

# Support for young people

Towards a brighter future



We are Avenues. We support children and young people aged 9+ who have learning disabilities, autism, behaviour that challenges or complex needs to unlock their potential, connect with their community, share interests with friends and add purpose to their everyday lives.

## 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



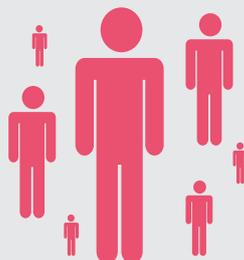
Outreach



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

Our outreach services provide flexible support so young people can make the most of community amenities, or so that unpaid carers can take a break. When young adults are ready to move out of the family home or leave residential education our supported living services provide the right level of support to promote and maintain independence.

By supporting children and young people in a familiar environment, close to family and friends, we are quickly able to build trusting relationships and rapport with them. The positive impact is not just felt by the young person but their parents, any siblings and others who are close to them.

We work with each young person to develop a plan for their support with the involvement of family members and other professionals where appropriate. We agree short term goals and longer-term ambitions and aspirations to prepare a young person for the next stage in their life. We expect people's support to change as their needs change and our overall aim is to reduce the level of support needed. Our approach incorporates person-centred active support and positive behaviour support.

- **Person-centred active support** is a way of supporting people to actively engage in day to day activities and relationships so they can start to make their own choices, take control and develop independence.

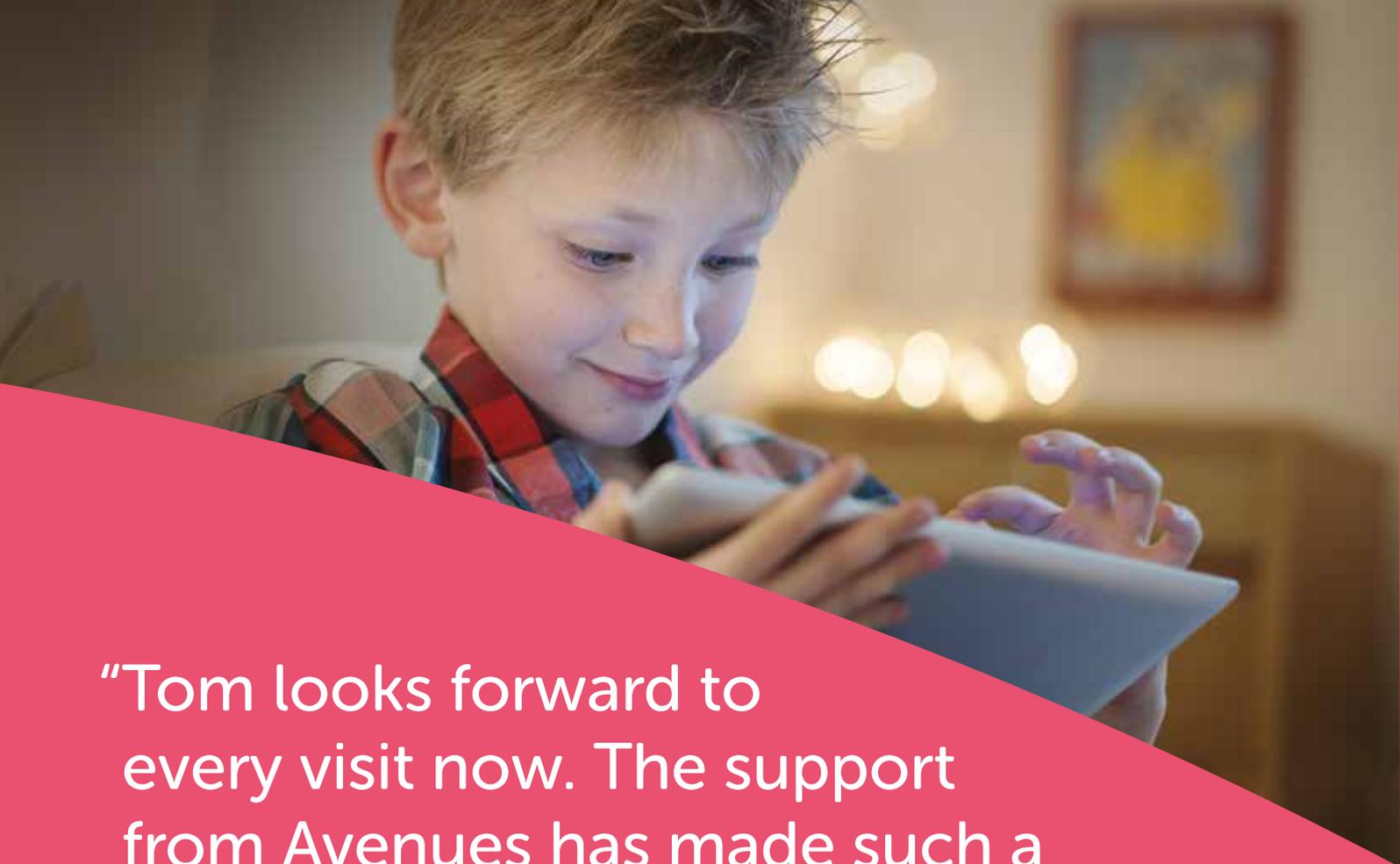
- **Positive behaviour support** is a technique we use when supporting someone with behaviour that challenges that also has benefits for their families, friends and support teams. It looks at the reasons behind behaviour that challenges in order to reduce it. When we introduced positive behaviour support in our services, we saw a 53% reduction in self-injurious behaviour and a reduction in challenging behaviour from 21% to 6%.

We are experienced at responding when existing support arrangements have broken down and can often put a new support package together at short notice.

Learning disabilities, complex needs and behaviour that challenges don't prevent a young person from being active, engaged and enjoying themselves. With the right support package everyone can have a safe and enjoyable future.

## Our support workers

Our support workers have the outlook, skills and training to make sure the children and young people we support are safe, included and encouraged. We have a practice development team that works alongside support teams so they continue to develop. We work with the Tizard Centre, one of the leading UK academic groups working in learning disability and community care, to design and develop our training programmes in positive behaviour support and person-centred active support.



“Tom looks forward to every visit now. The support from Avenues has made such a difference to both of us.”

Tom's Mum

### Making a difference

#### **Tom's story: reduced support and enjoying life**

Tom\* is 12. He has a learning disability, his speech is limited and his behaviour can be challenging.

At first, Tom needed two support workers to manage his behaviour. He would sit on the floor for hours and refuse to move; he would spit, swear and be physically aggressive. In shops, he would pull things off the shelves and try to break them.

Tom's support workers saw he was inquisitive and that he enjoyed being in town and having fun with other people. That gave his support workers something to build on. As they built a rapport with

Tom, he started to engage more. He grew visibly more content and observed boundaries with his behaviour. Tom's support needs have reduced and he now needs only one support worker. His support now focuses on promoting independence, including dressing, eating and expanding his vocabulary.

Tom's support workers encourage him to exercise, including weekly swimming classes and visits to a play centre. During his frequent supported trips into town, Tom is learning to greet staff in shops and what to say when buying something. On visits to the cinema, he now concentrates on the film and enjoys it. His support worker says, “The first time we went, he rolled down the aisles, pulled someone's hair and kicked the doors. He's a different person now.”

*\*not his real name*



“We wouldn’t be where we are today without Avenues. Their consistency is amazing. My kids trust their support workers and I just can’t fault them. Their support means the world to me as a parent.”

## 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](mailto:info@avenuesgroup.org.uk)**

**London Tel: 0203 535 0500**

**East of England Tel: 01473 836777**

**South East Tel: 01732 448630**

