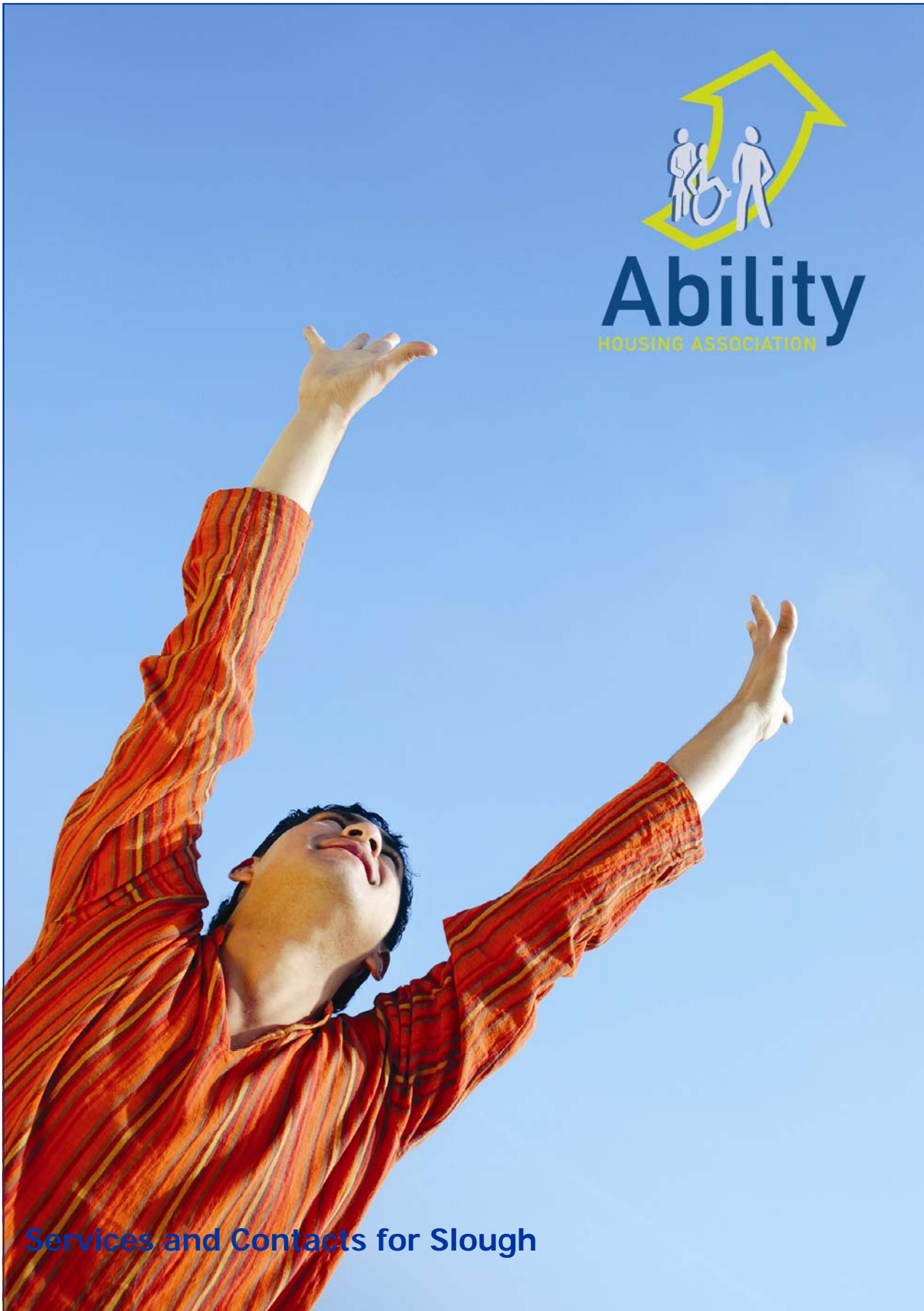




Ability
HOUSING ASSOCIATION



Services and Contacts for Slough

10 YEARS OF Ability
HOUSING ASSOCIATION

About us

Ability is an independent provider of housing and support services for people who want to live more independently. We are proud of our reputation as an effective partner who provides high quality, access-ible housing and support services that are tailored to each individual customer's unique needs and aspirations.

Our vision is for people who want to live more independently to regard Ability as their first choice provider of housing and/or support services.

Our services include the provision of affordable, high quality accommodation for rent, supported living or shared ownership, as well as accommodation based support, floating support, accessible housing registers and adaptations services.

Our customers include people with physical or sensory impairments, people with learning difficulties or mental health problems, single homeless people, people who misuse drugs or alcohol and young people or older people needing support to live independently.



Ability is a Homes and Communities Agency (HCA) investment partner and a member of two investment partnering consortia: the Sovereign Development Consortium and the Wayfarer Partnership.

We are an accredited Supporting People provider and are also registered with the Care Quality Commission to provide both domiciliary care and residential care. We are quality assurance accredited with both Investors in People and ISO 9001.

Ability manages over 500 homes and provides support services to nearly 1000 people in total. We provide housing and support services in 34 districts in:

- West and South West London
- Berkshire, Surrey and Hampshire
- East and West Sussex
- Oxfordshire and Buckinghamshire
- Hertfordshire and Essex
- Bournemouth, Poole and Swindon

Merger of Ability & REAP

With the merger of REAP and Ability in February of this year we have created a new organisation that retains the best features of both, combining Ability's financial strength, infrastructure and central services with REAP's local presence, expert knowledge and accessibility.

