



Services and Contacts for Reading

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, accessible 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 Thames Valley Consortium.

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 almost 600 homes and provides support services to nearly 1000 people in total. We provide housing and support services in 34 districts in:

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

Services in Reading

Ability provides a range housing and support services.

Our services include:

- housing for shared ownership or rent
- long-term supported living with care
- short-term supported housing
- move-on housing
- long term and short-term accommodation based support
- long-term and short-term floating support
- preventative and short-term intervention services
- home adaptations and accessible housing registers
- signposting and advice to access housing, health and community services

We support a range of client groups including:

- people with physical or sensory impairments
- people with learning difficulties
- people with mental health issues
- older people
- homeless single people, couples and families
- people experiencing substance misuse
- people with a history of offending
- people experiencing domestic violence

We already support many of these groups in our housing throughout Reading.

Examples of our Reading Services

Sundial Close, Tilehurst

Opened in 1998 this property comprises 8 accessible one bedroom bungalows for adults with physical impairments. With its own on-site office, we can provide 40 hours of housing related support per week for our service users.

Referrals for Sundial Close can be made by Care Managers from the Physical Disability Team.

Liverpool Road, East Reading

Opened in 2006 this property has 6 self-contained one bed flats with support for adults with mental health issues. It's a short-term service with target duration of up to 2 years. The service can provide up to 10 hours of visiting support per service user per week. It is funded directly by the Community Mental Health Team (CMHT). Since it opened several of the original service users have been supported to move on to more independent settings.

Referrals to Liverpool Road can be made directly by the CMHT.

Chineham Court, Whitley

Chineham Court has 6 one-bedroom homes and was opened in 2004 as a resource for people with learning disabilities. Since then we have been able to widen the scope of provision and can offer supported accommodation for a range of adults on a spot purchase basis.

Referrals can be made by the CTPLD.

Reading Single Homelessness Service

This service offers information, advice and support to single people in Reading who have housing and support needs. In partnership with A2 Dominion we can also offer short term accommodation.

Our aim is to enable our service users to settle successfully into their homes and manage independently.

Reading Homelessness Service can offer ongoing support, which can be a mixture of practical and emotional help to enable service users to:

- access accommodation
- plan the move to a new home
- find furniture
- sort out benefit claims & apply for grants
- help set up utilities
- manage money
- find out about work, training, clubs, volunteering and sports & social activities
- understand their rights & responsibilities in relation to housing

Referrals for accommodation are made to Reading Borough Council's Access Panel which meets weekly and includes a member of Ability's staff.

The Accommodation

We have 26 bedsitting rooms across two sites:

- A single block of 20 rooms divided into 3 bedroom clusters with shared kitchens and bathrooms
- a large 6 bedroom shared house

Both properties are close to the centre of Reading and local amenities. The accommodation is suitable for men and women aged 18 plus.

Contact Details for Reading Single Homelessness Service

Telephone: **0118 956 7210**

Office hours: **Monday to Friday 09:00 to 17:00**



Ability Housing Stock in Reading

| Housing Type | No. | Floating Support | No. |
|--|-----|---------------------|-----|
| Wheelchair Standard for rent | 12 | Wheelchair users | 22 |
| Wheelchair Standard for shared ownership | 2 | Learning Disability | 16 |
| Wheelchair Standard supported housing | 8 | Mental Health | 8 |
| Other supported housing | 30 | Single Homeless | 6 |
| General needs rented | 5 | General Needs | 5 |

What people say about us

“Providing high quality services that offer choice, personalisation, flexibility and responsiveness is a key aim of Ability Housing Association and it was very clear from this Review that this philosophy is embedded across the organisation both in terms of process and in the way staff approach their work.”

Investors in People Review Report 2010

“Ability provide an excellent service and have well trained and committed staff. Their success rate at sustaining tenancies in their own move-on accommodation is 99%. A very committed provider”

London Borough of Merton Supporting People Manager

“The monitoring and measuring system used throughout the organisation at various levels, from individual schemes through to Senior Management, is exceptional, KPIs have been established and the analysis identifies areas for improvement.”

Investors in People Review Report 2010



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

'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

Useful Contacts

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