

## Further Information

How can I get referred for a flat at Dickenson Way?

You will need to be referred by your care manager (Adult Care Services). You will need to have a learning disability. You can talk to staff at the scheme and find out if the service is right for you and you are welcome to make an appointment to visit the scheme.



For further information please contact:  
Origin Housing  
Christina Cooper – Learning Disabilities Team  
Leader (Supported Housing)

Phone/Fax: 01438 747700

# Dickenson Way

## Hertfordshire Supported Housing



## What is Supported Housing?

It is about being supported to live independently in your own flat. There are 4 permanent support staff at the scheme (1 full-time and 3 part-time) who work shifts between 8am and 8.30pm Monday to Friday and 10am to 4pm at Weekends and Bank Holidays. Each tenant is allocated 10 hours support a week.



**“ I’m learning how to be independent in the kitchen”**

All referrals to the scheme come through from Adult Care Services and the Learning Disabilities Housing Panel, which is made up of representatives from Hertfordshire County Council.



**“ I feel involved in the running of the scheme ”**

Health & Safety checks are carried out by the staff and service users. Service Users let us know if they have noticed any repairs that need doing, any repairs are reported to Circle Anglia Housing. Fire equipment is checked on a yearly basis by a company.



**“I can use an alarm for emergencies”**

Service Users are encouraged to come up with ideas and any comments to enable us to continually improve our service.



**“ We get to spend time with our friends! ”**

Service User surveys—a survey is carried out every year with all user to find out what they think about the service being provided and to and to see if they have any comments or suggestions to make. The survey is carried out by a member of staff working at a different scheme ( who the service user does not know) or an advocacy organisation. This way we hope that everyone can be honest and inform us about any concerns or complaints they may have.

## The Scheme

The Scheme opened in April 2001 and is owned by Circle Anglia Housing Group and SPH Housing provides the support. The scheme has 7 one bedroom flats and one separate staff flat used as an office. There is a front and back communal garden. The back garden has seating and a barbecue area and is quite private.



## Aims and Objectives

- To enable service users to become part of the community
- To enable service users to live as independently as possible and as valued members of the community
- To provide an effective program to maintain or



**“ I get support to deal with my own paperwork!”**

- To enable service users to use local services, facilities and voluntary organisations currently enjoyed by others living in the community
- To ensure that service users receive an agreed level of support appropriate to their needs, enabling development of confidence and personal responsibility



**“ I’m learning to keep my own flat clean!”**

The flats are unfurnished, but are provided in good decorative order and with carpets. The scheme is close to public transport and shops. Close by is a Tesco’s supermarket.



**“ I get to plan my own Holidays!”**