

Supporting Statement

In support of a planning application

Hangleton Lane
Worthing
BN12 6PP

Sussex
District Carers
care from the heart

October 2017



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Company Background

The Company was set up by Lyndon Wilson in May 1998 and started life as a Franchise business. Opening its doors in Victoria Road, Worthing, the company quickly became an established business providing Carers to vulnerable adults to support them to live independently, both at home and in their community. The company provides services directly to WSCC and the NHS as well as privately funded citizens in West Sussex. The company expanded to acquire new offices in Bognor and in 2003, combined its operation to work from a single site in Hangleton Lane. In 2010, the business was partly sold to Tim Wilson, the son of Lyndon Wilson. Moving forward to 2013 and we found we had outgrown our premises again. After looking for suitable premises to no avail, the business stopped accepting packages of care as it could not house the Support Staff required to safely deliver a service. The business left its Franchise in order to re-direct the franchisee fees directly into the people in West Sussex. The business remains in the Wilson Family ownership today.

Company Growth

In late 2015, the business was granted reserve status on the WSCC framework of providers and upgraded to Core status in 2016. We are a preferred supply for Worthing Hospital discharge team, End of Life Care teams and Social Services Maintaining Independence teams.

District Carers has an immediate need for larger premises, both to service its current customer base but also to allow it to recruit more Carers to meet the unmet need in the community.

The company wishes to accept more vulnerable people from Hospital, help more people live longer in their own homes and provide better services at End of Life Customers to achieve more dignified and compassionate deaths. It simply cannot do this unless it finds the office space to grow into.

Why Ferring?

The location of Ferring is ideally suited to meet the needs of the large geographical patch we cover. From Shoreham Beach to Bognor, rising up across the South Downs to Billingshurst and Henfield. The road links are ideal to meet all these locations.

Our Support Team are well established and have been working from the Ferring office for many years. Remaining in Ferring will best keep the continuity of the current team. The Care sector has a staffing crisis so any risks to staff churn needs to be carefully considered. The short distance move will be the lowest possible risk to staff churn that an office move brings.

We have not been able to identify suitable premises within Ferring and the surrounding area for a number of years. Our expansion is such that we would now consider moving out of area, which in turn would move the employment out of area as well. For all the reasons outlined, this is not something we wish to do, nor can we continue to decline so many vulnerable people from our business.



Type of office

We require adequate office and storage facilities for 15 staff as well as private meeting rooms and an expandable training room.

Offices

Our office accommodation is pretty standard. We would like to expand and employ two additional full time staff but we cannot accommodate them in our current premises. The occupation is currently cramped.

Meeting rooms

We do not have enough meeting rooms. Due to the nature of our service, both our customer and staff require private spaces. We often use the local cafe shop but in many cases, this is not adequate nor does it present the company with the right image. We are often unable to bid for larger packages of care as we are not able to accommodate the multi-disciplinary teams required to meet at the point of a crisis, in private, with all appropriate paperwork to hand..

Training room

We are legally required to ensure our staff are fully trained before they are approved to work independently. A large part of our service is to hoist customers. We require a training room that can expand to conduct multiple day training with the right hoisting, hospital bed and profile bed equipment. This makes it difficult for us to rent outside space. Often we react to changing needs of a customer with their specific care team requiring specific training. It is not often practical to pre-plan for this.

Parking & Location

Due to the nature of our business, we have a need to be centrally located with enough parking to accommodate small groups of multi-disciplinary teams to meet/train on specific customer needs.

Our journey to date

Since around 2013, we have been active in the marketplace trying to secure office space. We have not been successful in achieving the majority of our requirements. We are able to find the office space, but the location is troublesome, or it does not come with enough training space. Or we may find somewhere with adequate parking and location but there is not enough office space to allow us to grow. Put simply, one key feature is absent limiting us from pursuing the property. We have engaged a number of local agents to look on our behalf. The most significant is Michael Jones. They have passed us 100% of their stock,



sometimes when it is being prepared for market. On all occasions, we have been unable to secure the appropriately size and shape property within the local area.

Hangleton Lane

The opportunity to be housed in larger office, better matching our needs will bring great benefits to our company as well as the much needed space to allow us to employ more staff. We will be able to enhance and expand our training capabilities and offer a greater number of meeting rooms for both our staff and our customers. This will have a positive impact on the people we serve. Without the additional space and facilities, we are not able to employ the additional staff to allow us to serve more vulnerable people.

Local Area

Having operated in Hangleton Lane successfully since 2003, we are fully aware of the benefits and downsides. Equally, the local residents and businesses are aware of our needs.

Required Space

The new offices will allow us to invest in the business plan, which will allow us the ability to continue to expand and employ additional local staff as the success of the business continues.

Staying put

The business has to make a choice on new premises if it wishes to grow. The current conditions are cramped, without adequate private meeting facilities. We have not been able to find anything suitable within the area. Our options outside are to remain and restrict growth, employment opportunities or to relocate out-of-area which would result in employment moving with it.

Contact Details

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