

# Progress Care Housing Association

Innovative Supported Housing Solutions



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## Introduction

Progress Care Housing Association (PCHA) is one of the UK's leading supported housing associations. We have a national reputation for providing high quality housing solutions for individuals with a range of support needs.

Our flexible, innovative approach enables people with learning and physical disabilities, and those experiencing mental health problems, to lead a fulfilling and dignified life in their own home.

As a result of our strong partnership working, we now manage more than 650 high quality homes across the UK and empower over 2000 tenants to make real choices about the way that they want to live.

As an organisation, we are adaptable and progressive in our approach. A multi-million project in partnership with the NHS has enabled us to develop 590 units of key-worker accommodation for staff at four hospital sites.

PCHA is a member of the Leeds Independent Living Accommodation Company (LiLAC) and is its housing management sub-contractor. On completion, the project will deliver 343 units of accommodation for people with a mental health need or learning disability, as well as four schemes for children. The accommodation is ranged over 39 sites within 74 different schemes.

Continually responding to challenges in the sector, we are also the first housing association to offer multiple shared ownership opportunities to people with learning disabilities.

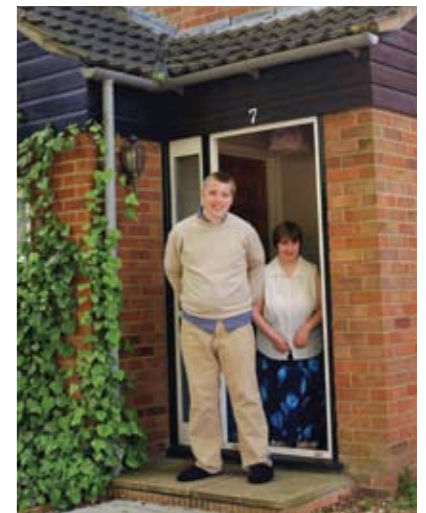
Our women's refuge provides secure accommodation and support for women and children escaping domestic abuse. We work in partnership with Developing Initiatives for Support in the Community (DISC) to provide floating support services to women in the Chorley and South Ribble areas of Lancashire who have experienced domestic abuse and who have either moved on from refuge provision, or who chose not to move into refuge accommodation.

We provide a range of accommodation for vulnerable children, and for individuals whose circumstances demand more complex support or 'extra care'.

With the innovative solutions that we provide and our unrivalled access to funding opportunities, we believe there's no better supported housing association in the UK today.



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1 Tenant Involvement Co-ordinator  
Alan Robinson-Greig.

2 Norfolk tenants Andrew and Rita.

**“Progress Care have a real understanding of specialist housing and are quick to think outside the box. An excellent, innovative and forward thinking organisation to work with”**

# Who we are



Progress Care Housing Association is a charitable subsidiary of Progress Housing Group. Group members also include New Progress Housing Association, a large Property Services division and Development section.

Alan Johnson,  
Managing Director, PCHA

## Supported Housing Solutions Progress Care Housing Association

- 1 Support from our housing staff helps tenant Sandra to enjoy an independent life.
- 2 Tenant David enjoys his newly made over garden.



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## Who we are

Progress Housing Group and its subsidiaries are fully regulated by the Housing Corporation and have individual Boards of Management that are made up of members, which include tenants and tenant advocates.

The subsidiaries work to develop, manage and maintain: affordable rent for low-income individuals and families; sheltered schemes; supported housing for vulnerable adults and children; homeless schemes; as well as key worker accommodation.

Founded in 1998, PCHA is focused on developing and managing supported housing for vulnerable individuals and more recently, key worker accommodation. As a leader in the field, we have a significant presence nationally.

We pride ourselves on our professional and consistently high quality service delivery, and in recognition we hold the ISO 9001:2000, Chartermark and Investors in People quality standards.

In a recent Government inspection by the Audit Commission, we were awarded two stars with promising prospects for improvement for our housing management and tenant services.

Another fundamental part of our culture is our commitment to equality and diversity and the environmental impact of our operations. Our Codes of Practice in respect of equality and the environment are actively supported by all of our staff.

We also hold the Navajo Chartermark, which recognises our commitment to providing a Lesbian, Gay, Bisexual and Transgender friendly service, and Positive About Disabled People accreditation.

