

Providing housing, care and support at

1-8 Stanfields Court Harlow

Stanfields Court supports and encourages tenants towards full independent living by providing a professional, quality led, best value service working in partnership with other voluntary and statutory organisations.

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.

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 amount 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.

Stanfields Court, Broadfields, Harlow

Stanfields Court is a supported housing scheme for adults with a learning disability situated in a quiet location close to the town centre and the college. It has easy access to shops, college, transport, leisure activities and all other aspects of living in the community.

Accommodation & Facilities

Stanfields Court consists of eight self-contained flats, a staff room, a laundry room and an office/meeting room. There is also a large garden for tenants' use.

What is Offered?

Staff provide cover 24 hours a day. Staff support tenants in areas of daily living to enable them to be as independent as possible, helping with such skills as basic cooking, budgeting, hygiene and shopping.

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 whilst the individual has needs which can be met by the scheme and the service user continues to progress towards independence. This period is not time limited although it is not indefinite and must comply with the conditions of the tenancy.
- An appropriate support package to tenants living at the project that is both flexible and positive.
- The necessary social, life and activity of daily living skills in order for tenants to achieve their optimum level of independence.
- To create opportunities for tenants in the community, establish links and ensure individuals are aware of services to which they are entitled.
- To maintain and develop positive links between tenants and their families and friends.
- An environment where tenant's personal views, 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.

The Staff Team

The staff currently comprises a part-time manager, a part-time senior project worker and three full-time project workers.

Staff enable and encourage tenants to live independently. Each tenant has a member of staff as their 'key worker'. The key worker supports the tenant to set up a routine for day-to-day living, e.g. managing money, helping find out about education, interests and employment opportunities.

Granta Housing Society encourages staff to fully develop their role through the use of a comprehensive induction and ongoing training and support programme ensuring 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:

- Must respect other people's rights and privacy.
- Abide by the Tenancy Agreement and to work co-operatively towards meeting those obligations should difficulties arise.

Tenants are initially asked to sign an Assured Shorthold Tenancy Agreement and Support Agreement when they move into the Scheme which set out clear obligations concerning nuisance, harassment (racial or otherwise), disruption, damage to property and noise. After six months an Assured Tenancy Agreement is issued if there are no outstanding issues/concerns. 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.

Tenant Consultation

Tenants' meetings are held monthly so that issues affecting tenants as a group can be discussed. Tenants can ask for a meeting at any time if they wish.

It is hoped that any formal rules will be formulated at these meetings.

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 attends 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.

Moving on

Tenants are supported to move on to more independent accommodation when they have the necessary skills. This is done in consultation with the staff at the scheme and their care manager.

The experience of living at Stanfields Court exposes each tenant to staff support to gain the skills needed to develop independence.

Quartz Quality Assurance Review

Stanfields Court 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 Stanfields Court. 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 Stanfields Court achieved six B's. Copies of the Service Review report is 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.

There is a local self-advocacy group which tenants may choose to attend.

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.

The scheme works closely with Social Care and health care professionals to ensure the wellbeing of all its tenants.

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 head office. 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.

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

Tenants accepted for the scheme are all referred by Social Care and should meet the following criteria:

1. Have a learning disability.
2. Must be physically mobile.
3. No recent history of violence or aggression.
4. Must be able and willing to learn the necessary skills to become as independent as possible.
5. Must be prepared to take responsibility for the general upkeep of own flats with assistance from staff as required.

Further Information

Please contact the scheme manager at Stanfields Court for further details about the scheme, current charges and methods of payment. For information about other Granta schemes, contact the Head Office (see back page for details).

Project Manager:
The Office
1-8 Stanfields Court
Broadfields, Harlow
Essex
CM20 3RN

Tel:01279 306446
Fax:01279 306023



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,
Widgit Literacy Symbols © Widgit Software 2007, www.widgit.com

এই তথ্যপত্রটি বাংলায় অনুবাদ করা যাবে। একটি কপির জন্য দয়া করে 'গ্র্যান্টা 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

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

Registered under the Industrial and Provident Societies Act 1965. Registered No: 21287R. Housing Corporation Registration No. LH1831. Granta is an exempt charity: Inland Revenue Registration No. XK58585. VAT Registration No. 697 4579 59



Produced from sustainable materials
Updated December 2007 & reviewed annually