

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.**

এই পরিকল্পনার সংক্ষিপ্ত বিবরণ সম্বলিত পুস্তিকা (স্কীম ব্রোশার) বাংলায় পাওয়া যায়

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## **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.

The Society became part of the Metropolitan Housing Partnership in April 2005.

## **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 eight 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 will be responsible for identifying their needs and areas of support and developing a support plan. The support plan will be reviewed quarterly with the tenant and keyworker.

## **Strengths Approach**

'Strengths based practice' moves away from a traditional problems-orientated way of working to develop a collaborative, trusting working relationship between tenants and staff. It prioritises the achievement of the tenant's own aspirations and building upon their own strengths and resources. The strengths approach emerges within a set of positively framed principles, which clearly guide staff values and attitudes.

## **Aims & Objectives**

At Norvick House we aim to:

- Provide accommodation in self-contained flats for eight 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.
- 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.
- Arrange the staff rota to suit the needs of the tenants.

There will be an ongoing evaluation of Norvick House and its aims and objectives by the project staff and the Area Supported Housing Manager.

## **The Staff Team**

The staff team consists of a part-time project manager, a deputy project manager, 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.

## **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 Tenant Consultation Policy.

The Society carries out a survey each year asking for tenants' views. This information helps shape local and organisation objectives for the forthcoming year. Results are published locally and through the organisation.

A tenant representative is voted annually by tenants who will attend the Tenant Involvement Group meetings to have input at organisational level.

Tenants have undertaken training to enable them to be part of the selection panel when recruiting new staff.

## **Move On**

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

## **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 tenants are encouraged to take an active role in this review of services which is surveyed independently. Where tenants 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.

This report is available for tenants and other interested parties.

## **Supporting People**

Supporting People is a government programme that together with Adult Social Services helps fund supported housing schemes such as Norvick House. To ensure that the scheme is one of quality and one which meets the needs of its' tenants, Supporting People carry out service reviews. This covers areas such as assessments and risk, support planning, complaints, health & safety, abuse, fair access and diversity. The Quality Assessment Framework element of the review is graded from A-D, with A demonstrating a service of excellence. In 2006, the service attained 6 A's. The outcome report is available from the scheme.

## **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.

## **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 tenants. The continuing development of accommodation providing care and support for vulnerable people forms an integral part of the Society's strategy for the future.

To ensure that the scheme remains strategically relevant in line with the Supporting People programme and other frameworks such as the Valuing People, Granta ensures that there are both organisational and local links with strategic partners such as learning disability teams, social care, local councils, housing forums and voluntary organisations.

## **Compliments, Complaints and Appeals 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 received from time to time and for more details on the Society's formal procedure please refer to our leaflet 'Compliments, Complaints and Appeals' available upon request from the registered office.

The complaints procedure incorporates an internal appeal system and referral to an external Ombudsman. The address for the Ombudsman can be obtained from the scheme.

## **Protection of Vulnerable Adults**

The Society as a responsible RSL is dedicated to the Protection of Vulnerable Adults. In conjunction with local authorities, PCT's and social care, the Society's policies and procedures reflect the codes and practices adopted by its partner agencies, according to the "No Secrets" document issued in March 2000. (Copies of this can be obtained from the scheme.)

The Society adopts a pro-active and transparent approach and to this end an annual report is published and made available to all stakeholders.

## **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.

## **Referral Procedure**

Once a void is identified, Social Care will be notified and invited to submit referrals. The clients referred will be assessed in their current accommodation, by the project manager. A selection panel of the project manager and representative of Social Care will then meet to discuss the referrals.

## **Further Information**

Please contact the Project Manager at Norvick House for further details about the project, current charges and methods of payment. For information about other Granta projects, contact the Area Office (see back page for details).

***Project Manager:***

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Granta also offers its tenants / residents and staff the opportunity to access information in different media to suit their needs e.g. Braille, **Larger print**, other languages, pictorial, audio tape/CD, minicom (01223 702 237). For access to these services, please contact us on 01223 576 756. Where applicable this will be achieved using a variety of service providers.

Other contacts : translation@cintra.org.uk www.multikulti.org.uk,  
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本資料可被翻譯成廣東話。如有需要請聯絡 Granta 房屋組織 (Granta Housing Society) , 電話 01223 576756

Šis dokumentas gali būti išverstas į lietuvių kalbą. Norėdami gauti kopiją, prašome susisiekti su Granta Asociacija dėl Gyvenamųjų Patalpų telefonu 01223 576756

.Niniejszy dokument może zostać przetłumaczony na język polski. Aby zamówić tłumaczenie, proszę się skontaktować z Granta Housing Society – tel. 01223 576756.

Este documento pode ser traduzido para Português. Para receber uma cópia contacte a Granta Housing Society pelo telefone 01223 576756

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This document can be translated into your language. For a copy please contact Granta Housing Society, Tel 01223 576756

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