

**Where extra care and attention is required, we can tailor our solutions to meet your specific needs**

**Some of our residents need extra support and supervision. By being adaptable and seeking to understand each person's needs, we can provide suitable accommodation**

#### **We offer more than a roof**

- Our homes are located within the borough, are good quality, safe and immediately available
- Our homes can be viewed and vetoed by councils in advance of being taken on
- Our support and monitoring ensure people are safer, that no unwanted problems get out of hand
- Placement is determined by an assessment of needs, initially by the Council and working alongside our experienced staff who maintain an ongoing assessment of needs so that residents can be moved depending on circumstances

#### **Who we are**

- A trusted provider of accommodation, managing over 1,200 self-contained properties and 350 shared accommodation rooms in more than 65 local authorities
- We work exclusively to provide self-contained temporary accommodation, supported shared properties, and other specialist accommodation
- Our team has over 40 years' experience supporting people in the housing market
- We have an extensive network for sourcing properties for social housing use, along with deep expertise in managing and maintaining properties and engaging with complex tenants
- Our head office is in Bedfordshire with a full time staff of almost 50 people along with multiple hubs across the UK

**"Everyone is different and deserves the chance to become self-sufficient. However not everyone is ready to take that big step to full independence, so we provide homes with support and oversight to those who need more care and supervision"**

Cara, Property & Resident Support Manager, Leicester

Who we have partnered with:

## Leicester City Council

The Council recognised that not all singles that present to them are capable of living in semi-independent shared accommodation or in no/low-supported self-contained accommodation. Although their 24/7 Dawn Centre housed some individuals, its capacity was constrained, and it was clear an alternative pathway would be better for some to allow them to live in their own home with much more supervision and support.

In December 2020, we provided an initial 14 one-bed apartments including twice daily checks at property (including bedroom checks), weekend/emergency cover for emergency support, management of 'safeguarding' issues and their case management.

Our goal is to support residents maintain their accommodation, avoid unplanned departures, help them improve their independent living skills and address their broader needs.



Leicester  
City Council

14

Initial one-bed apartments provided  
including twice daily checks of residents

### Our supported self-contained commitment to you and our residents

- 1 We supply safe and comfortable furnished self-contained accommodation
- 2 We work in partnership with local authorities to provide the right type of accommodation and in the right location
- 3 We have experienced professionals who will manage check-in and check-out efficiently and without the need for you to be involved
- 4 We provide 24/7 maintenance to fix problems day or night
- 5 We install and monitor CCTV at each property
- 6 We visit the properties twice daily to proactively engage with residents, to ensure that all accommodation remains up to scratch and help residents improve their independent living skills
- 7 We provide weekend and emergency cover for support-related emergencies in addition to property emergencies
- 8 We manage any 'safeguarding' issues and provide a full case management service which we share with partner agencies as appropriate

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