

# Floating Support

## What is Floating Support?

Floating support is a flexible support service that helps you manage your affairs and live as independently as possible.

### The main principles are to:

- Support people to access, maintain and manage their own accommodation.
- Assist in developing or maintaining the necessary skills to live as independently as possible.
- Prevent the need to move to more dependent forms of accommodation.
- Prevent homelessness.

This is a flexible person centred service helping people to exercise choice and independence. It is a fully funded government service and free to those who are assessed as requiring assistance with the required government guidelines.

## About the Caerphilly Homes floating support team

Our Floating Support Officers are specially trained to provide help and advice to people in their own homes. They provide short term housing related support but this support can be longer if needed.

Our Floating Support Officer would discuss this with you and, if you are eligible for support, the Officer will agree a support plan with you to meet your needs.

The support plan will identify the actions agreed and the length of time the support is required. An action plan will detail the progress and outcomes. The support plan will be regularly reviewed and the support may be increased or reduced depending on your needs.

Our team receive referrals from Supporting People and will contact you as soon as a referral has been received and an initial desk top assessment has been completed.

### We will:

- ✓ Assess your referral as soon as we receive it.
- ✓ Make an appointment to visit you within 7 working days.
- ✓ Listen to what you tell us.
- ✓ Agree a support plan and action plan with you to enable your support to be effectively delivered.
- ✓ Respect your confidentiality.
- ✓ Provide housing related support to meet your needs.

## **What support will I get?**

Your support needs will be discussed and agreed with you during our first visit.

### **Support could be given to provide assistance with:**

- Income maximisation and welfare benefit advice.
- Applying for grant funding.
- Reporting repairs, resolving rent and other tenancy issues.
- Guidance on keeping your home warm, safe and comfortable; energy advice.
- Threat of homelessness.
- Managing or resolving debt issues.
- Managing your income, bills and budgeting.
- Help with daily living skills.
- Responding to correspondence, filling in forms and writing letters.
- Signposting you to other services which may be of benefit to you.
- Signposting you to services for help in reducing loneliness and isolation.
- Connecting you with the local community.

### **We will NOT be able to assist you personally with:**

- Transporting you to appointments.
- Decorating, cleaning or gardening.
- Handyperson services or repairs.
- Counselling or befriending services.
- Personal care or administering medication.
- Shopping, money handling or banking services.

The above lists are not exhaustive and we will advise you when we meet with you as to what we can and cannot do to support you.

### **Can I apply for this service?**

The service is available for any person over the age of 16 and across any tenure requiring housing related support.

You must be willing to agree and accept a support plan with a related action plan to assist you in receiving support. You must also engage with and accept visits from a Floating Support Officer to develop and progress your support plan.

### **How do I access the support?**

You can self refer directly through our Supporting People gateway or someone can refer you for help by visiting the Supporting People website at **[www.caerphilly.gov.uk/supportingpeople](http://www.caerphilly.gov.uk/supportingpeople)**, or by email at **[SupportingPeople@caerphilly.gov.uk](mailto:SupportingPeople@caerphilly.gov.uk)** or you can call the Supporting People team directly on **01443 864548**.

There are various agencies accessible through Supporting People including our Caerphilly Homes Floating Support Team and you will be referred to the most suitable agency to meet your needs.

### **How to contact us**

You can contact the Caerphilly Homes Floating Support Team during normal office hours by telephone or email as follows:

**Tel: 01443 811425**

**Email: [floatingsupport@caerphilly.gov.uk](mailto:floatingsupport@caerphilly.gov.uk)**