

# Building brighter communities



## Tuning in

“It is positive that the association provides a diverse range of provision of supported housing services... the range of services provided include mental health needs, learning disabilities, young people, Asian women fleeing domestic violence and advocacy services for African-Caribbean people. These are strategically important services with high levels of demand and are provided well.”

**Audit Commission inspection report**



# A clear vision for neighbourhoods



Friendship Care and Housing helps people to lead fuller lives. We provide homes, care and support to more than 4,000 people across the midlands.

We started out in 1956 and have been going strong ever since. But we're still young and fresh in our approach; indeed, we've led ground-breaking work across five decades. Things like:

- Providing homes and support to black and minority ethnic communities since 1956
- Opening our first mother-and-baby unit in 1958 (it's still going strong)
- Building a major development portfolio in the 1970s
- Developing a strong portfolio of supported housing in the 1980s
- Offering neighbourhood services to communities - including child care, debt advice, credit unions and training - since the 1990s.

So whilst we've moved with the times (and sometimes ahead of them), our original aims and values still hold true - more than 50 years on.

## Providing homes

We manage more than 3,600 homes across Nottinghamshire, Derbyshire, Leicestershire, Warwickshire and Worcestershire, with a major property portfolio in Birmingham and Derby.

Our stock spans all property types - from modern studio apartments and flats, through to seven-bedroomed Victorian family houses.

We are well on track to meet the Decent Homes Standard. We spend more than £1.5 million each year on improving residents' homes.

We are committed to developing new affordable homes that meet key needs in the areas we serve. For example, in Birmingham we're building larger, more spacious family homes that meet specific cultural needs. We also involve customers in the design process, to suit their requirements wherever we can.

## On standby since 1956

The saying 'a friend in need is a friend indeed' fits our name and ethos perfectly. We've provided friendship and support to people in need for more than 50 years.



# Switched-on customer services

We're committed to giving our customers a great service. All team members take personal responsibility for customer care; we listen and respond to people's needs promptly and sensitively and actively involve them in our work.

We're also committed to promoting equality. That's because we understand and respect different cultures and beliefs.

## Caring for people

Friendship provides care and support services across Birmingham, Warwickshire and Sandwell. Our expertise includes:

- Registered care homes for people with learning disabilities and older African-Caribbean residents
- Accommodation and support for young people leaving care
- Supported living services for people with a learning disability
- Support services for carers

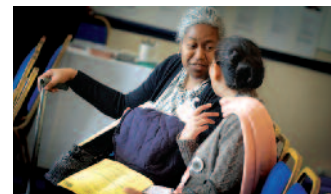
- Floating support services, housing, day services and advocacy for people with mental health problems
- Services for Asian people with mental health problems.

## Supporting communities

We're involved in a range of regeneration projects to improve quality of life in local communities. Our experience includes:

- Being the first ever housing association to lead a SureStart partnership for young families
- Running a neighbourhood warden scheme to transform a Derby estate
- Providing professional money advice services to help residents maximise household income and avoid spiralling debt.

A major part of our work involves supporting partners - councils, NHS trusts, voluntary organisations and local strategic partnerships. We're committed to supporting local strategies and developing shared priorities with our partners.



## Brighter futures

Through partnership working, we've reduced anti-social behaviour; helped people to get low-interest loans; supported families with young children; and improved homes and facilities in neighbourhoods. So we're both meeting individual needs and building brighter futures for communities.



# Share our vision?

Our partners enjoy working with us and we're dedicated to making a difference in the communities we serve.

To find out more about partnership opportunities, please contact Jonathan Driffill, Managing Director.

T: 0121 506 2800

E: [enquiries@fch.org.uk](mailto:enquiries@fch.org.uk)

[www.fch.org.uk](http://www.fch.org.uk)



Friendship is a member of Longhurst Group - a diverse and dynamic group of companies. We benefit from the shared experience that all partners contribute, and bring our own unique strengths and skills to a wider audience. Through the group, we're creating communities where people live positively together.



Friendship Care and Housing Association Limited is a charity incorporated as an Industrial and Provident Society (14713R) and registered with the Tenant Services Authority (LH0413)  
Registered office: 50 Newhall Hill, Birmingham B1 3JN.

If you would prefer this in a different language please contact us.

