

Providing housing, care and support at

98-100 Parsonage Street Halstead

98 and 100 Parsonage Street's aim is to provide a safe, caring, supportive and homely environment in which to enable and encourage everyone to reach their full potential as individuals and as members of the community.

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

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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. 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 or people with a learning disability.

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

98-100 Parsonage Street, Halstead

98-100 Parsonage Street are modern Granta properties providing homes with support for four people with learning disabilities. The first tenants moved in during the latter part of 1996.

Halstead is a small market town situated within the beautiful Colne Valley, in which there are many more small towns and charming villages. Halstead is only six miles from the Essex/Suffolk border.

Parsonage Street is located a short walking distance from the High Street where there are many small shops. Colchester, Braintree and Sudbury are all within a short travelling distance, providing a greater variety of shops as well as leisure facilities. Halstead is also close to Stansted Airport.

Accommodation & Facilities

This two-storey house has wheelchair access through the ground floor. Each tenant has his or her fully furnished bedroom with vanity basin. Communal facilities include a lounge, kitchen/diner, upstairs bathroom and additional ground floor w/c in one house. The tenants have use of a good-sized garden.

What is Offered?

The scheme offers a sharing community that looks positively towards the future with its tenants. A safe but challenging environment is offered, 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 stay. This person co-ordinates care in partnership with the tenant, concerned professionals and, where appropriate, families and advocates.

The 'Key Worker' has a central role in offering support, guidance and encouragement to enable the tenant to make the best use of the services and resources available.

The scheme offers support to the tenants to establish links and integrate into the local community, allowing them the opportunities to further develop social and life skills and to pursue leisure activities.

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

At Parsonage Street Granta aims to offer:

- A safe, supportive, homely environment to enable and encourage everyone to reach their full potential as individuals and as members of the community.
- A home for four people based on ordinary living arrangements.
- The necessary support to enable the four people to live in the house long term and for as long as their needs can be met at Parsonage Street.
- A level of staff support appropriate to individuals' needs to promote a home-like atmosphere.
- Encouragement and support of involvement with families and friends.
- Acceptance and facilitation of the expression of informed personal choice, preference and attitude by the tenant (including the expression of political, religious and personal ideas), respecting their privacy and dignity at all times.
- Assistance to facilitate the development of contact and the building of relationships between tenants and members of the local community.
- Support to tenants who wish to become involved in leisure and recreational activities.

The Staff Team

The staff team comprises a project manager (six hours weekly), senior project worker and two project workers. Staff have a wide and varied experience and knowledge of working with people with learning disabilities. Granta Housing Society encourages staff to fully develop their role whilst with 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 Investor in People Award in recognition of good employment practices.

Staff cover is provided during the day and into the evening. Support is offered to tenants by all staff in the form of practical help and advice. There are regular staff meetings to review all tenants, consider new referrals, discuss business and plan further developments.

Tenants' Responsibilities

Tenants will be living as part of a community and after a period of settling in will be encouraged to take an active part in the life of the house. Support will also be given to encourage tenants to cook, wash up and keep their own room, as well as communal areas, clean and tidy.

Tenants are asked to sign an Assured Tenancy Agreement and Support Agreement when they move into the Project which set out clear behavioural obligations concerning nuisance, harassment (racial or otherwise), 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.

Tenant Consultation

Tenants Meetings – All tenants are encouraged to discuss issues at tenants' meetings, at present held monthly. There is a tenant representative who attends regular Supported Housing Tenant Involvement Group meetings.

Individual Review Meetings – Tenants have the opportunity to discuss any issues with their social worker, family and 'Key Worker' at regular review meetings, held at six-monthly intervals.

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 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.

Moving On

When ready to move on tenants are referred to appropriate settings and their 'Key Worker' will offer follow up support in conjunction with other support agencies.

Quartz Quality Assurance Review

Halstead undergoes an annual Quality Assurance Review (Quartz). The Project Manager heads 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 Adult Social Care helps fund supported housing schemes such as Parsonage Street. 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 Parsonage Street achieved five 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

To ensure that the scheme remains relevant in line with the Supporting People programme and other frameworks, Granta maintains organisational and local links with strategic partners such as Learning Disability teams and Social Care, Braintree District Council and other local voluntary and statutory 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 the scheme or 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

Prospective tenants are referred to Parsonage Street by local Learning Disability Services or the Community Team for People with a Learning Disability at Social Care. Any person considering making a referral should contact the Project Manager or Senior Project Worker at Parsonage Street to arrange for an informal visit with their client. If they wish to proceed, a referral form should be completed.

On receiving the referral the prospective tenant will then be invited to Parsonage Street (with family, friends, advocate, interpreters as appropriate). During a visit, an Assessment of Need is carried out, to determine how the prospective tenant feels about the possibility of moving into Parsonage Street and explore how the Project may be able to meet individual needs.

If the facilities and services on offer at the Project can meet the needs identified by the assessment then the prospective tenants' suitability will be discussed at a panel meeting, comprising representatives of Granta Housing Society, Braintree District Council and Essex Social Services.

If successful, the tenant will be offered a trial period, during which staff will work closely with them to build rapport and assess daily living skills, highlighting any areas where additional input may be required. The suitability of the placement will be reviewed at the end of this period.

Throughout the process, the referrer and prospective tenant will be kept informed in writing.

Further Information

Please contact the Project Manager at Parsonage 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 cover for details).

Project Manager:
98-100 Parsonage Road
Halstead
Essex
CO9 2JR

Tel/Fax: 01787 479498



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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