

One Support, part of One Housing Group, is a major provider of housing care and support. We are the largest developer of new supported housing schemes in London and a key provider of floating support in the London, South East and East regions.

We are a leading provider of housing care and support services for a wide range of specialist customer groups, notably:

- Young people
- People with mental health needs
- Teenage parents
- Older people
- Offenders
- People with substance misuse issues

One Support has also transformed the provision of generic services through an innovative model of large scale floating support.

We bring a fresh approach to providing meaningful, customer focused support services and this is enshrined in our mission statement:

One Support uses choice, innovation and technology in providing top class accommodation, support and care that delivers real life improvement and independence to our customers.

Our high quality support and care staff play an essential role in enabling almost 4,000 people to live independently within the community. We have invested in staff development and training to ensure our workforce is skilled and able to provide an effective support service that makes a real impact. Our integrated case management and IT system ensures that the delivery of proven and meaningful outcomes is at the heart of our support planning system.

We use the term 'customer' to describe the people who use our services as this reflects our commitment to offering choice and enabling the people we work with to take an active role in the design, delivery and review of the service they receive. One Support's Customer Involvement Strategy specifies the robust structures we deploy to ensure we listen to and learn from our customers, including satisfaction surveys, a customer panel and focus groups.



A core aim of all our services is to promote social mobility and improve the life chances of our customers. We seek to raise customers' aspirations and tackle social isolation by developing skills, confidence and motivation. We provide practical support into employment and training and have a long track record of delivering community regeneration and social inclusion initiatives.

One Support deploys information technology and modern methods of working in order to deliver efficient and effective services. A major investment in mobile wireless technology, hub offices and mps2 software means that frontline staff are freed from the office and able to spend more face to face time with their customers.

One Support is a major developer of specialist housing for people with complex care and support needs, with more than 1,000 units. We have an established track record in designing and constructing new buildings as well as refurbishing existing properties in order to provide top class supported housing.

We are able to place our expertise and robust management structure at the disposal of our commissioners.

Our innovative design solutions and use of technology promote the safety and independence of our customers. One Support's dedicated housing management service ensures that our properties are well managed and that our tenants receive an excellent service.



One Support have recently won a number of major contracts including generic and specialist floating support services in Bracknell Forest and Bedfordshire and a high level support service for young people in Islington. One Support is also building five extra care schemes as a new, imaginative way of allowing older people to maintain their independence, while also being able to access support as and when required.

We are able to place our expertise and robust management structure at the disposal of our commissioners. One Support has invested in the systems and infrastructure that enable us to run an efficient and effective business and ensure that new services can be seamlessly added.

Our business is currently split into three functions:

- o Care & Support Operations
- o Housing Services
- o Business Development

Each are led by an Assistant Director reporting to our Group Director of Housing, Care and Support.



Kevin Beirne
Group Director of Housing Care and Support

One Support is one of the biggest providers of floating support in London, the South East and East, currently supporting over 2,000 customers to live independently. We are an organisation with a proven track record of using new technology and software to deliver effective large-scale floating support.

One Support has developed a unique approach to the delivery of floating support services. The key features include:

- The deployment of high quality floating Support Officers
- The management of floating support from a local hub office facility, achieving maximum mobility and flexibility of staff
- Equipping staff with mobile IT resources
- Achieving minimal office costs through flexible IT and reduced administration costs
- Focusing on outcomes through case management systems

Our utilisation of powerful IT systems and mobile working methods means we are able to provide 20% more face to face time with service users and deliver demonstrable outcomes. Documents relating to needs and risk assessment, support planning and outcomes are an integral part of our mps2 information system. All our floating Support Officers are equipped with a 3G card enabled laptop meaning they are fully mobile and can access mps2 wherever they are working. This avoids the need to duplicate paperwork,

thus reducing the time spent on administration tasks. Push button reporting also means that managers can remotely monitor and manage performance.

