

People with behaviour that challenges

Support for better lives



We are Avenues. We specialise in providing community-based services for people with learning disabilities or autism who display behaviour that challenges. We support people to take control of as much of their life as possible using approaches that make sure each person's support is unique to them.

Avenues at a glance



Services in over 80 locations

in London, the South East, East of England, and West Midlands



Our services include...

Supported living, homecare and respite



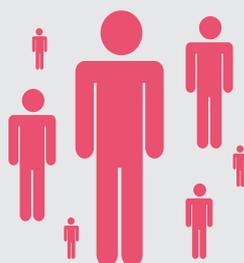
Outreach



Residential care



700 employees
(full-time equivalent)



We support over 600 people

and have contact with many more through supported volunteering, employment and leisure services

How we work

We want everyone to have the opportunity to be an active citizen and engaged in the community where they live.

We reduce incidents of behaviour that challenges and associated risks by providing support that is personalised and consistent. We support people in ways that mean they can start to be more engaged in what happens in their day to day life and make their own choices. We work with families and other professionals to agree support plans, ensuring a consistent approach and enabling people to live with as few restrictions as possible.

- **Person-centred active support** sometimes referred to as PCAS or active support, is a way of working with people that means they are actively involved in what is happening. Things are not done for people but with them. Our support workers seek out opportunities and ways for the people we are supporting to express their preferences and views about aspects of their daily life.

- **Positive behaviour support** is a way of supporting someone with behaviour that challenges. We carry out a full assessment to understand the reasons why someone displays challenging behaviour. From there, we develop realistic plans and strategies that will reduce the frequency of the challenging behaviour. Our support workers base the way they interact with and support someone on a full understanding of that person's behaviour. Our practice development leads often work alongside families as well as the support team to ensure that people experience consistency in their support, whoever is delivering it.

Quality is important to us. Our services are regulated by the Care Quality Commission and we carry out regular monitoring to promote continuous improvement. We work with the Tizard Centre, one of the leading UK academic groups working in learning disability and community care, to design and develop training programmes for our support teams based on best practice.

By working in this way the people we support can take as much control over their lives as possible, start to enjoy social contact and make the most of what their community has to offer.



“Clare has come so far and it means the world to us that she is just 20 minutes away and enjoying life. She always has a genuine smile on her face when we see her.”

Clare's mum

Making a difference

Clare: closer to home and taking control

Clare* has a history of displaying behaviour that challenges. She had been sectioned and admitted to an assessment and treatment centre a long distance from her family.

Our support team worked with Clare over a period of months getting to know her and what she was interested in while planning a safe transition to living in her own flat. Our support for Clare combines person-centred active support and positive behaviour support, which means she is

actively engaged throughout the day and there are strategies in place, agreed with her family and other professionals, which have reduced incidents of behaviour that challenges. As a result, Clare is now able to express herself more freely, including improved speech, so she has more control. For example, she is supported to plan her days using a visual timetable. The positive changes in Clare's behaviour have also allowed her to become more active and even adventurous. Her team has supported her to discover new interests, as well as complete day-to-day tasks like shopping. Clare goes out every day and her new passion is horse-riding.

**not her real name*



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Why choose Avenues?

- We have a positive reputation gained from over 20 years of development and growth. We continually challenge ourselves to find new ways to support people.
- We are a large organisation that works and thinks locally. Our hubs have the support of a large organisation with the flexibility to work in ways that meet local needs.
- Our expertise means that the people we support receive the right level of support at the right times. Our support will change as people's lives change.
- We are trusted by individuals, families and commissioners and as a result we have established long standing relationships with people and organisations. We will let you know how things are going before you ask.
- We make the most of local communities, connecting the people we support with what interests and stimulates them. We want people to live good lives and achieve their goals.
- We are a not-for-profit organisation guided by our values. Proceeds from our services are reinvested into developing our work.

Find out more

Contact us at the location nearest to you for an informal chat or for more details about our services.

Email: info@avenuesgroup.org.uk

London Tel: 0203 535 0500

East of England Tel: 01473 836777

South East Tel: 01732 448630

West Midlands Tel: 01743 357885

