

Providing housing, care and support at

# 1-12 Dundee Court Basildon, Essex

**Dundee Court 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।

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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, the Society exists to work with other agencies in providing social housing, care and support, and associated services to help meet long-term community needs. The Society provides housing for vulnerable people with special housing needs such as older persons, people with severe and enduring mental health needs and people with a learning disability.

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

### **1-12 Dundee Court, Basildon**

Dundee Court is a supported housing scheme located in Basildon, and was purpose built in 1996. The project is situated in its own substantial grounds two miles east of Basildon town centre. Public transport links with local amenities and services are excellent.

The scheme offers independent accommodation for 12 people with learning difficulties. The tenants are encouraged to achieve their optimum level of independence, although care packages can be put in place depending on level of need.

The service provided by staff at Dundee Court is systematically monitored, developed and evaluated. The scheme works closely with social care and with all other relevant professionals and agencies.

### **Accommodation & Facilities**

The two-storey accommodation comprises 12 self-contained flats. Each flat consists of one bedroom, a lounge, a kitchen and a bathroom. There is also a communal room and a laundry for use by the tenants. A staff office is situated on the first floor.

### **What is offered?**

Staff support is provided for 80 hours per week. Examples of support offered: claiming benefits/financial management; accessing community facilities; organising social events; seeking paid or voluntary work and liaising with other professionals.

### **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 individuals' 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 scheme aims to promote independence, build on life skills, and encourage the concepts of compromise, sharing and consideration for others.

## **Aims**

- To offer support to tenants who wish to live within the community.
- To respect tenant's individuality, personal dignity and privacy.
- To encourage integration with mainstream society.
- To be part of the process of rehousing when this is seen by both tenant and involved agencies to be appropriate.
- To encourage independent problem solving.
- To provide a safe and secure environment offering security from exploitation and harm.

## **Objectives**

- To hold monthly Tenants' Meetings.
- To elect a tenants' representative and encourage tenants to have access to, and involvement in, decision making within the project.
- To liaise with relevant agencies when assessing tenants' needs.
- To keep records where appropriate.
- To discuss tenants' progress at weekly reviews.
- To carry out maintenance, in line with Granta's policies and procedures.
- To provide advice and information when required, enabling tenants to make informed decisions.
- To liaise with external organisations as a tenants' representative.

## **The Staff Team**

The staff team comprises a project manager, a deputy and project workers. Staff have a wide and varied background with substantial experience of working with people with learning difficulties. In addition an Area Supported Housing Manager, based at Granta's office, oversees the work of the scheme, offering support as necessary and visiting on a monthly basis.

A seven day service is provided with support time targeted to individual need.

The Society encourages staff to fully develop their role within 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 Investors in People Award in recognition of good employment practices.

## **Tenants' Responsibilities**

Tenants are expected to live independently and to keep their flats in a reasonable state of hygiene, reporting any maintenance issues as soon as possible.

Tenants will be encouraged to establish a regular pattern of structured activity whilst living at Dundee Court, i.e. attending day centre, sheltered work, voluntary/paid employment or educational courses.

Tenants are enabled and supported to be actively involved in any arranged activities, both at the scheme and in the community.

Tenants are asked to sign an Assured Tenancy Agreement and Support Agreement when they move into the project which set out clear obligations concerning nuisance, harassment, 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 register with a local GP and to discuss any medical issues with relevant professionals.

## **Tenant Consultation**

Any issues relating to Dundee Court can be discussed at the tenants' meeting, which is facilitated by a member of staff. All tenants are encouraged to attend.

We are in contact with the local advocacy service and tenants are enabled and encouraged to use this service.

The staff team also ask tenants to complete an annual questionnaire that is intended to gauge opinion on all aspects of living at Dundee Court.

This information helps shape local and organisation objectives for the forthcoming year. Results are published locally and through the organisation.

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.

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

## **Move On**

The opportunities for moving on to more independent living are explored as part of the support package. Those tenants who wish to realise this opportunity will be enabled and supported to seek access to what is available and appropriate.

## **Quartz Quality Assurance Review**

Basildon undergoes an annual Quartz Quality Assurance Review which is conducted by the Project Manager. This involves 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 service users and other interested parties.

## **Supporting People**

Supporting People is a government programme that together with Adult Social Care helps fund supported housing schemes such as 1-12 Dundee 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. 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 2004/2005 1-12 Dundee Court achieved four B'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**

Dundee Court relies on positive links with Social Care and Basildon County Council as well as other local voluntary and statutory organisations in the region.

Granta Housing Society sets itself high standards of good housing management and practice, delivering an excellent range of opportunities and choices for all its tenants. The continuing development of accommodation, care and support for vulnerable people forms an integral part of Granta'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 learning disability teams, social care, local councils, police, local action groups, housing forums, voluntary organisations and advocacy services.

## **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 registered office. The Society's Compliments, Complaints and Appeals Procedure incorporates an internal appeal system and referral to an external Ombudsman, Social Services and 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**

To qualify for a referral, tenants must meet the admission criteria (a copy of which is available from the scheme).

All referrals must be via the learning difficulty team of social care.

If a person is interested in living at Dundee Court, and before an official referral is made, arrangements can be made for them to visit the scheme. All referrals should be made to the project manager at Dundee Court. The project manager (or nominated deputy) will meet with a Social Services representative, a representative from Basildon Council and the referring agent to discuss the referral. If the referral is appropriate then an offer of accommodation will be made to the tenant.

## **Further Information**

Please contact the project manager at Dundee Court 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:***  
1-12 Dundee Court  
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Essex SS14 3ST

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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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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

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