

Providing housing, care and support at

Russell Road Clacton-on-Sea

Russell Road aims to provide a flexible, positive, individual needs-led service that supports, enables and promotes continued independence and community involvement.

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

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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

Granta Housing Society is a Registered Social Landlord founded in 1968 and now 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. About a quarter of the Society's housing is for vulnerable adults with special housing needs such as older persons, adults with mental health needs, adults with a learning disability, or vulnerable homeless adults. The Society became part of the Metropolitan Housing Partnership in April 2005.

9 & 9a Russell Road, Clacton-on-Sea, Essex

Russell Road is a purpose-built dwelling close to Clacton town centre and the promenade. Tenants are expected to have reasonable living skills as they are expected to shop and cook for themselves, do their own washing, cleaning and integrate with the local community.

Accommodation and Facilities

Each house has a communal lounge, kitchen, utility room bathroom and toilet, shower room and toilet, a ground floor toilet, and four bedrooms. The bedrooms are the tenants' private space and have a wash basin. A bed and some bedroom furniture is supplied, but tenants are expected to make provision for the rest of their needs. There is also a staff office and sleep-in room. Each house has a washing machine, tumble dryer, cooker, dishwasher and a fully-fitted kitchen.

What is Offered?

The scheme offers supported move-on accommodation to eight people with mental health needs who require varying levels of support. Russell Road is staffed seven days a week with emergency on-call system working overnight. The accommodation is available for an agreed period negotiated at the time of referral and while the tenant has needs which can be met by the scheme. This period would not normally exceed two years and must also comply with the conditions of the Assured Shorthold Tenancy.

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

- To provide an appropriate support package to tenants living at the scheme that is both flexible and positive.
- To provide the necessary social life and activity of daily living skills in order for tenants to achieve their optimum level of independence.

- To monitor tenants' mental health and involving other professionals as required.
- To create opportunities for tenants in the community, establish links and ensure individuals are aware of the services to which they are entitled.
- To maintain and develop positive links between tenants and their families and friends.
- To create and promote an environment where tenants' personal needs, choices and values can be expressed and respected.
- To adopt a multi-cultural approach that will encourage sensitivity to different needs and practices among differing ethnic and cultural groups.
- To promote awareness and respect for religious beliefs held by tenants.
- To adopt an approach which offers privacy, dignity, independence, choice, rights and fulfilment.

The Staff Team

The staff team currently consists of a full time Project Manager, a full time Senior Project Worker and three full time Project Workers. Tenants are allocated a staff member as their named 'keyworker'.

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 Investor in People Award in recognition of good employment practices.

Tenants' Responsibilities

Tenants should be:

- Willing to develop independent living skills in areas such as budgeting, self-care, shopping, cooking and household tasks.
- Able and willing to maintain an agreed level of cleanliness in their bedroom and communal areas.
- Have the ability and willingness to accept Russell Road's philosophy and have acceptance of communal living and have the ability to live alongside other people.
- Be compliant and willing to self-medicate. However, those who need their medicine monitored may be considered subject to the referral process.
- Be willing to move on from Russell Road after the agreed time into independent accommodation.

Tenants are asked to sign an Assured Shorthold Tenancy Agreement and Support Agreement when they move into the project which sets out clear behavioural 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 tenant being asked to leave. Tenants are encouraged to take prescribed medication where applicable and discuss medical issues with relevant professionals. However should a tenant's behaviour become disruptive due to their decision not to take medicine, consideration would be given to another placement if it was suitable.

Tenant Consultation

The Society's tenants, as consumers of its services, have a significant interest in our work and can help set and monitor standards of housing and care services provided. Granta aims to promote accountability and best value by giving tenants reasonable and effective opportunities to influence or amend policies and decisions that may affect them. This is achieved by a monthly tenant meeting held to discuss any concerns or issues that relate to living at Russell Road.

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.

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

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.

Move On & Resettlement

Russell Road is committed to enhancing tenants' daily living skills with the aim of moving people on into suitable independent accommodation. When the tenant and those involved in their support agree that they have sufficient skills and confidence to do this, the move-on process will be initiated.

When suitable accommodation is found, Russell Road's staff offer resettlement support in conjunction with other support agencies usually up to three months. This is to ensure continuation of support and tenancy sustainment, helping tenants to establish and maintain their wellbeing in their new place of residence.

Quality Assurance Review

Russell Road 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. Professionals' views are also sought at this stage. From the manager's review of services a Quality Action Report is produced to take issues forward. The Quartz 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 the Adult Social Care helps fund supported housing schemes such as Russell Road. 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 2005/2006 Russell Road achieved six A'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/or management support for vulnerable people forms an integral part of Granta's strategy for the future and is achieved through good working partnerships.

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

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 scheme or the registered office. The Society's Compliments, Complaints and Appeals Procedure incorporates an internal appeal system and referral to an external Ombudsman.

The addresses for the Ombudsman, Social Care and Supporting People 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

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 potential tenants will be referred to the scheme as reflected in their CPA Care Plan.

Any person considering making a referral should contact the project manager at Russell Road to arrange an informal visit with their proposed client. An Assessment of Needs, Views and Aspirations will need to be completed using the Society's appropriate format (available from the scheme). If they wish to proceed, a referral form should be completed by the care co-ordinator. Referral agents will be invited to a Selection Panel meeting (comprising of representatives from Granta and such agencies as Social Care, North Essex Mental Health Partnership Trust and Tendring District Council) to enable a final decision on suitability to be taken.

Successful applicants will be offered a flat for a four-week trial period which will be followed by a CPA review to confirm suitability.

Further Information

Please contact the project manager at 9 & 9a Russell Road for further details about the project, current charges and methods of payment. For information about other Granta projects, contact the area office (see back cover for details).

Project Manager:
9 & 9a Russell Road
Clacton-on-Sea
Essex
CO15 6BE

Tel: 01255 473367
Fax: 01255 223104



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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