The effectiveness of our approach is proven by the outcomes we deliver. In 2008 over 97% of our floating support customers were able to maintain independent living as a result of the support they received.

We provide flexible support packages with the common aim of preventing tenancy breakdown and providing real outcomes of greater independence, living skills and promoting social inclusion. Services are available in the evenings and weekends to ensure that support can be provided at times of most need, including crisis situations. In all cases the support planning and risk assessment process is geared towards identifying the customer's key strengths and needs, seeking to build on their existing skills, while developing new ones, and to increase their confidence to attain and maintain full independence.

Our services support people across tenure and client groups who are in housing crisis,

often facing eviction, with the prevention of homelessness as a key objective. We work with the Benefits Agency, Housing Benefit teams, and the courts to minimise evictions and arrears and sustain tenancies over many years. We have established strong links with the anti-social behaviour (ASB) teams in the authorities in which the floating support services operate. Working closely with the ASB coordinators, police, noise pollution teams, mediation services and social landlords enables us to make a significant contribution to community safety.

One Support is able to offer services that are truly generic whilst still meeting more specialist or multiple needs. In order to provide maximum flexibility our Support Officers usually work with generic caseloads, however to ensure that specialist knowledge is available we have 'champions' with lead responsibility for certain client groups or regional agencies.

We are also a major provider of specialist floating support services with services targeting young people, teenage parents and adults with mental health and substance misuse needs. These services provide a more intensive service staffed by specialist Support Officers.

In London, One Support currently provides significant generic floating support services in:

- Camden
- Hackney
- Lambeth
- Enfield
- Westminster
- Haringey

Outside London, Bracknell Forest District Council and Bedfordshire County Council have recently awarded One Support contracts to deliver floating support.

Our generic floating support services currently provide support to customer groups facing a wide range of issues including:

- Mental health problems
- Physical or sensory disability
- Alcohol problems
- Young people at risk
- Drug problems
- Teenage parents
- Older people
- Women at risk of domestic violence
- People with HIV/AIDS
- Learning disabilities
- Offenders and those at risk of offending
- Generic or complex needs



One Support is a major provider of mental health services in London, delivering both specialist accommodation-based and floating support services to 1,000 customers. A significant proportion of these customers are part of the CPA system and many have additional needs relating to substance misuse or forensic history.

Our portfolio of mental health services includes housing related support, social care and registered care services.

Delivering solutions for commissioners

We have a strong track record of delivering innovative solutions to suit the requirements of commissioners and meet the complex and multiple needs of customers, having opened five new high level support schemes for adults with mental health needs since 2005.

One Support has developed and managed a number of groundbreaking accommodation services that have enabled people with the most complex and severe needs to live successfully in the community with their own tenancy. These customers were previously placed in high care placements outside their borough due to a lack of suitable options. Our model, developed in conjunction with health and social care commissioners, has provided an innovative solution to this gap through creative design features and a unique staffing model.

Proven model

Our mental health supported housing services are built to a design brief that maximises the safety and well-being of customers and promotes independence. Design features include a front facing office with managed door entrance and flexible staff accommodation that can be used for a range of service models.

We recognise that maintaining a decent living environment is fundamental to the overall well-being of the customers we support.



Landmark schemes include Ponders Bridge House in Islington (pictured), a self contained scheme with 12 one bed units and communal facilities. The scheme also offers an excellent standard of accommodation, including wheelchair accessible units, lift access, sleepover facilities, a common room, staff offices and a large training kitchen.

The service is staffed by a dedicated Manager and team of seven Support Officers, providing a high level of double cover so that staff can work on a one-to-one basis with residents. The focus of the support service is on rehabilitation and supporting customers to develop independent living skills such as cooking, budgeting, paying bills, accessing health and community resources, managing their accommodation, managing relationships with neighbours and accessing socially inclusive activities. Key stakeholders were actively involved in the design and development of the project.