We provide our services to a wide range of tenant groups including high numbers of vulnerable people, so a proven commitment to our values is a requirement of our contractors and suppliers.

## What we do

PCHA has considerable expertise in meeting the housing requirements of people with learning disabilities, mental health needs and other vulnerable groups:

- Our team of specialists work in consultation with service users and partner organisations to develop accommodation that meets the needs of all parties.
- We support partner organisations with advice and training on housing management matters and benefit entitlements.
- We work in partnership with a range of service commissioners and support agencies and are able to offer flexibility in how we deliver our housing management service.
- We employ a specialist supported housing team who ensure that our day-to-day management service is both efficient and sensitive to the needs of tenants and other organisations.
- Our Property Services division maintain and repair properties to the highest standard. Alongside our 24-hour priority repairs service, we undertake a planned maintenance programme for all our properties.

**“The biggest strength of PCHA is its ability to adapt to the needs of the people we are trying to provide accommodation for”**

Tony Howlett, Service Manager,  
Learning Disabilities, Leicester City Council

# Partnerships that deliver results

**PCHA works in partnership with over 100 regional and national organisations, including local authorities, NHS Trusts, charities and private groups and individuals, to deliver accommodation that meet the needs of tenants.**

PCHA works with over 100 regional and national organisations

## **Partnerships that deliver results**

We specialise in developing services for the long term and seek to establish relationships that are based on a clear understanding of our obligations and commitments.

Typically, new services are governed by a detailed management agreement or lease that establishes clear roles for PCHA, the service commissioners, and the providers of support services.

The willingness of our partner organisations to enter into secure contracts and to share risk is a key factor in enabling us to gain access to finance and reflects the confidence our funders have in our credentials.

Above all, we provide a relationship based on mutual trust, respect and understanding, and we aim to be the best possible partner in the field.

## **A co-ordinated approach**

Our partner organisations are also key customers. We maintain an active dialogue with both support providers and purchasers and provide training and advice around key issues affecting supported housing.

By working in synergy with support providers and purchasers, we can offer the best of both worlds to our tenants - well managed housing and support, combined with expert support from specialist providers.

As part of our commitment to our customers, we will work with support agency staff employed in our accommodation to ensure that there is clarity amongst all parties regarding the standards required to deliver a seamless and high quality service.

We are committed to working with partners to provide tenants with services that genuinely enhance their lives.



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- 1 Strong partnership working from the outset ensures high quality and sustainable results.
- 2 The PCHA Support Workers' Handbook helps maintain consistently high levels of service .

**“We could never have achieved such a positive outcome if it wasn't for the effective team-working and the contribution you have made to ensure that the programme met individual needs”**

**Gillian Fairfield**, Chief Executive,  
Doncaster and South Humber NHS

# Creative thinking



**An innovative and flexible housing provider, we offer sustainable housing solutions that meet the needs of our partners and our tenants.**

Tenant David regularly attends meetings to help develop services

**Supported Housing Solutions**  
Progress Care Housing Association

- 1 A former chapel and derelict health centre are converted into two bungalows for tenants in Doncaster.
- 2 Refurbishment of a former sheltered scheme in Leicester.



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## Creative thinking

We have been successful in delivering a wide range of project models that 'think outside the box' whilst meeting the constraints of time scales, funding, or the specific challenges associated with our clients.

Examples include a three-year re-provision project in partnership with Lincolnshire County Council to provide 30 properties for 85 people with learning disabilities and the completion of a scheme in Leicester to facilitate the closure of Gorse Hill Hospital.

The Gorse Hill project enabled 29 people to move out of long-stay hospital accommodation and become tenants of newly refurbished self-contained flats. Support is provided by specialist agencies.

The continued success of this partnership has resulted in a number of innovative schemes including the demolition of Waterlees House, a former sheltered scheme, with the creation of a £1.3M bespoke facility at the site for 15 tenants.

We also work in partnership with Health Trusts and joint commissioners of services to refurbish or re-provide new accommodation for people currently living in 'wards in the community'.

In 2002, PCHA and Lincolnshire PCT worked together to provide the occupants of a number of such schemes with greater independence and autonomy over where they lived.

