

Providing housing and support at

## 3 & 4 York Close, Sudbury Suffolk

**We aim to provide a service which is tailored to individual need and which promotes choice, dignity and independence.**

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

以下計劃小冊子資料亦可以廣東話取得

Ši aprūpinimo programos lankstinuką yra išleista šiomis kalbomis lietuviškai

To Broszura informacyjna jest dostępna w języku polskim

Esta Brochura do Plano está disponível em Português

Брошюра программы можно получить на русском языке

Granta also offers its tenants / residents and staff the opportunity to access information in different media (e.g. Larger print, minicom etc..) – see back cover.

## **Granta Housing Society**

Granta Housing Society is a Registered Social Landlord founded in 1968, working throughout the Eastern Region as an independent charitable organisation. The Society 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.

## **3 & 4 York Close, Sudbury, Suffolk**

York Close is a supported housing scheme offering long-term accommodation and support for six people aged 18+ who have mental health needs.

## **Statement of Philosophy**

People with mental health needs have the right to live an ordinary life in accommodation that meets their individual needs. York Close provides housing with staff based on site to provide support to enable them to do this. The Scheme offers a flexible and positive service that supports tenants in living as independently as possible. This service supports tenants according to individual need and aims to maximise their independence in accordance with principles of ordinary living.

## **Accommodation & Facilities**

The project consists of two houses joined together in the middle of a row of terraced houses. It is situated close to the town centre and to local amenities. It has a communal lounge, kitchen, dining room and conservatory. Each tenant has his or her own room. There are two bathrooms each with shower and toilet, plus a downstairs toilet. There are also laundry facilities and a staff sleep-in room and office.

## **What is Provided?**

Each tenant has a named keyworker from the staff team. The keyworker will be the main contact and will take a central role in offering support, advice and practical help, as well as liaising with external agencies such as the benefits agency or social / health care professionals. The keyworker will work with each tenant to assist them to identify and draw up a plan of the support they need.

The support is mainly geared towards managing a tenancy and includes areas such as:-

- Liaising with other agencies and professionals on behalf of tenants if required
- Advice on equipment provided for the tenant's own use, e.g. washing machine etc.
- Dealing with tenant disputes
- Assistance/advice with budgeting/debt counselling/bill and rent paying
- Completing benefit forms

- Support with maintaining/cleaning tenants' own rooms and the communal areas
- Support in the buying and preparation of food
- Assistance to move on to accommodation where less/more support is required if appropriate
- Support with accessing leisure/social/educational activities
- Support with maintaining links with family and friends

The support offered is in accordance with principles of ordinary living and is flexible to meet the needs of the individual.

The scheme does not provide:

- Personal or nursing care
- Formal counselling
- Assistance with personal hygiene/bathing/dressing/getting in & out of bed
- Services to enforce specific requirements imposed by courts (such as drug treatment orders)

## Tenure

The accommodation is long term and is granted to facilitate the provision of support. An Assured Shorthold Tenancy and Support Agreement are issued for the first six months. An assessment will be made five months after moving in to assess the appropriateness of the service offered. If both tenant and York Close agree that the service can meet the needs of the tenant, an Assured Tenancy and Support Agreement will be offered. This tenancy gives a higher level of security of tenure. If you would like more information about this please contact the Project Manager.

## 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.

## The Staff Team

The staff team consists of five whole time equivalents – project manager, senior project worker, one full-time project workers and three part-time project workers.

Staff support is available between the hours of 7.30 am and 11.00 pm seven days a week. There is also a staff sleep-in at night to attend to emergencies.

Granta Housing Society encourages staff to fully develop their role whilst with the organisation and offers a comprehensive induction programme and ongoing training opportunities to ensure the further development of individual and team skills. Granta is pleased to have received the Investors in People Award in recognition of good employment practices.

## Tenant Rights and Responsibilities

Details of these are listed in the Tenancy Agreement, which is available from the Scheme.