We provide flexible packages of support with the common aim of preventing tenancy breakdown, reducing hospital re-admission, and providing real outcomes of greater independence, living skills and social inclusion.



Promoting recovery & rehabilitation

One Support has a positive history of delivering mental health services based on principles of recovery and rehabilitation that enable people with mental health needs to maximise their life opportunities and independence. We provide flexible packages of support with the common aim of preventing tenancy breakdown, reducing hospital re-admission, and providing real outcomes of greater independence, living skills and social inclusion.

We combine the best of a 'hands on' approach to deliver support services that have a positive impact on the lives of our customers, with infrastructure and management control appropriate to a modern support service.

We recognise that maintaining a decent living environment is fundamental to the overall well-being of the customers we support. Our staff proactively address living conditions including issues linked to mental health, such as self neglect and hoarding, as part of keyworking and offer practical support with developing basic living skills.

The key features of our approach are:

- o Quality staff
- o A time-limited, recovery-focused approach
- o Focus on rehabilitation, developing skills and achieving outcomes
- o A 'sleeves rolled-up' service that delivers practical solutions
- o Maximum mobility and flexibility of staff
- o The use of mobile IT resources (3G card equipped laptops)
- o Minimal office costs through a hub-office and reduced administration costs
- o The use of the integrated mps2 and CCMS systems

One Support are experts in resettling those with high support needs, removing them from costly residential care, supported accommodation and hospital wards into their own tenancy and providing floating support to sustain independent living.

Resettlement

One Support are experts in resettling those with high support needs, removing them from costly residential care, supported accommodation and hospital wards into their own tenancy and providing floating support to sustain independent living. Our Community Link model, originally commissioned by Camden Social Services, has been successfully replicated in a number of other boroughs.

A success factor is our time-limited, intensive approach to support that aims to fine tune tenancy sustainment and life skills. We intensively deploy our staff resources to ensure that the best possible foundations are laid for establishing a home, including providing practical assistance with sourcing furniture.

This is best demonstrated by the Enfield Community Link service which supports 42 people resettled into their own One Housing Group flat and achieved an average of 99% sustainment in 2008.

Quality staff

Our specialist mental health services are staffed by high quality, experienced Support Officers providing frequent keyworking sessions under a structured case management system. One Support's recruitment practice and programme of staff training, development and support ensures that the Support Officers staffing our mental health services have the appropriate competence, knowledge and skills.

As more than 50% of our customers have additional substance misuse needs, we have recently introduced Substance Misuse Specialist Support Officers into some of our mental health teams. This has had an immediate impact, bringing best practice from the field of additional support and increasing the knowledge of our teams.

One Support is a leading provider of services for young people in London, supporting more than 400 individuals in accommodation-based and floating support services. We have developed a unique and innovative approach to the delivery of supported housing for young people that provides a base for us to deliver major impact in their lives.

Our two models, for complex and medium needs, have set the standard for innovation and effective support in housing for young people. Key features of our approach are:

- o Quality design and an aspirational living environment
- o An outsourced night security service, with on site and mobile patrol options
- o A team of Support Officers with a focus on accessing employment, training and education
- o Safety and security through managed door entrance, CCTV and front-facing office
- o Focus on delivering meaningful outcomes

This model has been successfully replicated across London and is a proven success. Recent monitoring shows that 100% of young people in a complex needs scheme were engaged in employment, training or education.

We are not afraid to push the boundaries to help young people fulfil their aspirations and maximise their opportunities and life chances. One Support's services for young people respond to the challenges that young people may face including offending, anti-social behaviour, substance misuse and teenage pregnancy.

Our supported housing schemes are designed to maximise safety and security, providing an environment in which young people can thrive. We recognise that young people may have a history of offending, be at risk of offending or be victims of crime themselves. We create safe neighbourhoods with the provision of CCTV, front facing offices and security on site. Our staff work in partnership with other agencies to minimise risk and ensure a prompt response to anti-social and criminal behaviour.

