

Providing housing, care and support at

Coneygear Court Huntingdon

Coneygear Court provides temporary accommodation for families who have lost their homes. Staff support and advise on dealing with the trauma of homelessness.

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. 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.

Coneygear Court, Huntingdon

A hostel opened in 1994, to provide temporary accommodation for families who have lost their home for a variety of reasons.

Accommodation & Facilities

21 family rooms with shared bathrooms, kitchens, laundry and recreation rooms and a separate two bedroom house sharing extensive grounds.

What is Offered?

High standard of accommodation with staff to assist service users with any problems.

Strengths Approach

'Strengths based practice' moves away from a traditional problems-orientated way of working to develop a collaborative, trusting working relationship between service users and staff. It prioritises the achievement of the service users' 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

- To provide safe, comfortable, temporary accommodation.
- To assist service users with the paperwork involved in claiming benefits.
- To give help and support to those experiencing the trauma of homelessness as far as we are able, and to suggest more expert help where it is needed.
- To liaise with other agencies who are involved with homeless people.
- To encourage and enable service users to prepare for leaving for their new home, having gained strength from their stay at Coneygear Court.
- To maintain up-to-date knowledge of financial, health and social issues which may affect the service user.

The Staff Team

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.

Service Users' Responsibilities

Service users are asked to sign a Licence Agreement and Support Agreement when they move into the Project, which set out responsibilities and clear obligations concerning nuisance, harassment (racial or otherwise), disruption, damage to property, and noise. Any breach of these Agreements will result in an investigation and may result in a service user being asked to leave.

Service users also sign an agreement to supervise their children at all times.

Service User Consultation

The Society has a Service User Consultation Policy which outlines further involvement undertaken by its service users.

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

Move On

Permanent accommodation is allocated by Huntingdon District Council via other Housing Associations. Alternatively, help is given by HDC to secure a private rental.

A Resettlement Officer working jointly between Granta and Luminus Housing Group, supports service users in moving on from the scheme and into their new home.

Quartz Quality Assurance Review

Coneygear Court 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 service users are encouraged to take an active role in this review of services which is surveyed independently. Where service users 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 service users and other interested parties.

Supporting People

Supporting People is a government programme that together with the Huntingdon District Council helps fund Coneygear Court. To ensure that the scheme is one of quality and one which meets the needs of its' service users, 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.

Advocacy

Granta 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. Granta 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 service users. 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, Granta ensures that there are both organisational and local links with strategic partners such as Huntingdon District Council, social care, housing forums and voluntary organisations.

Compliments, Complaints and Appeals Procedure

The Society 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 Society's Compliments, Complaints and Appeals Procedure incorporates an internal appeal system and referral to an external Ombudsman. Complaints may also be referred to Supporting People, whose address 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

All referrals to the scheme are made by Huntingdon District Council, to fulfil their statutory duty to place homeless people in temporary accommodation.

Further Information

Please contact the project manager at Coneygear Court for further details about the project, current charges and methods of payment. Further information may be obtained from the Homelessness Office, Huntingdon District Council. For information about other Granta projects, contact the Area Office (see back cover for details).

Project Manager:

Coneygear Court
Coneygear Road
Huntingdon
Cambs
PE29 1PR

Tel/Fax: 01480 356109



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

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