

Providing housing and support at

# The Briggs Amey Project 65 Ross Street, Cambridge

**The Project will provide a tailor-made support system that aims to enhance the lives of its tenants, and will allow the expression of choice and independence to its fullest extent.**

**We will provide the structure to enable tenants to develop themselves in all areas of their lives, and will promote the rights they have as individuals.**

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, 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, people with mental ill health, people with a learning and/or a physical disability.

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

## **The Briggs Amey Project, Ross Street, Cambridge**

The Briggs Amey Project is one of Granta's supported housing schemes located in central Cambridge and opened in 1991. The scheme provides accommodation and housing related support services to physically disabled people and individuals with a mild learning disability/mental health need.

The project will provide a tailor-made support system that aims to enhance the lives of its tenants and will allow the expression of choice and independence to its fullest extent.

The project will provide the structure to enable tenants to develop themselves in all areas of daily living.

## **Accommodation & Facilities**

Accommodation comprises six self-contained flats, situated in a community-based setting. All flats have their own facilities and staff are based on site during the day and evening, providing an on-call service for emergencies from 10pm to 8am.

## **What is Offered?**

The scheme aims to provide an environment where individuals are given the opportunity to reach a greater level of independence in accordance with their needs and abilities.

Each tenant is appointed a 'key worker' at the beginning of his or her tenancy. This person coordinates housing related support in partnership with the tenant, relevant professionals and where appropriate, families and advocates. The 'key worker' has a central role in offering housing related support, guidance and encouragement to enable the tenant to make the best use of the service and resources available.

## **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 Briggs Amey Project aims:

- To provide supported independent accommodation that suits individual requirements, regardless of sex, ethnic background, sexual orientation and religious beliefs.
- To ensure all tenants have the right of choice and to respect the choices made.
- To encourage and enable tenants to speak for themselves and to promote awareness of services if required.
- To enhance confidence, so that tenants know their feelings and expressions will be listened to and acknowledged.
- To enable tenants, where possible, to pursue their own choice of leisure, educational and social interests.
- To provide a key working system for each tenant that is tailored to each person's individual needs.

## **The Staff Team**

The staff team currently comprises a Project Manager, Senior Project Worker, one full-time and two part-time Project Workers. Staff have a wide and varied background with substantial experience of working with people who have disabilities. An Area Supported Housing Manager oversees the work of the scheme offering support on a monthly basis and as is required.

Staff cover is provided between the hours of 8am and 10pm, with an on-call service for emergencies from 10pm to 8am. Generally one or two people are on duty at any given time. Staff support is offered to tenants in the form of practical help and advice. There are fortnightly staff meetings to review all tenants, discuss business plans and further developments.

Granta Housing Society encourages staff to fully develop their role whilst with the organisation, offering 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 asked to sign an Assured Shorthold Tenancy Agreement and Support Agreement when they move into the Project which sets out clear obligations of the tenant. Any breach of these agreements will result in an investigation and may result in a tenant being asked to leave. Tenants are supported to take prescribed medication where applicable and discuss medical issues with relevant professionals.

## **Tenant Consultation**

On an annual basis tenants are sent a questionnaire that is intended to gauge tenants' opinions on all aspects of living at the Briggs Amey scheme. This information helps shape local and organisation objectives for the forthcoming year. Results are published locally and through the organisation. Good practice requires that reviews be held on at least an annual basis. These reviews, where

possible, are directed by the tenant with support from the 'key worker'. It is expected that during this process, issues relating to tenants' opinions of the service will be discussed.

The Society has a Tenant Involvement 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.

Tenants have undertaken training to enable them to be part of the selection panel when recruiting new staff.

## **Moving on**

Where it has been established that a tenant is ready to move on, staff will support the tenant by working with other agencies in securing appropriate accommodation. The 'key worker' will assist in making referrals with the support of relevant professionals and/or family.

Family or Social Services would give follow up support.

## **Quartz Quality Assurance Review**

Briggs Amey undergoes an annual Quality Assurance Review (Quartz). The Project Manager leads 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 Social Care helps fund supported housing schemes such as The Briggs Amey Project. To ensure that the scheme is one of quality and one which meets the needs of its' tenants, Supporting People carry out reviews as part of the Quality Assurance Framework (QAF). This covers areas such as assessments and risk, support planning, complaints, health & safety, abuse, fair access and diversity. The review is graded from A-D, with A demonstrating a service of excellence. In 2004/2005 The Briggs Amey Project achieved three B's and three 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**

The Briggs Amey scheme relies on positive relationships and links with Social Care, community health professionals, and local voluntary and statutory organisations in the region.

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.

## **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 head office.

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

Compliment, Complaints and Appeals may also be referred to Supporting People. 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 are sought from all sources, including:

- Social Services;
- Private;
- Other Community-based or institutional settings.

All referrals will be pursued and will be judged on the basis of individual need and whether the scheme can cater for those needs.

## **Further Information**

Please contact the Project Manager at 65 Ross 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 page for details).

***Project Manager:***  
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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

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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