Our services promote social mobility with an emphasis on supporting young people to gain qualifications and employment in order to maximise future life opportunities. Our strategies include providing both practical support and working on issues such as time management, confidence building and realistic expectations.



We encourage access to specialist services such as careers advice and training agencies as well as providing opportunities through our own Community Investment Team.

Our skilled Support Officers build trust and confidence through focused key-working and use of innovative strategies such as peer support.

In order to equip young people with the life skills to sustain independence and maintain a healthy lifestyle, we provide practical support with topics such as budgeting and healthy eating. Our focused support planning includes joint working with specialist agencies to address issues such as substance misuse and emerging mental health needs.

Many of the young people we support may find it difficult to engage with services and have a lack of trust in authority. Our skilled Support Officers build trust and confidence through focused

key-working and use of innovative strategies such as peer support. One Support gives young people the opportunity to influence the way in which services are provided by drawing up and revising house rules. We hold special events designed to break down barriers to engagement such as our Fusion event attended by So Solid Crew member MC Romeo. The event was held at Camden's Roundhouse and offered help and advice on issues such as housing, drugs, sexual health, employment, training and parenting.

Our services are designed to achieve the key outcomes of 'Every Child Matters', and local Supporting People strategies. One Support has invested in common case management software and recording systems to manage, monitor and deliver real outcomes. These demonstrate the real results we have achieved for young people in our services. Recent monitoring shows that across our high support schemes for young people 78% were in employment, training or education at point of move on and 100% of leavers moved on in a planned way.

One Support is at the forefront of designing and developing retirement housing that meets the aspirations of older people and allows them to continue to not only live independently but also play an active role in their community.

We have a unique approach to the design of extra care housing that is based on high standards, maximising space and embracing assistive technology to promote independence and provide a secure environment that enhances quality of life.

The vision for our care and support services is driven by a focus on the customer, their needs, aspirations and rights. This is founded on the principle that quality extra care housing improves the lives of vulnerable older people through the promotion of independence and re-ablement.

Design & delivery

We have high level in-house expertise in the design, specification and delivery of retirement and extra care housing. A Senior Manager within our development arm has delivered the vast majority of our portfolio totaling over 1,000 supported and specialist units. Our project group approach means that key stakeholders from health, social care and housing are involved at all stages of the process and able to actively inform decisions on the design of the scheme and its specifications.

In London we are at the forefront of designing extra care schemes on inner city, urban sites with a programme of four developments. Our approach maximises the space offered inside the building by providing balconies, terraces and winter gardens, and fully exploits views offered by higher rise developments. Our architects work with us to create unique buildings to suit location and environment.

We place a strong emphasis on helping customers to recover lost life skills.

We also embrace the use of assistive technology to help promote independence, reduce social exclusion, provide a safer and more secure environment for people to live in. It can also help people to keep in touch with family and friends. The use of intelligent technology, telecare and smart homes enhances the quality of life of our older customers.



Care and support provision

One Support is committed to providing care and support services in an extra care setting. These are customer focused and achieve planned and positive outcomes for people while promoting active participation in controlling their own lives.

Our modern extra care housing provides a comfortable and secure place where older people can lead active lives and where individuality and privacy are matched with effective and efficient care and support services. Occupiers are tenants and retain full control of their own homes. This non-institutional setting encourages individuals to achieve greater independence wherever they can. We place a strong emphasis on helping customers to recover lost life skills including domestic routines, and care staff will provide help and support to facilitate this.

Our objectives in delivering care and support services for older people are to:

- o Minimise unnecessary use of registered care or hospital services
- o Provide an individually-tailored care and support service
- o Focus on rehabilitation and re-ablement and deliver demonstrable outcomes
- o Ensure that individual care and support services are responsive to changing needs
- o Offer a range of communal and community-based activities that tackle isolation and maximise activity levels
- o Promote a workforce culture that ensures staff encourage older people to be as independent as possible

One Support is London's biggest developer of supported housing. We have a long established track record of designing and developing both new-build and refurbished properties for a wide range of customer groups.