PCHA purchased the accommodation from the PCT, refurbished the homes and gave each occupant a tenancy agreement. Now the tenants living in those properties have rights as tenants and can consider their home as a home for life.

Work continues in this area and many other parts of the country to provide similar homes for life in the community.

## Shared ownership

Our shared ownership schemes are key in terms of developing the future role of supported housing and extend the benefits of homeownership to people with learning disabilities who are often excluded from, or marginalised within, the conventional property market.

Our multiple-shared ownership scheme for groups of people with learning difficulties is the first of its kind in the UK and is a particularly significant step forward in light of the future challenges facing the social housing sector and the provision of supported housing.

We can work with private individuals or service commissioners to provide sustainable and long-term alternatives to traditional models and offer the opportunity of home ownership to our tenants.

**“Progress Care really listens to what its tenants have to say and makes changes to improve its service as a result”**

**Sarah, Devon tenant**

# Rising to challenges

PCHA is experienced in rising to the challenge of the most demanding brief. Our portfolio demonstrates our ability to deliver creative and workable solutions that meet the diverse needs of our clients.



Tenant David wins a silver medal at the Special Olympics

## Keyworker accommodation

PCHA was selected by United Lincolnshire Hospitals NHS Trust for a £22M project to re-provide and redevelop accommodation for NHS staff and their families.

Working closely with the Trust, we designed and developed bespoke schemes to accommodate the different requirements of the sites. We are responsible for facilities management at the schemes. This successful initiative has resulted in key staff at the hospitals having access to modern, well-maintained and well-managed accommodation.

## Women's refuge

In partnership with South Ribble Borough Council, we designed, built and furnished a women's refuge to provide homes for up to eight women and 16 children escaping domestic abuse. The project demanded an innovative approach to design in order to provide a safe and suitable environment for the residents.

The refuge is staffed and managed by PCHA. Residents benefit from an experienced and skilled support staff, which includes qualified child support workers.

The service has been developed to provide a floating support service delivered in partnership with DISC, the floating support service partner for the Lancashire Supporting People Team. Staff provide support to women who have moved on from the refuge and need help in setting up their new home and establishing themselves within a community. The team also provide support to women and their children who have chosen to remain in their own home, offering advice and support on how to keep safe.

## Extra care schemes

As a preferred housing provider for Lancashire County Council, we are developing a scheme of extra care bungalows and flats to be offered for sale for shared ownership, or for rent to older people within the Lune Valley.

The accommodation will offer an alternative to residential care by providing a home within a community based setting that maximises independence whilst making provision for people with varying levels of care and support needs.

## LiLAC

As a lead partner in the Leeds Independent Living Accommodation Company (LiLAC), we will improve the lives of 343 adults with learning disabilities and mental health needs who currently reside in institutions, hostels or at home. The scheme will also include 20 units of accommodation in four buildings for children.

The £65M PFI project is due to complete in 2011 and will provide 74 purpose-designed properties on 39 sites across Leeds.

LiLAC was selected as preferred bidder due to the high standard of design and service delivery proposals that will provide tenants with a greatly improved quality of life and independence.

As a result of our strong partnership with Leeds City Council, PCHA has also negotiated with a private building developer to purchase 12 self-contained flats as part of a Section 106 agreement.



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1 The purpose built refuge provides a safe home for eight women and their children.

2 Innovative building solutions for key workers in Lincolnshire.

**“The sensory room is colourful and relaxing and there are beanbags to relax on if I would like to get out of my wheelchair”**

Christina, Lancashire tenant

# Design for life

Progress Housing Group  
employs staff who work  
exclusively within the field of  
supported housing.  
These include experts in  
development, finance and  
legal contracts.



Tenant Charles enjoys his newly madeover garden at his home in Blackpool

## Supported Housing Solutions Progress Care Housing Association

- 1 Gareth Jackson, Director of Development on site at the new key worker accommodation in Lincolnshire.
- 2 A £1.3M bespoke facility in Leicester provides a new home for 15 tenants.



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### Design for life

The development team is fully experienced in all aspects of property acquisition, development and the management of projects throughout the UK. They work with partners from the onset to identify quickly project requirements such as location, suitable neighbourhoods, planning approvals, adaptations, and the arrangement of works contracts.