Examples of responsibilities are:-

- Payment of rent and utility bills
- To use the premises as a principle home and not to run a business from the premises
- Not to cause a nuisance or annoyance or harass other tenants or staff
- Not to keep any animal on the premises without The Society's permission
- To maintain the premises in good clean condition

Examples of rights are:-

- The right to consultation regarding issues that are likely to have a substantial effect on the tenant
- The right to a service whereby the Society meets it's obligations to repair the property
- The right to information regarding the terms of the Tenancy and about The Society's policies and procedures

Tenants are encouraged to become involved in all aspects of running the Scheme where practicable, in accordance with the Society's Tenant Involvement policy. A fortnightly tenants' meeting is held to enable involvement and consultation.

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

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

## Quartz Quality Assurance Review

Sudbury 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.

The report feeds in to the scheme's annual local plan which in itself reflects the Society's corporate plan. This report is available for tenants and other interested parties.

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.

## **What does it cost and what will I need to pay?**

The charge consists of:-

- 1) a basic rent charge for the accommodation,
- 2) an eligible service charge that covers areas such as communal cleaning and heat and light costs,
- 3) an ineligible service charge that covers areas like the water rates,
- 4) a support charge.

The current charge is available from the Project Manager.

The amount you may need to pay depends on your income or benefit entitlement.

## **Supporting People**

Supporting People is a government programme that together with Adult Social Care helps fund supported housing schemes such as York Close. 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 2005/2006 York Close achieved six B's. Copies of the Service Review reports are available from the scheme.

## **Advocacy**

The Society supports and encourages tenants to make informed choices and participate in decisions about their lives, including the management of their accommodation.

The Society recognises the value of external advocacy and supports the rights of individuals to access independent 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 Granta'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 National Service Framework (Mental Health), Granta ensures that there are both organisational and local links with strategic partners such as mental health teams, social care, local councils, housing forums and voluntary organisations.

## **Diversity & Equality**

The Society believes that equality of opportunity and respect for diversity are core values of the organisation and we are committed to identifying and responding to any form of discrimination.

## Compliments, Complaints and Appeals

The Society seeks to provide the best possible level of service. We regard any expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Society (its staff or contractors) which affects people adversely as a complaint. The full Compliments, Complaints and Appeals Procedure is available from the Project Manager on request. We are continually looking at ways to improve upon what we do and suggestions for improvement are always welcome.

Complaints may also be referred to Supporting People. Addresses 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.

## How do I apply?

The scheme has a formal referral process and a multi-agency Allocation Panel that assesses all applications.

Potential applicants may initially visit the scheme by appointment to discuss the suitability of the support offered and the accommodation. All applications must be made by an external agency such as a community mental health nurse or social worker. In most cases this will be the applicants care co-ordinator.

All applicants must:-

- be regarded as having mental health needs and be part of the Care Programme Approach (CPA) with a named care co-ordinator.
- be regarded as in need of support and have an assessment of their social care needs that identifies a need for support and a plan to meet these needs. This could be the CPA care plan, for example.

If the scheme has no current vacancies, accepted applicants will be placed on a waiting list. Vacancies are infrequent due to the nature of the scheme. All applicants will be informed of the outcome of their application in writing.

A full list of referral criteria and application forms are available from the Project Manager.

## Further information

If you would like further information about any aspect of this service please contact the Manager at York Close. For information about other Granta supported housing schemes, contact the supported housing dept at Head Office. Contact details are on the back page.

**Project Manager:**

3 & 4 York Close

Sudbury

Suffolk

CO10 1NQ

Tel: 01787 312804

Fax: 01787 310833

Email: [sudbury@grantahousing.org.uk](mailto:sudbury@grantahousing.org.uk)



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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এই তথ্যপত্রটি বাংলায় অনুবাদ করা যাবে। একটি কপির জন্য দয়া করে 'গ্রান্টা হাউজিং সোসাইটি'র সঙ্গে 01223 576756 নম্বরে ফোনে যোগাযোগ করুন।

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

Этот документ может быть переведен на русский язык. Чтобы получить копию перевода, пожалуйста, обращайтесь в жилищную организацию Granta по телефону 01223 576756

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

**Our Details:** Granta Housing Society Limited  
1 Horizon Park, Barton Road, Comberton, Cambridge CB23 7AF  
**Telephone:** 01223 576 756 **Fax:** 01223 576 750  
**Website:** www.grantahousing.org.uk **E-mail:** info@grantahousing.org.uk  
**Care and Supported Housing Department** **Fax No:** 01223 265 146

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