

Providing housing, care and support at

Southend Floating Support

**“Providing support to enable individuals
to live independently in Southend”**

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.

Southend Floating Support

Granta Housing Society provides floating project workers that visit 22 clients with learning disabilities and /or who have mental health difficulties who live in their own homes in the Southend area. The support offered is based on a comprehensive assessment of need, and can cover the following areas:

- Support with daily living skills
- Support with budgeting
- Tenancy sustainment
- Accessing community facilities, including social and leisure, advocacy, health and legal services
- Monitoring mental and physical health issues, and referring client to appropriate agencies

Each client receives a level of support based on an assessment of the individual's need. The service is flexible where possible to ensure that appointment times are convenient for the client. Support plans are drawn up for each client and are reviewed six monthly. At least annually a full review is organised, to include the client, family and all professionals involved in the support package.

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 and Objectives

The floating support scheme aims to provide:

- support to clients in their own homes who experience mild to moderate learning difficulties and/or mental health difficulties.
- the necessary social and life skills in order to enable the clients to maintain their optimum level of independence
- the skills for clients to improve links with their local community
- an environment which encourages clients to make informed choices
- a positive working relationship with other professionals, families and advocates
- an environment where clients are given advice in order to enable them to be protected from exploitation within the community
- an approach which offers privacy, dignity, independence, choices, rights, fulfilment
- to promote awareness and respect for religious beliefs held by clients
- to adopt a multi-cultural approach that will encourage sensitivity to different needs and practises among differing ethnic and cultural groups.

The Staff Team

The staff team consists of two full time and one part time project workers. In addition to this, the establishment also includes a project manager (P/T) and deputy manager (P/T).

Granta Housing Society gives staff 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.

Client Consultation

The Society has a Client Consultation Policy, which outlines further involvement undertaken by its clients. Other forms of consultation will be on an individual basis, or as part of the Quality Review process. The Society carries out a survey each year asking for clients' 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 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.

Quartz Quality Assurance Review

The scheme undergoes an annual Quartz Quality Assurance Review, which involves an assessment of aspects of the service provided by the scheme. This process includes collecting information, encouraging discussion and identifying achievements and key operational areas for development. All clients are encouraged to take an active role in this review of services. This report is available for clients and other interested parties.

Supporting People

Supporting People is a government programme that helps fund supported housing schemes such as Southend Floating Support. To ensure that the scheme is one of quality and one which meets the needs of its' clients, 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. This service received 6 A's in January 2006.

Advocacy

Granta supports and encourages clients to make informed choices and participate in decisions about their lives, including the management of their support.

Granta recognises the value of external advocacy and supports the rights of individuals to access independent representation to express their views.

Partnerships

The scheme will develop and maintain positive relationships and links with the Social Care Department, Health Authority, Community teams and voluntary groups.

Granta Housing Society sets itself high standards of good housing management and practice. The continuing development of accommodation services that provide 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. 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. The Society's Compliments, Complaints and Appeals Procedure incorporates an internal appeal system and referral to an external Ombudsman and Social Services. 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 and 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 referrals to the scheme will be via the Community Team for People with a Learning Disability or Community Mental Health Team. On receipt of a referral the manager of the scheme will undertake an assessment.

Potential applicants will be visited by the project manager / deputy. This will be to discuss the support that can be offered and to carry out an assessment of need. A selection panel of the project manager and representative of social services will then meet to discuss the referrals. If a client is accepted on to the service this will be for an initial four weeks – after which a review will be organised to discuss the appropriateness of the service and decide if it should continue. Clients will be asked to sign a support agreement prior to the service commencing.

All potential clients must have an individual assessment of their social care needs and a support plan to meet these needs.

If the scheme has no current vacancies, accepted applicants will be placed on a waiting list.

Further Information

For information about other Granta supported housing schemes, contact the Supported Housing Department at Head Office (see back cover).

For further information about Southend Floating Support, contact the manager at Norvick House (see inside cover).

Project Manager:

Norvick House
Avro Road
Southend-on-Sea
Essex SS2 6UX

Tel: 01702 546407

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 '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

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