The combination of Ability's expertise in housing and disability together with REAP's expertise of working with excluded groups has enabled Ability now to offer a comprehensive portfolio of services backed by a solid bank of knowledge and experience for the benefit of our customers.

The merger also enables us to maintain competitive hourly rates without compromising on service quality.

Services in Slough

Ability provides housing or support to nearly 200 vulnerable people living in Slough.

Single Homeless Service

The Ability team at Slough provides support to single homeless people, including those with substance misuse issues to help them access suitable housing and maintain their tenancies. We work with our service users to help them develop life skills so they can live more independently. We operate 2 duty sessions per week for service users to drop in and access advice and assistance with a range of issues including housing, benefits, arrears and arranging utility services.

We also accept referrals for more in-depth work and these can be made in person or by referring agencies such as Social Services, Probation, Housing and CMHT.

Floating Support for adults with Mental Health Issues

Since 2003 this service has been providing support for adults in the community. We provide a range of housing related support to vulnerable people to help them maintain their tenancies and develop their independence. Our aim is to work towards reducing the service to the point where service users can live fully independent lives. The service currently supports 50 adults.

Referrals are made through CMHT (Community Mental Health Team)

Floating Support for adults with Learning Disabilities

This recently introduced service provides housing related support to people with learning difficulties living in the community. We currently support 7 service users.

These services can be accessed through our Slough office:

Address: **2 Burlington Court
Burlington Road
Slough, SL1 2JT**

Opening Hours: **Monday-Friday 9am - 5pm**

Telephone: **01753 571724 (Single Homeless Service)
01753 528778 (Floating Support)**

Supported Living for People with a Learning Disability

Ability is a pioneer of supported living services for people with learning disabilities and one of the foremost providers in the South of England.

In Slough we provide 3 supported living services for a total of 22 people with learning disabilities, plus a further 4 people with physical or sensory impairments.

All of our supported living services provide 24 hour staff support to people who live in self-contained flats let on assured tenancies. Support is highly personalised and outcome focussed to enable each individual service user to achieve their own aspirations for independent living.

Harris Gardens

Situated to the West of Slough, this scheme comprises 7 one bedroom flats for people with learning disabilities, plus a staff flat, in a single block within a mixed housing estate.

Leith Close

This service situated in central Slough provides 8 flats for people with learning disability, including 4 that are wheelchair accessible, plus a further 4 flats for people with physical or sensory impairments, within a mixed needs block.

Sir Robert Mews

Another scheme of one-bed flats, including 7 for adults who have learning disabilities within a mixed needs block, which is situated in the Langley area.

Referrals

Referrals for this service are through Slough Community Team for People with Learning Disabilities (CTPLD). Support at these schemes is funded by either Supporting People, Adult Social Services or direct payments. Additional personal care can also be provided by arrangement with the service users' Care Manager.

Accessible Housing For Wheelchair Users

As well as supported housing, Ability also provides 11 bungalows built to full wheelchair standards and let at affordable rents on assured tenancies. These are a mixture of two and three bedroom homes located amongst mixed developments at Lismore Park and Moray Drive.

Property Development

We develop new housing ourselves and also in partnership with other RSLs, including Sovereign and Radian Housing Groups. Wherever possible we aim to integrate specialist housing within mainstream housing developments to create sustainable and inclusive communities.

Recent photos at Ability homes



Ability Housing and Support Services in Slough

Housing Type	No.	Floating Support	No.
Wheelchair Standard for rent (unsupported)	11	Floating Support – Mental Health	50
Supported Housing –physical or sensory impairment	4	Floating Support – Learning Disability	7
Supported Housing – learning disability	22	Floating Support – Single Homeless/ Generic	85
Occupied by staff	3	Floating Support – Substance Misuse	18
TOTAL HOUSING UNITS	40	TOTAL FLOATING SUPPORT CAPACITY	160

What people say about us

'The association achieved or exceeded all of its targets. It produces good quality products.'
HOUSING CORPORATION ASSESSMENT

'The one thing that stood out above everything during this Review was the enthusiasm and commitment of everyone to whom I spoke about the prevailing culture of support and leadership.'
INVESTORS IN PEOPLE ASSESSOR

'Staff had paid particular attention to developing a service with users at the centre, and to sensitive recording of information through the support planning process.'
SLOUGH SP SERVICE REVIEW



Some further comments

'Their work around user involvement across all levels of the organisation has ensured a high score in ALL areas.'

Surrey Supporting People Review Report

'Service users all felt empowered by their support and were always encouraged to make decisions and plan their next step.'

Bracknell Supporting People Review, February 2009

Useful Contacts

David Williams
Chief Executive

davidw@ability-housing.co.uk

Rita Nath-Dongre
Customer Services Director

ritan@ability-housing.co.uk

Steven Hurrell
Partnerships & Development Director

stevenh@ability-housing.co.uk

Isobel Chalcraft
Head of Housing Services

isobelc@ability-housing.co.uk

David Fox
Head of Support Services

davidf@ability-housing.co.uk

Madeline Jones
Service Manager,
Short Term & Floating Support

madelinej@ability-housing.co.uk

Helen Buckland
Service Manager,
Supported Living Services

helenb@ability-housing.co.uk

Slough Office

Tel: 01753 571324

Ability Housing Association
The Coach House
Gresham Road
Staines, TW18 2AE

Tel: 01784 490910

www.ability-housing.co.uk

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