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Dear Joann

RE: Support statement for the proposed development at Kingsway

Background and experience

Advance Housing and Support Ltd provides supported housing and is a Registered Provider of Housing having been formed in 1974. Advance has been providing good quality housing for people with mental ill health and people with learning disabilities for almost 50 years across large parts of England including Gloucestershire. In the Regulator of Social Housing's latest Assessment of Advance they awarded Advance with the highest rating in Governance of G1 and the highest rating in Financial Viability of V1.

Advance realises that the provision of good quality housing is not just about the physical building but also requires a high quality and responsive housing management service to meet the needs of the people living in the property. As a supported housing provider Advance has almost 50 years' experience of providing a housing management service by Housing Officers who understand the needs of the Customers living in Advance's properties. A Regional Housing Officer will provide regular planned visits as well as responding to requested visits to ensure the service provided meets the needs of the Customers. A Housing Outreach Worker supports the Regional Housing Officer and works closely with the Support Provider to ensure Customers are happy in their homes. Each tenant after moving in receives an 8-week settling in visit and then an annual tenancy review as a minimum. In fully supported housing schemes, a formal quarterly review takes place with the support provider and our housing outreach workers make a monthly visit as a minimum.

There is also access to an out of hours service through a dedicated call centre which can contact Advance's Executive Leadership team if any issues need to be dealt with outside office hours. When any new tenants move into an Advance property they receive a full induction in relation to their new home, the scheme specifics and explanation of the difference between the role of support provider & landlord.

Each tenant receives a welcome pack and a verbal induction by our Regional Housing Officer will take them through what to expect in relation to services and what is available in the local community. Our housing team will contact key organisations and community groups to ensure we understand what is available in the local area.

Advance will also liaise with the appointed support provider to develop relationships in the community. This information is the used to be used in each tenant's support plan to ensure that they



access services that are available locally. We will also look at opportunities in which our tenants can look volunteer or access employment locally where possible.

Over the years that Advance has been developing housing for people with enduring mental ill health needs there have been many blocks of self-contained flats built. Issues have been dealt with by the experienced Housing Officers in collaboration with the Support Provider working in the Development. In recent years Advance has provided similar developments for people with mental ill health and learning disabilities in Oxford City, Redruth, Bodmin, Gloucester City and have many long-standing developments which continue to be well thought of as places to live for people with support needs. Advance is well established in the communities where we have a presence and strive to be a good neighbour within these communities which has included being involved in and supporting with Asset Based Community Development work.

Scheme specifics

In the proposed development at Kingsway each person will have access to their own one bedroom self-contained flat. Each Block has communal space where Customers can meet with other people from the development and also support staff. There will be well designed outside space where people can also meet or just enjoy being outside.

The main entrance doors will be controlled by a door entry system so only people who live in the flats or who are admitted can come in. Each flat will have a Video door system installed so that the tenant can clearly see who is at the main door. The positioning of the reception areas near the main access will allow support staff to see who is coming into the block at all times.

Advance and the appointed Support Provider will have a Service Level Agreement in place which will clearly set out the responsibilities of the Housing Provider, Advance and the chosen Support Provider. From experience ensuring that each party knows what they are responsible for and who to contact results in a smooth-running scheme.

In relation to this proposed scheme Advance housing staff will carry out a full in-depth implementation plan and in addition to what we normally offer as it is a newly built scheme. There will be weekly liaison meetings with the support provider for the first 12 months a programme of local engagement agreed based upon our tenants needs.

Advance also have a suite of policies and procedures that enable us to robustly deal with any tenancy relation issues that may occur and we work proactively managing our properties and tenancies.

Yours sincerely

Graeme Jackson
Head of Investment and Development

