

# Thrive Newsletter

Issue 1, Summer 2025



No Please I don't  
Want you to touch me



Illustration by Chris

## Customers raise awareness about Safeguarding

Safeguarding is where we all help to make sure people are protected from abuse or harm.

If you do not feel safe, or if you are worried about someone else's safety speak to your support worker or manager, or contact us on **0333 012 4307**

Advance customers have worked together to develop a new workshop about safeguarding. The group has contributed artwork and poems to highlight their own experiences and their understanding of safeguarding.

They will be going out and about to share the workshop with customers in different parts of the country later this year to help raise awareness about safeguarding.

Chris Rose was part of the group. He said:

***“I enjoyed being able to do it as a part of a group with other fellow members of Advance Housing and being able to interact with others “***

Chris says safeguarding is important because it:

- Protects the health, well-being, and human rights of individuals, particularly those who are vulnerable.
- Prevents harm, abuse, and neglect from affecting those who cannot protect themselves.
- Creates environments where individuals can thrive without fear.
- Ensures that adults with care and support needs have their needs, interests, and human rights respected and upheld.

# Happy 50<sup>th</sup> birthday Advance

We've had a brilliant year celebrating our 50th birthday with customers right across the country. Thanks to everyone who got involved! Follow us on Facebook (@Advanceuk.org), X (@Advancetweets), Bluesky (@advancehousing) and Instagram (@Advance\_uk) for more pictures and stories!



People in Hampshire got fully involved



A balloon version of the Advance logo at the Essex party



Enjoying the sunshine in Warwick



Northants customers took their party to the park



Everyone in Dorset had a wonderful time



More balloons in Cornwall!

**50**  
1974 – 2024



In Focus | Jason's story

## Supported housing makes a difference!

You know and we know how important Supported Housing is. We believe it can change lives. But not everyone realises the difference it makes.

Advance gets involved in campaigns to highlight the importance of supported housing, telling our customers' stories to get the message across. Recently, Jason's story featured in the national news.

Jason had a difficult time when he became ill about 10 years ago. His parents, who were getting older, had been struggling to support his autism, learning disability and complex mental health needs and he became stuck in

hospital with nowhere suitable to move to. It took a while, but Jason was eventually referred to Advance.

In 2017, he moved into his own place: a one-bedroom flat at one of Advance's supported housing schemes ... and he's never looked back!

Diminga, the Manager of Jason's support service said: "The change in Jason since he joined us is amazing."

His health and wellbeing has gone from strength to strength and, today, Jason is living a full and active life.

“

The consistency of having a secure home and the same individuals caring for Jason has given him the chance to live a fulfilled life.

The level of support he needs has reduced over time and support with communication has transformed his ability to express his needs and build relationships with the people around him.

He has an active social life: he goes along to Advance parties and social events and takes part in multi-sports in his community. He sees his family regularly now he is able to host them in his own home.

"It's wonderful to see", says Diminga.

"The consistency of having a secure home and the same individuals caring for Jason has given him the chance to live a fulfilled life."

