

Providing move-on housing, support and resettlement

## 7-9 Station Street Saffron Walden, Essex

**Station Street 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

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## **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.

### **7-9 Station Street, Saffron Walden, Essex**

Station Street was opened in 1996 to provide support and accommodation for eight people experiencing mental health difficulties. Situated in the picturesque and thriving North Essex market town of Saffron Walden, the scheme is within easy walking distance of the town which is well served by shops and restaurants and has many clubs and societies. There are bus services to larger towns such as Cambridge and a nearby train station at Audley End with services to London and Cambridge.

### **Accommodation & Facilities**

The property consists of two houses and is a modern two-storey red brick building. Each house has a lounge, kitchen, utility room, toilet, bathroom, shower room and four bedrooms. There is a good sized attractive garden to the rear of the property and some car parking space. In each bedroom the Society provides household items such as bed, chest of drawers and lockable bedside cupboard, there is also a built-in wardrobe. In addition, crockery and cutlery is provided and each tenant has their own fridge.

### **What is Offered?**

The scheme offers supported move-on accommodation to eight people with mental health needs who require varying levels of support. Station Street is staffed seven days a week from 8am to 10pm with staff on call overnight to respond to emergencies. 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 comply with the conditions of the Assured Short-hold Tenancy. Each tenant has a key-worker throughout their stay who co-ordinates the support planning process via consultation with other professionals involved in the tenant's care and support.

### **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**

- Accommodation that is available for an agreed period negotiated at the time of the referral and while the tenant has needs which can be met by the project (this period will not exceed two years and will comply with the conditions of the tenancy).
- An appropriate support package that is both flexible and positive.
- The necessary social, life and activity of daily living skills to help the tenant achieve the optimum level of independence.
- A means of monitoring the tenants' well-being and involving other professionals where considered necessary.
- To create opportunities for the tenant in the community, establish links and ensure the tenants' are aware of services to which they are entitled.
- To maintain and develop positive links between the tenant, their family and friends.
- An environment where the tenants' personal views, choices and values can be expressed.
- A multi-cultural approach that will encourage sensitivity to different needs and practices among differing ethnic groups.
- To promote awareness and respect for religious beliefs held by the tenant.
- A positive relationship with professionals and advocates.
- Competent staff to enable the aims and objectives of the project to become a reality.

## **The Staff Team**

The staff team currently consists of a project manager, a deputy and project workers who cover the scheme on a rota basis. 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 room and communal areas.
- Be compliant and willing to self-medicate. However, those who need their medicine monitored may be considered subject to the referral process.
- Must have acceptance of communal living and have the ability to live alongside other people.
- Be willing to move on from Station Street 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 Station Street.

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 organistaion.

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**

Station Street 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, Station Street's staff offer resettlement support in conjunction with other support agencies for 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**

Station Street 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 Mental Health Commissioners helps fund supported housing schemes such as Station Street. To ensure that the scheme is one of quality and one which meets the needs of its' tenants, 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. In 2005 Station Street achieved one A and five B's in their service review. 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. 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 or the head 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.

Any person considering making a referral should contact the project manager at 7-9 Station Street to arrange an informal visit with their proposed client. If they wish to proceed, a referral form should be completed by the care co-ordinator. An Assessment of Needs, Views and Aspirations will need to be completed using the Society's appropriate format (available from the scheme). Referral agents will be invited to a Selection Panel meeting (comprising of representatives from Granta, Social Care, Health, and Uttlesford District Council) to enable a final decision on suitability to be taken.

## **Further Information**

Please contact the project manager at 7-9 Station Street 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:***

7-9 Station Street

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Essex

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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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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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