Each new PCHA development, whether large or small, begins with a thorough process of consultation with tenants, service providers, advocates and other partners to ensure that the needs and issues of all parties are considered in the final design.

Thinking long-term is central to the service we provide. A 'home for life' offers a more cost-effective solution to rehousing, when a tenant's needs change; it also provides tenants with long-term security and familiarity, and limits the stress inherent in moving on to a new home.

We design properties that are flexible enough to accommodate emerging needs and aspirations of our tenants. We also make provision for the cost of any future adaptations that may be required by tenants.

### Property specifications

The in-house development team is experienced in meeting the needs of vulnerable tenants and has an extensive knowledge of the most appropriate and cost effective solutions available.

Many of our properties are based on a shared supported living model, in which tenants have exclusive use of their own bedroom and the shared use of communal areas such as lounge, kitchen, dining area, bathroom and gardens.

Standard fittings and fixtures are robust and of a high quality and the majority of properties are equipped with kitchen appliances and furniture. The maintenance and replacement of white goods is managed by PCHA or the support provider.

**“We are very happy with all the work done in our house, it has made a difference”**

**Madhu, Ashley and Dawn,**  
Buckinghamshire tenants

# Quality as standard

PCHA has a wide experience  
in catering for the specialist  
nature of supported housing  
and can offer a broad range  
of solutions for adaptations  
within its properties.



#### Standards works include:

- Temperature control for all bathing facilities
- Non-slip vinyl flooring in all kitchen and bathroom areas
- Smoke and heat detection systems

#### Typical adaptations can include:

- Hard standing for car parking and footpaths
- Handrails and ramps
- Removal of potentially harmful planting
- Secure cupboards
- Lever taps
- Independent or integrated showers
- Door widening

#### Examples of major adaptations:

- Specialist alarm systems
- Specialist flush lights
- Low surface temperature radiators
- Sound proofing, and double or triple glazing
- Solid walls
- Water isolation
- Tamperproof environments
- Padding to floor and walls
- Extended balustrades
- Rise and fall kitchen worktops
- Wet rooms
- Specialist baths and hoists
- Sensory rooms
- Wheelchair-friendly conversion
- Specialist furnishings and appliances



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1 Adapting homes: Specialist bath and shower wet room with anti-scald feature.

2 The garden at a Leicester property is transformed into an accessible space with the installation of a ramped footpath and rail.

**“The kitchen is my favourite room because I can look out of the window and I help prepare meals and wait for staff to come in”**

Gladys, Cheshire tenant

# Making choices

We recognise the importance of involving tenants, their families, and their support agencies in decision making and will work in open dialogue throughout the development and management of a scheme.



Blackpool tenant, Glynn enjoys his voluntary job

Supported Housing Solutions  
Progress Care Housing Association

- 1 Innovative communication methods ensure that all tenants can take an active role in making decisions about their home.
- 2 Tenant Rebecca enjoys her job at our Leyland Head Office.



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## Making choices

We regard tenant consultation and involvement as paramount to the successful design and delivery of any scheme and its sustainability.

We have a team of experienced staff to resolve day to day management issues and work with tenants to develop our services. In addition, we hold regular forums with tenants and their advocates to ensure concerns can be identified and addressed promptly. In the past, tenant feedback has led to major service reviews. For example, an inconvenient fault for some could mean a serious reduction in life quality for others, and as a result our repairs priorities are set accordingly.

As many of our tenants have difficulties in communicating their preferences, we utilise more accessible formats such as pictorial and audio formats and harness advances in technology such as the Widget Symbols system, which translates words into pictures and video technology which enables us to create short DVDs on specific subjects.

A creative approach to tenant communication combined with a skilled staff ensures that everyone can have their say and an input into the service they receive.

The team has a wealth of experience in dealing with difficulties that can often be encountered by our tenants. These can range from requiring assistance to complete housing benefit forms to ensuring repairs are reported and completed within an appropriate timescale.

## Engaging with the community

We strongly believe that tenants need to live in balanced communities and our service delivery is underpinned by 'ordinary life principles' that centre on the individual and a positive relationship with the local community.

