

Providing housing and support at

2 & 4 Peel Way Harold Wood

2 & 4 Peel Way aims to provide a flexible, positive, individual needs-led service that supports, enables and promotes continued independence and community involvement, for individuals with a learning disability.

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

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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, 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 and people with a learning disability.

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

Accommodation & Facilities

2 & 4 Peel Way are detached, two-storey, six-bedroom properties. Each building consists of two ground floor bedrooms, with en-suite facilities, and a further four first floor bedrooms, some also providing en-suite facilities.

Each property further provides a communal lounge/dining room, kitchen, laundry area, bathroom/toilet, garden and payphone.

The buildings also benefit from additional space that is used as a staff office in house number 2 and a tenant computer facility in house number 4.

Tenants have an Assured Tenancy Agreement with Kelsey Housing.

Tenants are asked to sign a Support Agreement with the society when they move into the scheme.

What is offered?

Encouragement and support is offered, enabling individuals with a learning disability to live as independently as possible in the community as a respected and valued citizen. Tenants have a keyworker allocated to them who will be responsible for identifying their needs and areas of support and developing a support plan. The support plan will be reviewed six monthly with the tenant and keyworker.

Strengths Approach

"Strengths based evidence" 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 tenants' own aspirations, and builds 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

Our objectives are to provide:

- An appropriate support package that is available while the individual has needs which can be met by the scheme.
- 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.
- A means of monitoring tenants needs on a daily basis and involving other professionals where considered necessary.
- 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.
- To promote awareness and respect for religious beliefs held by tenants.
- A positive relationship with professionals and advocates.
- Competent staff to enable the aims and objectives of the Project to become a reality.

There will be an on-going evaluation of Peel Way and its aims and objectives by the project staff and the Area Supported Housing Manager.

The Staff Team

The staff team consists of a Project Manager, a Senior Project Worker, plus Project Workers. In addition, the Area Supported Housing Manager visits on a monthly basis. The Society encourages staff to fully develop their role through the use of a comprehensive induction and on-going training programme. The appraisal system encourages the development of individuals through planning objectives and the production of a personal development plan. Granta is pleased to have received the Investors in People Award in recognition of good employment practices.

Tenant Consultation

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

The Society encourages tenants to take an active part in the management of their tenancy by the use of the Society's Tenant Consultation Policy.

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 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

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 Peel Way exposes each tenant to staff support to gain the skills needed to develop independence.

Quartz Quality Assurance Review

Peel Way 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. Where tenants are unable to communicate their views verbally, alternative methods will be used to enable their views to form part of the review. 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 funds the services at Peel Way. 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 needs and risk assessments, support planning, complaints, health and safety, abuse, fair access and diversity.

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 support for vulnerable people forms an integral part of the Society's strategy for the future.

To ensure that the scheme remains strategically relevant in line with the Supporting People programme and other frameworks such as Valuing People, Granta ensures that there are both organisational and local links with strategic partners such as community learning disability teams, 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 Granta's 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 and Equality

- Being a significant employer and a service provider in the Eastern region, Granta takes a leading role in promoting equality and diversity.
- We believe that quality 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 programme and action key points raised in implementing the Society's objectives.

Referral Procedure

Prospective tenants can be referred to Peel Way by relevant statutory and non statutory agencies, carers or individuals may refer themselves. Referrals from the Havering Community Learning Disability Team will be given priority. Referrals are only taken from professional agencies who have adopted an Equal Opportunity and anti-discriminatory policy. Referrals should be accompanied by current risk assessments and community care plans where available.

Prospective tenants must:

- be regarded as having learning disability needs.
- require support and be willing to develop independent living skills in areas such as budgeting, self-care, shopping, cooking and household tasks.
- be able and willing to maintain an agreed level of cleanliness in their personal room and communal areas and which respects the needs and wishes of others living in the scheme.
- have the ability and willingness to accept Peel Way philosophy and to live as part of a small group.
- be willing to self medicate. However, those who need their medicine monitored may be considered subject to the referral process.
- be able to meet the costs associated with the service (including access to housing benefit).
- have control of (with support if required) their own finances.
- have an acceptance of communal living and have the ability or willingness to develop skills to live alongside other people.

Further Information

Please contact the Project Manager at Peel Way for further details about the project, current charges and methods of payment. For information about other Granta projects, contact Granta's head office (see back page for details).

Project Manager:

2 & 4 Peel Way

Harold Wood

Essex

RM3 0PD

Tel: 01708 386055



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

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

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