One Support has developed more than 1,000 specialist units and offers a range of accommodation products including:

- Extra care housing for older people
- Housing for young people with complex needs
- Housing for adults with severe and complex needs
- Housing for adults with learning disabilities

We have developed a specific approach to the design, delivery and management of supported housing that ensures that each of our schemes meets standards of excellence and is tailored to meet the needs of customers and commissioners. Our accommodation is characterised by quality design and offers an aspirational living environment.

Supported Housing Design Brief

Our Supported Housing Design Brief addresses all aspects of design from layout to fittings and finishes. This is a valuable tool for ensuring that all options are considered and means that supported housing is built to a common set of principles and high standards. This is then tailored to suit the specific needs of a scheme based on the requirements of stakeholders including commissioners, support and care providers, customers and statutory agencies.

Project group approach with stakeholders

Development of schemes that are fit for purpose and meet the needs of customers and stakeholders is reliant on effective joint working. One Support uses a tried and tested 'project group' approach to ensure that stakeholders are involved in decision making on the final design and detail of fittings and finishes. We hold regular project group meetings and the final plans and specification are presented for feedback before final 'sign-off' and handover to the implementation team.



Maximising security & safety

We pay close attention to maximising safety and security for customers in terms of layout and the provision of technology. The provision of single managed entrances, double entry doors with air-locks, CCTV, fire alarm systems, enhanced sound proofing, anti-flood devices and pendant alarms, are all examples of the integrated technologies that we have employed in scheme designs.

Across all our services we can provide a reactive, high quality service that meets the specific needs of particular customers and schemes.

Promoting independence

One Support develops supported housing that promotes the independence of its customers. We aim to maximise self-containment, and where this is not possible attention is given to the provision of innovative design features such as 'pod bathrooms' and individual lockable cupboards in shared kitchens.

High quality & durable environment

Our accommodation is built to high standards. Fittings and finishes are selected to provide a quality and non-institutional feel that are also hard wearing and designed to last. In recent developments we have consulted with customers and commissioners on the choice of furniture, colour schemes and floor coverings.

Management of supported housing

The One Support Housing Management Team provides a service to over 800 customers living in supported housing across 13 boroughs. Additionally our Business Manager oversees all our agency-managed schemes. Across all our services we provide a reactive, high quality service that meets the specific needs of our customers and schemes. All our housing management staff either hold a housing qualification or are highly experienced in this field and are able to deal sensitively and effectively with customers who have a wide range of support needs.

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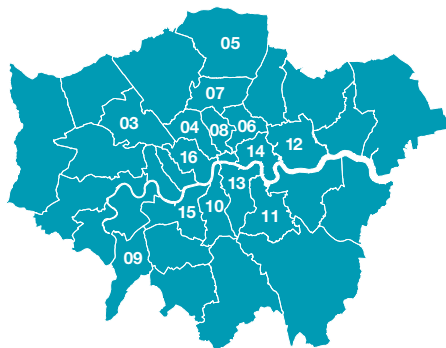
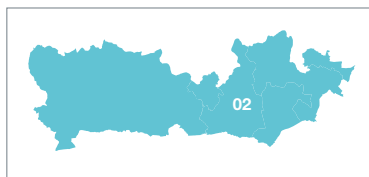
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Boroughs we operate in



01 Bedfordshire*
02 Berkshire*
03 Brent
04 Camden
05 Enfield

06 Hackney
07 Haringey
08 Islington
09 Kingston-upon-Thames

10 Lambeth
11 Lewisham
12 Newham
13 Southwark
14 Tower Hamlets

15 Wandsworth
16 Westminster

* map not to scale

