

**HELPING PEOPLE
PUT DOWN ROOTS**



A helping hand

**A guide to our floating
support services**



Our floating support service is designed to offer you advice and assistance if you are having difficulty managing your home.

'Floating' simply means that the service is flexible and can be used as and when you need it.

This leaflet describes the services that we can provide to support you in your home and how to contact us if you would like to find out more.



We have a number of teams which offer different types of support for different needs.

Who is the floating support service for?

Mental health floating support

This service is available to people who may need additional support as a result of mental ill health.

Tenancy sustainment service

This service is available to people with a range of needs including families receiving help from social services, people who have substance abuse problems, people with physical or learning disabilities and single parents who may be finding it difficult to cope.

Older person floating support

This service is available to people aged over 55 who may need additional support to maintain their independence and feel safe within their home.

How does it work?

A member of our support team will meet with you on a regular basis. Together you'll complete an assessment to identify the help you need. This will then be used to set the goals that you and your support worker can work towards achieving over an agreed amount of time.



Floating support is available as and when you may need it.

Because the support we provide is short-term, you can come back to us at any point in the future.

What can we help with?

- Claiming welfare, disability and housing benefits
- Form filling and dealing with letters
- Budgeting and managing debts
- Linking with long-term support services
- Dealing with repairs issues
- Joining social and educational activities
- Accessing health care services or getting additional aids and adaptations within your home
- Making or resolving complaints
- Back to work advice.

What can't we help with?

Unfortunately we can't help with the following:

- Nursing duties
- Personal hygiene or bathing
- Cleaning tasks in your home
- Shopping tasks or handling money
- Formal counselling.

We are committed to achieving equality of opportunity in every area of our work. We will work towards eliminating institutional practices that disadvantage minority groups, women and people with a disability.

Is the service confidential?

Yes, we will always ask your permission before sharing information with other services.

We are a registered data controller under the Data Protection Act 1998 and our staff receive regular training in this area.

Before we can help, you'll be asked to sign a form saying that you're happy to receive support and that we can contact other agencies on your behalf, if necessary.

How long is the support available for?

This will be agreed based on your individual circumstances. We work with a number of different agencies and will do our best to link you to long-term support services, if you need them.

How much does it cost?

There is no cost for our support service.

Do I need to complete any other forms?

Yes. We always complete a risk assessment. This involves you or a representative being asked a number of questions about your lifestyle and history. This is completed so that we can plan your support in the safest way possible.

How do I register for the service?

You can refer yourself to the service or ask somebody else who supports you to contact us. You can call in at your local office, email us, telephone our Contact Centre or complete the referral form below and post it back to us at the address overleaf.

Referral form

Name _____

Address _____

Telephone _____ Mobile _____

Email _____

I would prefer you to contact me (please tick)

AM

PM

By (please tick)

Telephone

Text

Email

Letter

Which service are you interested in?

How to contact us

Telephone

0300 100 0303

8am to 8pm, Monday to Friday

Text Relay

18001 0300 100 0303

Email

customerservice@affinitysutton.com

Or you can write to us at

Maple House, 157-159 Masons Hill,
Bromley, Kent BR2 9HY

Website

www.affinitysutton.com

This leaflet is available in large print or audio CD on request.

To request a translation please speak to a member of our reception team or call us.

Ücretsiz tercüme için, telefon idin:

Para obter uma tradução, ligue para:

Ako vam treba prevod, molimo vas nazovite:

Turjumaad ma u baahan tahay?

On offre un service de traduction téléphonique.

Nous disposons également de nombreuses brochures d'informations pouvant être traduites si vous le désirez.

如果需要将其翻译，请致电：

अनुवाद के लिए कृपया फ़ोन करें:

उत्तममे लली बित्ता बरवे देन बते:

ترجمه کلمے براہ کرم فون کریں:

هل تريد الحصول على ترجمة؟!

আপনার অনুবাদের প্রয়োজন আছে কি ?

需要翻譯嗎？

એક ભાષાંતરની જરૂર છે !

