਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

SOMALI

Aad Ayaanu ugu faraxsanahay inaanu kuu turjuno wax alaale iyo wixii macluumaad ah, anagoo kaaga sameeynayna sawiro hadii ay noqonlahayd qoraalka loogu talagaley inay akhristaan dadka indha la, ama indhoolka ah qoraalo daabacan oo waaweeyn ama balbalaadhan ama hadaad dooneeyso in cajalad laguugu duubo. Hadaba haddii aad u baahantahay in shaqadaas kor ku xusan laguugu qabto, fadlan la soo xidhiidh xafiiska guryeynta ee xaafadaada ku yaala.

URDU

کسی قسم کی بھی معلومات کا ترجمہ ہم آپ کے لئے بہت خوشی کے ساتھ کر سکتے ہیں اور/یا ہم اس کی کاپیاں بریل، بڑے پرنٹ، آڈیو ٹیپ میں بھی فراہم کر سکتے ہیں۔ اگر آپ کو اس سروس کی ضرورت ہو تو براہ مہربانی اپنے مقامی ہاؤسنگ آفس سے رابطہ قائم کریں۔