

Southend Supporting People pays for housing related support and recently carried out a review of floating support services in Southend.

It was agreed floating support services needed to:

- Help as many people as possible across the whole of Southend
- Make it easier for people to find out about and access floating support services

What does the Southend Floating Support service do?

The service will deliver a

- Gateway service – which gives people clear guidance and access to the support service
- Holistic service – which provides flexible, short term focused support to vulnerable people to develop skills to achieve independence
- Immediate response service – that provides an urgent response to people in immediate need of housing related support to deal with a crisis such as being at risk of losing their home



Who will the Southend Floating Support service support?

The service is for vulnerable people with support needs who live in Southend. The support is also given to people who are / have

- Young people
- Families who need support
- Physical and/or sensory problems
- Learning difficulties
- Gypsies and Travellers
- Drug and/or alcohol problems
- Previously been imprisoned, at risk of offending or reoffending
- HIV and AIDS
- Mental Health needs

What will the Southend Floating Support service help me with?

Housing

- Difficulties with your landlord,
- Applying for housing that better suits your needs,
- Neighbours,
- Reporting repairs and managing the home,
- Setting up and settling into a new home,
- Letters and forms,

Health

Staff will support you to link with other agencies

- Emotional and/or mental health,
- Alcohol and drug use,
- Physical health and disability,

Money

- Rent arrears,
- Benefits, including housing benefit and council tax benefit,
- Court and eviction notices,
- Applying for grants,

And if you are

- A Homeowner,
- Street homeless/no fixed abode,
- A Council, Housing Association tenant or in private rented accommodation,
- In temporary accommodation provided by the Council or living with friends or relatives,



Who will the Southend Floating Support service not be able to provide support to?

Anyone who

- Is not staying in the Southend area
- Has behaviour, lifestyle or accommodation which presents an unacceptably high risk to staff

The Southend Floating Support Service will also not be able to provide personal care services such as:

- Helping someone to wash and dress
- Providing meals on wheels, regularly preparing meals
- Providing healthcare and help with medicine
- Fetching shopping and carrying out cleaning

Who will provide the Southend Floating Support service?

There are 2 support providers working in partnership across Southend. They

are *In Touch* and Family Mosaic.



How do I apply for the Southend Floating Support?

You can either

Contact

By phone on 0845 6027895

Or by post to

Southend-on-Sea Floating Support Service

Suites 3 & 4, Strand House,
742 Southchurch Road
Southend-on-Sea SS1 2PS

You will receive a response within 24 hours of your contact being received.



What will the Southend Floating Support service do when they receive my details?

- We will contact you by phone or letter to let you know what happens next and if you are eligible to have support we will make an appointment to see you.
- At our first appointment we will talk to you about your support needs. You are welcome to have a friend or advocate with you at this meeting if you wish.
- We will make a decision on whether we can be of help and if we think we can you will be allocated your own worker who will agree a support plan with you.
- We will continue to visit and support you for a period of up to 2 years or until you no longer need our help.

Southend Floating Support Service

This document gives information about floating support services. If you need any part of this document in large print, Braille, on CD or explained in your own language please contact us on 0845 6027895.

Family Mosaic

Suites 3 & 4, Strand House
742 Southchurch Road
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Essex, SS1 2PS

Tel: 0845 6027895

Email: southendfloatingsupportservice@familymosaic.co.uk



Printed on FC paper
from mixed sources
including recycled.

Version 2

First published: September 2008

www.betterintouch.co.uk
www.familymosaic.co.uk

Southend-on-Sea Floating Support

We can make a difference to you

