

Housing floating support services

Help to stay in your home and
keep your independence



What is floating support?

Housing floating support is a free, short term visiting service to Hammersmith and Fulham residents aged 16 years or over who are having difficulties managing their home and staying independent in the community. Floating support helps you improve your skills and confidence to take control of your life and make your own decisions.

What can I get help with?

Depending upon your needs the support can include help:

- managing your money and your budget
- with sorting out your bills, benefits and shopping
- settling you in to a new home
- signposting you to other services
- with reporting repairs, sorting out rent and other tenancy issues
- arranging and attending appointments and meetings
- filling in forms and writing letters
- with developing life skills such as learning to cook and clean
- keeping you in contact with friends and family
- to engage with leisure, skills, and employment opportunities to keep you well, healthy and stay safe

Who can get the service?

It is available to residents living in any type of accommodation in the borough, including home owners.

A person may need support in their own home for a range of reasons such as:

- Moving into new or unsupported accommodation
- Facing difficulties in own accommodation
- Moving from institutions (such as prison or hospital) into independent living

How long will I wait before I hear from you?

We will contact you within 5 days of receiving your form to let you know if you are eligible or not.

If you are not eligible we will advise you of any other services available.

If you are to get a service, we will send your details to one of the services that best meets your needs. They will contact you to find out more about what help you require and start working with you.

For more information and to check the service is right for you before you fill in the form, ask to speak to the Housing Floating Support service on 020 8753 1437.

How can I get a service?

To apply, please complete the form on the web, by searching for the form 'housing floating support services apply now' on www.lbhf.gov.uk and email it to housing.support@lbhf.gov.uk or send it to:

Housing Floating Support Service
PATHS Team, 145 King Street,
Hammersmith, London W6 9XY

You can also apply by telephoning the service on 020 8753 1437 and ask for a form.

You do not have to fill in the form yourself. The form can be filled in and given in by someone else on your behalf, for example by

- a friend
- a member of your family
- carer
- advocate
- a professional or
- floating support worker

If someone else completes the form for you, the council will need your consent to assess you.

Housing floating support providers

If you qualify for a service your details will be passed to a support worker who will contact you to meet you in person, go through your needs in more detail and arrange with you when the service will start. The following is a list of the floating support providers.

Family Mosaic

www.familymosaic.co.uk

Hammersmith and Fulham's Learning Disability Service

www.lbhf.gov.uk

Look Ahead

www.lookahead.org.uk

Notting Hill Housing Trust

www.nottinghillhousing.org.uk

Sage Care

www.sagecare.org.uk

Thames Reach

www.thamesreach.org.uk

Westside

www.sbhg.co.uk

Contact us at:

Housing Floating Support Services, PATHS, 2nd Floor, 145 King Street, London W6 9XY

Tel: 020 8753 1437 Email: housing.support@lbhf.gov.uk

We will

- ✓ Take your details as soon as you contact us
- ✓ Interview you as soon after that as possible
- ✓ Listen to what you tell us
- ✓ Respect your confidentiality
- ✓ Offer support that is person-centred with individuality respected and supported.
- ✓ Respond fairly and efficiently to your enquiries
- ✓ Make an appointment for you
- ✓ Indicate when your case will be resolved
- ✓ Answer the phone within five rings
- ✓ Answer your emails within two working days
- ✓ Reply to letters within ten working days
- ✓ Advise you about other services and agencies which may be able to assist, if we cannot help you.

Albanian

Nëse e dëshironi cilëndo pjesë të këtyj dokumenti të përkthyer në gjuhën tuaj, ju lutemi telefononi në numrin 020 8753 1437

Amharic

ማንኛውም ክፍል የዚህ ሰነድ ወደ ምታው ቋንቋ ጸንጻጺ ተርጉም ለዚህ ቁጥር 020 8753 1437 ደውል።

Arabic

إذا كنت ترغب بالحصول على أي جزء من محتويات هذه الوثيقة بلغتك الأم، يرجى الاتصال برقم الهاتف 020 8753 1437

Bengali

আপনি যদি আপনার নিজের ভাষাতে এই ডকুমেন্টের কোন অংশের অনুবাদ চান তাহলে দয়া করে 020 8753 1437 নম্বরে ফোন করুন।

Croatian

Ukoliko želite prijevod bilo kojeg dijela ovog dokumenta na jezik kojim Vi govorite, molimo nazovite telefonski broj 020 8753 1437

Farsi

لطفاً اگر مایل هستید هر بخشی از این نوشتار به زبان شما ترجمه گردد، با شماره تلفن 020 8753 1437 تماس حاصل فرمایید.

French

Si vous souhaitez quelconque partie de ce document dans votre propre langue, appelez le 020 8753 1437

Polish

Jeśli życzą sobie Państwo, aby dowolna część tego dokumentu została przetłumaczona na Państwa język ojczysty, proszę zadzwonić pod numer 020 8753 1437

Portuguese

Se gostaria de ter qualquer parte deste documento traduzida no seu idioma, por favor telefone para 020 8753 1437

Serbian

Ako želite da bilo koji deo ovog dokumenta bude preveden na vaš materњи jezik, molimo vas da nazovete ovaj broj telefona 020 8753 1437

Somali

Haddii aad jeclaan lahayd in qayb walba oo kamid ah dukumintigan lagu turjumay luqaddaada, fadlan soo wac telefoonka 020 8753 1437

Spanish

Si desea que le interpreten alguna parte de este documento en su idioma, por favor llame al 020 8753 1437

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ اپنی زبان میں حاصل کرنا چاہتے ہیں تو براہ کرم ہمارے نمبر پر 020 8753 1437 پر فون کریں۔

If you would like any part of this document interpreted into your own language, or produced in large print or braille, please telephone 020 8753 1437.

www.lbhf.gov.uk

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