We employ a dedicated tenant involvement team that actively supports tenants to contribute in a positive way to their immediate surroundings. Our team works with support agencies to encourage tenants to become integrated and 'at home' in their local community.

**“I love my new job. I like meeting new people and eventually I would like to work on my own without support”**

Rebecca, Lancashire tenant

# Repairs and maintenance

We understand the importance of well-maintained properties to our tenants and the need to provide a highly responsive repairs service.

## Repairs and maintenance

Progress Housing Group employs a dedicated team of repair and maintenance staff, who provide 24 hour cover, 365 days of the year. In addition to the Group's staff, we also use a number of carefully selected contractors to provide a service across the UK covering all trades.

We have a planned maintenance programme for all our properties providing for the renewal and replacement of, for example, heating systems, kitchen units and bathrooms. This minimises the need for urgent intervention, and limits the potential distress an emergency situation can cause a tenant.

All staff employed by Progress Housing Group or sub-contracted to carry out specialist repairs and installations are carefully briefed to ensure that they understand the needs and concerns of people living in our properties.

Every member is trained in our Visiting Procedure, which highlights such areas as the need for extra care with tools and equipment, and the best way to respond to unexpected behaviour.

We also make sure that our contractors are aware of tenants' needs and ask them to be considerate in the timing of their calls. For example, we'll recommend that contractors arrange afternoon calls as and when preferred by tenants.



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1 Our Property Services division employs 135 skilled trades people and works with local contractors to maintain tenants homes to a high standard.

2 Chris Pollitt inspects work on a ramp provided to enable wheelchair access.



Tom Slater, 'Apprentice of the Year', is part of our Property Services team

**“I have learned about the things that are in my house and how Progress Care will ensure that they get fixed if they are broken”**

Susan, Dumfries tenant

# Funding



**PCHA has access to funding facilities through the Nationwide, Britannia, and Kent Reliance Building Societies. The Group's total available facilities with the funders is £214M and the Group's portfolio of assets is currently valued at £245M. Our charitable status also provides opportunities for savings through tax efficiencies.**

Tenant Gillian, gets the keys to her new home

## Supported Housing Solutions Progress Care Housing Association

- 1 The team is highly experienced in the delivery of projects from small scale refurbishments to multi-million pound new builds.
- 2 A multi-million pound partnership with the NHS provides 590 units of key worker accommodation.



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## Funding

Our strong financial position enables us to offer a range of funding options. These include:

- Drawing on our own funds to purchase properties or land on the open market, to refurbish or rebuild.
- Acquiring properties at a discounted price under Section 106 agreements in areas where property values are high.
- Using a lease model whereby PCHA is granted a lease and the owner of the property retains the freehold.
- Offering individual or multiple shared ownership opportunities.
- Accessing grants from the Housing Corporation and other agencies.

## Governance and monitoring

The Group is regulated by the Housing Corporation and assessed on an annual basis. Our most recent Annual Viability Review awarded the highest position with top 'green lights' in all areas.

We also have a 30 year financial plan, which is reviewed following the signing of the Statutory accounts and again, once the Board members have approved the new budget. This financial plan is also presented to the Housing Corporation.

In addition, the Group is monitored on three financial covenants by the funders, which ensures that we have a secure asset base and generate sufficient surpluses to operate the business.

**“I like Progress Care because I can talk to people who understand me”**

Paul, Lancashire tenant

# The future

As a specialist provider with a real understanding of contemporary issues facing supported housing, PCHA has a clear vision for the future.

Housing Officer, Rachel Cooper reads the tenants' pictorial handbook with Sandra from Lancashire



## The future

We have grown steadily over the past few years and expanded our operations geographically. This expansion has largely been on the basis of our reputation for high standards of accommodation and management.

It has been carefully controlled to ensure that before we commit to any new developments in a new location, we are able to provide the required standard of local support and management.

Our asset management strategy ensures that our properties continue to meet the demands of tenants in the long term, and continually strive to improve the service that we provide.

Some of the positive steps we are taking to improve the lives of our tenants are:

- Increasing and improving our fact sheets, information leaflets and booklets so that tenants and their advocates are aware of the services we provide and have a better understanding of what procedures they need to follow.
- Providing tenants with a regular newsletter to keep them up-to-date with developments that affect them, while enabling them to share experiences with other tenants and monitor our service improvements.

