



**GRANTA**  
HOUSING SOCIETY LTD

Providing housing, care and support at

## **Norvick House Southend-on-Sea**

**Norvick House aims to provide accommodation and support in self-contained flats for people with learning disabilities.**

**Individuals are enabled to live as independently as possible in the community as respected and valued citizens.**



INVESTOR IN PEOPLE

## Granta Housing Society

Granta Housing Society is a Registered Social Landlord founded in 1968, working throughout the Eastern Region as an independent, charitable organisation. Granta exists to work with other agencies in providing social housing, care and associated services to help meet long-term community needs. A significant number of the Society's housing is for vulnerable people with special housing needs such as frail elderly persons, people with mental ill health, and people with a learning disability.

## Accommodation and Facilities

Norvick House is situated in Avro Road Southend-on-Sea, close to a local authority resource centre and other local amenities. The scheme provides accommodation in a detached two storey building which consists of 8 individual flats, communal lounge/dining room, kitchen, laundry area, bathroom/toilet, garden and payphone. There is a staff office and sleep-in room, together with car parking available for both staff and visitors.

## What is Offered?

Encouragement and support is offered enabling individuals to live as independently as possible in the community as a respected and valued citizen. Tenants have a keyworker allocated to them who is responsible for identifying their needs and areas of support and developing a support plan. The support plan will be reviewed regularly with the tenant and keyworker.

## Aims & Objectives

At Norvick House we aim to:

- Provide accommodation in self-contained flats for 8 adults with a learning disability, who require moderate levels of support
- Enable individuals to develop all relevant skills (social, domestic, community living, financial etc.) to lead a full and independent life within the local community.
- Enable tenants to express their individuality, freedom of choice and to maintain dignity and privacy without having an adverse effect on others.
- Enable each tenant, relatives, staff, and other agencies to be aware of the aims of the scheme.
- Hold weekly staff, tenant/keyworker meetings and monthly tenants' meeting.
- Involve tenants in any decisions relevant to them.
- Allocate each tenant with a keyworker, who will fully involve them in assessing their needs and in planning, implementing and evaluating their support.
- Assist tenants, if necessary, to shop and to cook their meals.
- Arrange the staff rota to suit the needs of the tenants.
- Recruit staff with appropriate skills and knowledge to benefit the client group.

There will be an ongoing evaluation of Norvick House and its aims and objectives by the project staff with the Area Supported Housing Manager whom will report to the Supported Housing Committee of the Society.

## **Move On**

Tenants are supported to move on to more dependent or independent accommodation when they have the necessary skills and in consultation with the staff at the scheme and Social Services' care manager.

## **Referral Procedure**

- Once a void is identified a selection panel consisting of the project manager, senior project worker and representative of Social Services will meet to discuss referrals.

Following selection of a suitable applicant the applicant will be invited to visit the project to meet the tenants and staff.

## **Tenants' Responsibilities**

Tenants are given an Assured Tenancy Agreement and Support Agreement to sign on the day they take up the tenancy of the flat and are expected to take responsibility for ensuring they adhere to this.

## Tenant Consultation

The Society encourages tenants to take an active part in the management of their tenancy by the use of the Society's Resident Consultation Policy.

## Quartz Quality Assurance Review

Southend undergoes an annual Quality Assurance Review (Quartz). The project manager heads and facilitates the review process, collecting information, encouraging discussion, identifying achievements and key operational areas for development. All residents are encouraged to take an active role in this review of services which is surveyed independently. Where residents are unable to communicate their views verbally, alternative methods will be used to enable their views to form part of the review. From the manager's review of services a Quality Action Report is produced to take issues forward.

## Advocacy

The Society supports and promotes individuals in making informed choices affecting their everyday life by enabling and encouraging access to information via a range of internal and external services. The Society recognises the value of and encourages advocacy by facilitating the needs and rights of individuals to access independent support or representation to express their views.

## The Staff Team

The staff team consists of a project manager providing six hours per week, a senior project worker, plus three project workers. In addition the area supported housing manager visits on a bi-monthly basis. The Society encourages staff to fully develop their role through the use of a comprehensive induction and ongoing training programme. The appraisal system encourages the development of individuals through planning objectives and the production of a personal development plan.

## Partnerships

Granta Housing Society sets itself high standards of good housing management and practice, delivering an enhanced range of opportunities and choice for all its residents. The continuing development of accommodation providing care and support for vulnerable people forms an integral part of the Society's strategy for the future.

## Charges

Please contact the project manager or project worker for further details on charges and methods of payment.

## Complaints Procedure

Granta seeks to provide the best possible level of service. However, we are continuously looking at ways to improve upon what we do and suggestions for improvements are always welcome. Complaints (as well as compliments) are also received from time to time and for more details on the Society's formal procedure please refer to our leaflet 'Appeals & Complaints' available upon request from the registered office.

## Diversity & Equality

1. Being a significant employer and a service provider in the Eastern region Granta take a leading role in promoting equality and diversity.
2. We believe that equality of opportunity and respect for diversity are core values of the organisation.
3. We are committed to identifying and responding to any form of discrimination within our area of operation.
4. Our approach is one of inclusion in decision-making about service provision and we aim to ensure there are no barriers to achieving the objectives set by the Society's Board that are disseminated throughout the whole organisation.
5. We aim to work closely with the Housing Corporation and other advisory bodies by putting appropriate measures in place to monitor our progress and action key points raised in implementing the Society's objectives.



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Granta Housing Society Ltd is a  
charitable housing association