

Providing housing, care and support at

Lone Parent Scheme Huntingdon

The scheme in Huntingdon provides accommodation for two lone parents who have or are about to have their babies, enabling them to live independently within the community whilst receiving the continuing professional support their individual capabilities demand.

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, lone parents, people with mental health difficulties or residents with a learning disability.

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

Accommodation and Facilities

The scheme provides shared accommodation for two young lone parents with their babies in a three-bedded house in Huntingdon, close to shops and the town centre.

Through individually designed support plans, the scheme aims to meet the young parents' and children's needs, by actively facilitating change and teaching new skills to enable a level of independence to be reached and an opportunity gained to live in their own accommodation.

What is offered?

A range of support and help in line with the individual's personal support plan.

Help with planning weekly and longer-term budgeting, in addition to help with making regular payments for outgoings such as rent and other regular bills, utilities, TV etc.

Advice and active encouragement to attend community facilities, including cinemas, further education, clubs, sports and leisure opportunities (as deemed appropriate in the support plan), whilst receiving appropriate practical support.

Active intervention particularly in order to assist the tenants to engage with their social worker and scheme staff.

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

The Lone Parent Scheme aims to:

- Offer a range of support in line with the person's individual support plan.
- Provide appropriate, high quality and affordable accommodation.
- Preparation for eventual own tenancy.

The Staff Team

The staff team comprises a project manager at one hour per week and one project worker working a total of five hours per week.

Tenants' Responsibilities

It is expected that tenants will adhere to recommendations laid out in their individual personal support plan, and to abide by the Society's rules and regulations as laid out in their Licence agreement.

Tenant Consultation

The Society has a Tenant Consultation Policy which outlines further involvement undertaken by its tenants.

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.

Quartz Quality Assurance Review

The Lone Parent Scheme 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.

Supporting People

Supporting People is a government programme that together with Adult Social Care helps fund supported housing schemes such as the Lone Parent Scheme. To ensure that the scheme is one of quality and one which meets the needs of its' tenants, Supporting People carry out service reviews. These cover 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 2004/2005 the Young Lone Parent Scheme achieved five C's. Copies of the Service Review reports are available from the scheme.

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 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.

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. 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 head office. The Society's Compliments, Complaints and Appeals Procedure incorporates an internal appeal system and referral to an external Ombudsman. Complaints can also be referred to Supporting People. All 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.

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

Referrals need to meet the Social Care eligibility criteria.

The application form should be sent to the Huntingdon District Council.

Further Information

For further information please contact the project manager or deputy. Visits by appointment only.

Project Manager:

Office at:
Coneygear Court
Huntingdon
Cambs
PE29 1PR

Tel: 01480 437648

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

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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