- Continuing to meet and, where possible, exceed our targets for carrying out our repairs.

- Widening the opportunities for tenant participation in a range of housing management issues.

- Working with support providers to improve information and services including developing our training programme and staff handbook.

- Encouraging diversity and the participation of tenants from a wide range of backgrounds.

- Operating all parts of the business in an environmentally responsible manner.

## Talk to PCHA today.

If you would like more information about PCHA, or you would like to discuss your own projects and proposals, please call us on 01772 450888 or email [enquiries@progressgroup.org.uk](mailto:enquiries@progressgroup.org.uk). You can also visit our website at [www.progressgroup.org.uk](http://www.progressgroup.org.uk)



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1 Tenant Wendy and her support worker enjoy their new kitchen.

2 The continuous improvement of our communications enables tenants to take an active role in decision making.

**“A forward thinking organisation that takes its responsibilities to the community very seriously. They are prepared to go the extra mile to assist tenants”**

Kevin Mordue, Service Commissioner,  
Preston City Council

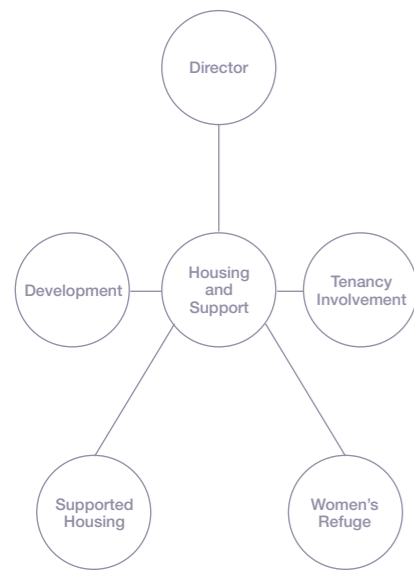
# Key personnel

## Summary of properties in England & Scotland (As of April 2008)

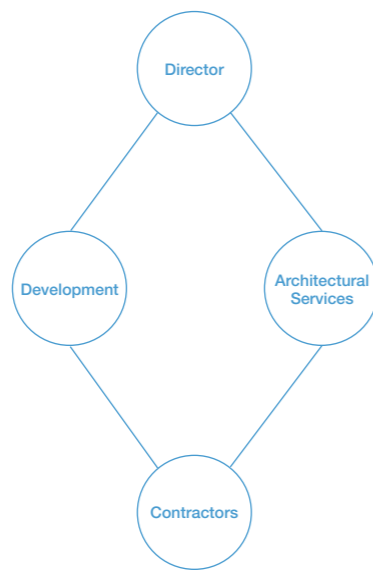
PCHA works in more than 70 local authority areas with over 80 partner agencies. We have developed supported housing throughout England and southern Scotland. Over the next few years, the availability of substantial investment means that PCHA will continue to expand in existing areas of strength, and into new regions wherever and whenever a significant demand arises for high quality, cost-effective supported housing and management service.



### Progress Care Housing Association



### Progress Housing Group Development Team



### Progress Housing Group Property Services Division



#### Buckinghamshire

**Local Authorities:**  
Aylesbury Vale DC

**Support Agencies:**  
Choice Support  
Kingswood Trust

#### Cheshire

**Local Authorities:**  
Warrington BC

**Support Agencies:**  
Elizabeth Fitzroy Support  
Independent Advisory Services

#### Cumbria

**Local Authorities:**  
Barrow-in-Furness BC  
Carlisle CC  
Copeland BC

**Support Agencies:**  
Morecambe Bay PCT  
Thera Trust  
Westhouse

#### Devon

**Local Authorities:**  
East Devon DC  
Exeter CC  
North Devon DC

**Support Agencies:**  
Lifeways Community Care

#### Dumfries & Galloway

**Local Authorities:**  
Dumfries & Galloway Council

**Support Agencies:**  
Dumfries & Galloway Mental Health Association  
Dumfries & Galloway PCT  
Leonard Cheshire  
Milbury Care Services  
Turning Point (Scotland)