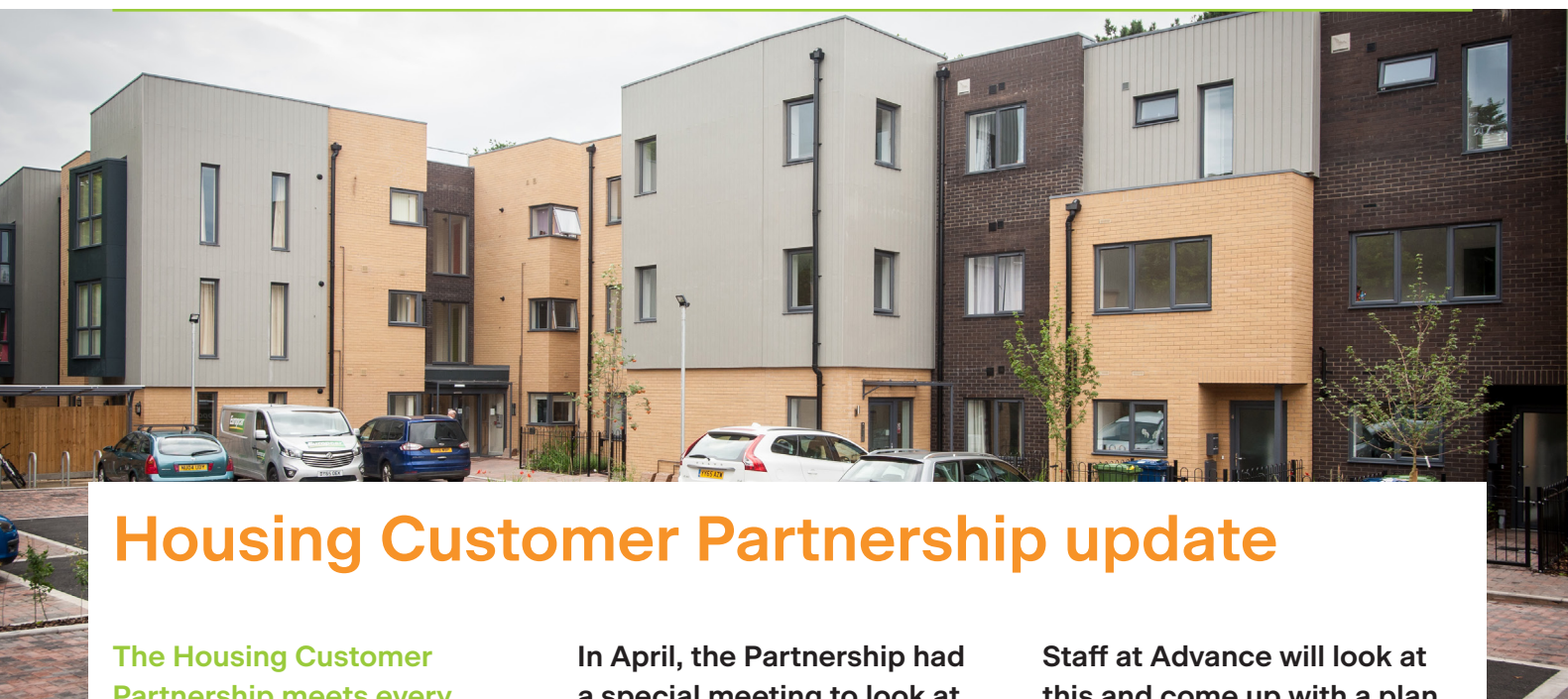
"But it works both ways. We are very grateful to have met and worked with Jason too."



## Boost for home improvements

Advance has received £980,000 to improve the energy efficiency customers' homes. The money is from the Warm Homes Social Housing Fund which is run by the Department for Energy Security and Net Zero (DESNZ) and will help boost the work Advance is already doing to upgrade all its homes to at least EPC band C by 2030.

Last year we made improvements to 23 properties across Leicester and Leicestershire. Shelia is one of the customers who benefitted from new insulation. She said: "It's like living in a new house – it is beautiful and absolutely superb. The house is very warm and I'm saving a lot on the heating bills. It's absolutely fabulous."



## Housing Customer Partnership update

**The Housing Customer Partnership meets every quarter to check how Advance is performing and to provide feedback.**

This helps Advance to understand what changes and improvement customers would like to see.

In April, the Partnership had a special meeting to look at all the feedback Advance received during the year – from surveys, through complaints, and from chatting to staff – and decide what Advance should focus on improving during 2025-26.

Staff at Advance will look at this and come up with a plan of what they will improve and how over the year ahead.

Look out for more information on this in the Annual Report to Customers which will be published in the Summer.



## Getting your views

Every year we ask you what you think about our services. Our next SUPPORT survey is coming out soon. Your Support Worker will ask you to complete it.

Our next HOUSING survey will take place during AUGUST AND SEPTEMBER. We've asked an independent organisation called ACUITY to carry out this survey. They will be in touch over the phone or via e-mail – so look out for an invitation from them!

Please complete the survey if you can. We really want to know what you think, good or bad, because it helps us to improve our services.

Last year, 85% of Housing Customers and 95% of Support Customers said they are satisfied with our services. We will publish the results, what we have learned from them and what we are doing in response to your feedback in the Annual Report to Customers in the SUMMER.

## Customer Collective update

Hi there from the Collective! We're a group of customers who meet online once a month to socialise, learn and share feedback about Advance. At our last meeting, we talked about looking after our Mental Health. If you'd like to get involved and join the Collective, email us at: [inclusion@advanceuk.org](mailto:inclusion@advanceuk.org)





Advance's 50th celebrations

Canvey Island, Essex 2024