

Providing accommodation and support at

Jankyn's Place Bury St Edmunds

We aim 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।

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

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.

Jankyn's Place, Bury St Edmunds

Jankyn's Place opened in Dec 2001 and was purpose built to provide self-contained accommodation with on site support. The Scheme offers housing with support to vulnerable people aged 18+ who have support needs. A person may be vulnerable due to their mental health, learning disability, age, etc.

The Scheme is within easy walking distance of Bury St Edmunds town centre and has good access to shops, college, sports centre, cinema, bus and rail stations and other local amenities.

Statement of Philosophy

People who are deemed vulnerable have the right to live an ordinary life in accommodation that meets their individual needs. Jankyn's Place 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 Scheme comprises 17 self-contained flats and bungalows. Each has a separate lounge, kitchen, bathroom and one bedroom. Some have baths and some have walk in showers.

The bungalows have a small rear private garden area whilst the flats share a small communal garden. All have access to and can use the central communal garden. There are no communal rooms.

All accommodation is equipped with carpets, curtains, a telephone point and a standard TV aerial. The accommodation is otherwise unfurnished.

There is also a security intercom system linked to the staff office and the flats have security entry phones. A fire alarm system is in place.

No car parking facilities are available for tenants but an annual permit can be purchased for nearby allocated parking, subject to availability.

What is Provided?

Staff support is available between the hours of 8am–10pm Monday-Friday. There is also a staff member on duty at weekends between 9am and 10pm. Currently at night there is a staff member sleeping in at the Scheme to attend to emergencies. It is anticipated that the sleep-in service will be replaced with an on-call arrangement in 2007.

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:

- Assistance with the security of the dwelling
- Arranging for professionals to call
- Advice on equipment provided for the tenant's own use, eg. operating heating etc.
- Dealing with neighbour disputes
- Assistance/advice with personal budgeting/debt counselling
- Completing benefit forms
- Life skills training in maintaining the interior of the dwelling in appropriate condition
- Life skills training to undertake minor repairs in the dwelling that are the tenant's responsibility
- Advice on, or supervision of, food preparation or food storage
- Activities necessary to enable the tenant to move on to accommodation where less support is required

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
- Physical assistance with personal hygiene
- The administering of medicine
- Formal counselling
- Meals (support is provided in the form of advice, eg. kitchen hygiene, cooking times)
- Assistance with personal hygiene/bathing/dressing/getting in and out of bed
- Services to enforce specific requirements imposed by courts (such as drug treatment orders)

Tenure

The accommodation is granted to facilitate the provision of housing related support services. An Assured Shorthold Tenancy and Support Agreement are issued for the first six months. These are then revised on a six-monthly basis if both the tenant and Jankyn's Place agree that the service offered continues to be appropriate for the tenant. If you would like more information about this please contact the Project Manager (see details on inside back cover).

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 four (WTE) support staff who are based at the office on site. The Project Manager and Deputy Manager are also based on site.

Granta Housing Society gives staff a comprehensive induction programme and ongoing training opportunities to ensure the further development of individual and team skills. The Society 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 four weekly meeting, called The Tenant Forum, is held to enable involvement and consultation.

The Society also 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 Tenants 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.

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

The charge consists of:

- 1) a basic rent charge for the accommodation
- 2) a service charge that covers things such as the fire alarm, external window cleaning, communal garden maintenance etc
- 3) a support charge

The current charge is available from the Project Manager.

The amount you pay depends on your income or benefit entitlement. For example, if you were in receipt of income support then you would not need to contribute towards these costs as they would be met in full by housing benefit as well as funding from 'Supporting People'. Support is provided to apply for benefits to meet these costs.

Supporting People

'Supporting People' is a new government programme, which began in April 2003. This programme aims to provide funding for the delivery of support services to a range of vulnerable people across all housing tenures. The Supporting People team visit, monitor and review the service provided by Jankyn's Place. 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 Jankyn's Place achieved three A's and three 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

Jankyn's Place will develop and maintain collaborative relationships and links with Suffolk Social Care/Health Partnership, mental health service providers, local housing & support providers, as well as other local and regional, voluntary and statutory organisations.

The scheme also undertakes an internal quality assurance review (Quartz) which involves an assessment of aspects of the service. All tenants are encouraged to take an active role in this review. 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.

Compliments, Complaints and Appeals Procedure

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. 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. Addresses can be obtained from the scheme.

We are continually looking at ways to improve upon what we do and suggestions for improvement are always welcome.

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

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.

How do I apply?

The scheme has a formal referral process and a multi agency Allocation Panel which assesses all applications. This panel meets twice a year.

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 applicants' care co-ordinator.

All applicants must:

- be regarded as vulnerable (this may be because of their mental health, learning disability, age, etc.) 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.
- Have a clear local connection with St Edmundsbury area.

If the scheme has no current vacancies, accepted applicants will be placed on a waiting list. 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 Jankyn's Place. A tenant handbook is available from the scheme. This gives details about how the service is provided. For information about other Granta supported housing schemes, contact the supported housing department at Head Office. Contact details are on the back page.

Project Manager:

15 Jankyn's Place
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Suffolk
IP33 3BT

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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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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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