

Providing housing, care and support at

## 130 Suez Road

**130 Suez Road aims to provide a flexible service in accordance with principles of ordinary living, whilst promoting choice, dignity and independence.**

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

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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**

Founded in 1968, Granta Housing Society is a Registered Social Landlord 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.

### **130 Suez Road, Cambridge**

130 Suez Road is a new purpose-built supported housing scheme offering long-term accommodation for people aged 18+, who have a learning disability, mental ill health or complex needs.

The scheme consists of eight, one-bedroom self-contained flats, a communal lounge and kitchen, a quiet room, an office, laundry and staff overnight accommodation.

The scheme is in close proximity to Mill Road, where there is a range of shops and banking facilities. There is good access to the city centre, via bus services, and rail links are close-by.

Tenants have a wide range of community links to churches, pubs and leisure centres.

### **Accommodation and Facilities**

Each self-contained flat has a separate lounge, kitchen, bedroom and bathroom.

All flats are equipped with a cooker, fridge/freezer, washing machine, carpets, curtains, bedroom furniture, and furniture to the living room. All flats have a TV and telephone point.

There are communal landscaped gardens with raised flower beds for tenants to tend and parking. The scheme also benefits from a communal lounge (with computer, TV and radio) encouraging more social interaction and a quiet room.

### **What is Offered?**

Suez Road offers long-term supported housing to people considered to be vulnerable. Prospective tenants may be vulnerable in terms of their learning difficulty or mental health.

The scheme provides a flexible service, which supports tenants towards maximising their independence.

Each tenant will have their own keyworker from the staff team with whom they will draw up a plan of support encouraging person centred planning. The keyworker will take a central role in identifying and offering support, advice and practical help, as well as liaising with outside agencies such as Social Services and the Benefits Agency. Support offered encourages tenants to establish and maintain a circle of friends and a wide range of community links.

## **Domiciliary Care**

The Society is a registered domiciliary care provider. If any of the tenants at the scheme require assistance with care needs, or intensive support, the staff at the scheme are able to meet the identified needs through the domiciliary care registration.

## **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 and Objectives**

The aim of this scheme is to offer a flexible service which supports tenants towards independence, in accordance with principles of ordinary living.

## **The Staff Team**

The staff team consists of 11.8 WTE (whole time equivalent) staff members who work flexible shift patterns over a seven-day period.

Staff support is available between the hours of 7.30am-10.30pm. There is also a member of staff sleep-in at night in case of emergencies.

Granta Housing Society gives staff a comprehensive induction programme and on-going 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.

## **Tenants' Responsibilities**

Tenants are responsible for paying their rent. Staff can assist with completing Housing Benefit applications, which, in some cases, will meet the full rent charge (subject to income and Housing Benefit eligibility).

The Tenancy Agreement details tenant responsibilities, which include maintaining a level of cleanliness in individual flats, as well as the responsibilities of Granta Housing Society. Copies are available from the Manager. The rent charge is also available from the scheme.

Tenants are encouraged to become involved in all aspects of the running of the scheme where practicable. Monthly tenant meetings are held during which tenants are consulted on issues that affect them eg. safety issues, the service offered by the scheme, areas of responsibility, recruitment of staff, POVA etc.

## **Tenant Consultation**

The Society has a Tenant Consultation Policy, which outlines further involvement undertaken by its tenants. Other forms of consultation will be via house meetings, on an individual basis, or as part of the Quality Review process. The Society carries out a survey each year asking for service overviews. This information helps shape local and organisation objectives for the forthcoming year. Results are published locally and through the organisation. From this we draw up our yearly local plan which aims to improve our service here at 130 Suez Road.

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.

## **Tenure and Moving On**

The accommodation is long-term. An Assured Shorthold Tenancy Agreement and Support Agreement are issued for the first six months then these are replaced by an Assured Tenancy.

An assessment will be made five months after moving in, to assess the appropriateness of the accommodation. After the first six months termination of the tenancy will either be: volunteered by the tenant in writing, giving one month's notice; implied by vacant possession; or implied via a breach of tenancy (details of such circumstances are outlined in the Tenancy Agreement).

Should a tenant wish to move on to more appropriate accommodation, support will be given towards accessing this.

## **Quartz Quality Assurance Review**

All Granta schemes undergo an annual Quartz Quality Assurance Review, which involves an assessment of aspects of the service provided at the scheme. This process includes collecting information, encouraging discussion and identifying achievements and key operational areas for development. All tenants are encouraged to take an active role in this review of services. As 130 Suez Road is a relatively new scheme, the first review took place in the Spring 2006. Following a review, a report is made available for tenants and other interested parties.

## **Advocacy**

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

Granta recognises the value of external advocacy and supports the rights of individuals to access independent representation to express their views.

## **Partnerships**

The scheme will develop and maintain positive relationships and links with the Social Care Department, Health Authority, Community teams and voluntary groups.

Granta Housing Society sets itself high standards of good housing management and practice. The continuing development of accommodation that provides care and support for vulnerable people forms an integral part of Granta's strategy for the future.

## **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. Compliments, Complaints and Appeals 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 scheme. The Society's Compliments, Complaints and Appeal Procedure incorporates an internal appeal system and referral to an external Ombudsman and Social Services. Complaints may also be made to CSCI as the staff are delivering the service under the Domiciliary Care registration.

The addresses for the Ombudsman, Social Care and CSCI 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 and Equality**

Being a significant employer and a service provider in the Eastern region Granta take a leading role in promoting equality and diversity.

We believe that equality of opportunity and respect for diversity are core values of the organisation.

We are committed to identifying and responding to any form of discrimination within our area of operation.

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.

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 will be via the Cambridge Learning Disability Partnership. On receipt of a referral the Manager of the scheme will undertake an assessment.

Potential applicants may initially visit the scheme by appointment with the manager to discuss the suitability of the accommodation and the support offered.

All potential tenants must also have an individual assessment of their social care needs and a support plan to meet these needs. These assessments could be the Care Programme Approach.

If the scheme has no current vacancies, accepted applicants will be placed on a waiting list.

## **Further Information**

For information about other Granta supported housing schemes, contact the Supported Housing Department at Head Office (see back cover).

***Project Manager:***  
130 Suez Road  
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Tel: 01223 244494



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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