#### Durham County

**Local Authorities:**  
Darlington BC

**Support Agencies:**  
UBU

#### Greater Manchester

**Local Authorities:**  
Bolton MBC  
Bury MBC  
Manchester CC  
Rochdale MBC  
Salford CC  
Stockport MBC  
Tameside MBC  
Trafford MBC  
Wigan MBC

#### Support Agencies:

Alternative Futures  
Bolton PCT  
Calderstones NHS  
Heywood & Middleton NHS PCT  
Independent Advisory Services  
Macintyre  
New Directions  
Paragon Care  
Salford Social Services  
Tameside Social Services  
UBU  
Wigan Social Services

#### Lancashire

**Local Authorities:**  
Blackburn with Darwen BC  
Blackpool BC  
Burnley BC  
Bury MBC  
Chorley BC  
Fylde BC  
Hyndburn BC  
Lancaster CC  
Pendle CC  
Preston CC  
Ribble Valley BC  
South Ribble BC  
West Lancashire DC  
Wigan MBC  
Wyre BC

**Support Agencies:**  
Acorn Support Living  
Blackburn Dispersed Housing  
Blackpool Community Mental Health  
Blackpool Supported Living  
Brothers of Charity  
Burnley, Pendle & Rossendale PCT  
Calderstones NHS  
Care UK  
Carr Comm Society  
Central Lancs NHS Supported Living  
Family Care Association  
Guardian Home Care  
Hyndburn & Ribble Valley NHS PCT  
Integrate  
Lancashire CC Social Services  
Linkability  
North Lancashire PCT  
Paragon Care  
Progress Care & Education  
Shared Approach  
South Ribble Supported Living  
West Lancs PCT

#### Leicestershire

**Local Authorities:**  
Blaby DC  
Charnwood BC  
Hinkley & Bosworth BC  
Leicester CC  
Melton BC  
Oadby & Wigston BC

**Support Agencies:**  
Choice Support  
CIC  
Flexible Support Options

Heritage Care  
Leicester Partnership Trust  
Lifeways Community Care  
Macintyre  
Skills for Living

#### Lincolnshire

**Local Authorities:**  
Boston BC  
East Lindsey DC  
Lincoln CC  
North Kesteven DC  
North Lincolnshire Council  
South Holland DC  
South Kesteven DC  
West Lindsey DC

#### Support Agencies:

Autism Care  
Choice Support  
Craegmoor  
Ermine Care  
Heritage Care  
Thera Trust  
UBU

#### London

**Local Authorities:**  
Sutton BC

**Support Agencies:**  
MCCH  
Choice Support

#### Merseyside

**Local Authorities:**  
Knowsley MBC  
Liverpool CC

**Support Agencies:**  
Brothers of Charity

#### Norfolk

**Local Authorities:**  
Breckland DC  
Broadlands DC  
Kings Lynn & West Norfolk BC  
Great Yarmouth BC  
Norfolk CC  
South Norfolk Council  
North Norfolk DC

**Support Agencies:**  
Adepta  
Elizabeth Fitzroy Support  
Heritage Care  
Mencap  
Milbury Care Services  
New Support Options  
Thera Trust (East Anglia)

#### North Yorkshire

**Local Authorities:**  
Hambleton DC  
Harrogate BC  
Selby DC  
York CC

**Support Agencies:**  
Milbury Care Services  
UBU

#### Rutland

**Local Authorities:**  
Rutland CC

**Support Agencies:**  
Rutland Community Trust

#### Scottish Borders

**Local Authorities:**  
Scottish Borders Council

**Support Agencies:**  
Brothers of Charity

#### South Yorkshire

**Local Authorities:**  
Chesterfield BC  
Doncaster MBC

**Support Agencies:**  
Dimensions  
Doncaster & South Humberside NHS Trust  
Eden Supported Housing  
Lifeways Community Care  
Mencap  
Thera Trust  
UBU

#### Suffolk

**Local Authorities:**  
Ipswich BC

**Support Agencies:**  
Heritage Care  
Milbury Care Services  
Thera Trust

#### Tyne & Wear

**Local Authorities:**  
Newcastle CC  
North Tyneside MBC

**Support Agencies:**  
Azure  
Edward Lloyd Trust  
UBU

#### West Yorkshire

**Local Authorities:**  
Leeds CC

**Support Agencies:**  
UBU

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