

NUMBER TWELVE

a guide

to floating support service

This is number twelve in a series of information leaflets published by Cosmopolitan Housing Association. If you require any further information about this or other services please contact: **0151 227 3716**

This document is also available translated into your own language please see the "Guide to our service leaflets" publication, available from this office, for details.

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा पुस्तिकाओं की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੇਖੋ ਪ੍ਰਕਾਸ਼ਨ "ਸਾਡੇ ਸੇਵਾ ਲੀਫਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫ਼ਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے۔ کتابچہ بعنوان "زمنما پرچے برائے ہماری خدمات" (گانڈ تو اور سروس لیفلٹس) دیکھیں۔

هذا المستند متوفر أيضا م رجمًا إلى لغتكم ،
للمزيد من التفصيل برجاء إطلاع على نشرة " دليل خدماتنا "
المتوفر مرع هذا للمكتب

এই ডকুমেন্টটি /লেখটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে, 'গাইড টু আওয়ার সার্ভিস লিফলেটস' (আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, বিশদ বিবরণের জন্য, যা এই অফিসে পাওয়া যাবে।

這份資料冊已有中文譯本，請參閱《我們的服務介紹資料冊指引》，請向我們辦公室詢問這份指引之詳情。

Waxaad kalood heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaaliyaha xaashida adeegyadana" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.

This document is also available in large print, braille and audio tape on request.



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.



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We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders and shared owners.

IMAGINE FLOATING SUPPORT SERVICE

What do we do?..

We work in partnership with Imagine. Imagine provide a floating support service to residents in Halton/Liverpool/Wirral.

We enable people to maintain their tenancies and develop the skills they need to improve their life opportunities.

Aims

Imagine Floating Support Service provides support to residents living in Liverpool, Halton and Wirral.

The aim of the service is:

- To enable residents to successfully manage their tenancies.
- To work with residents in developing structural support plans.

- To provide emotional and practical support.
- To work in partnership with other professionals and support agencies.

The Floating Support Team is committed to equal opportunities, anti-discrimination and respect for the rights and individuality of the residents.

The Service

Housing Staff often refer residents to the service, however, individuals may also refer themselves. Once accepted, the Floating Support Team will work with residents to create a support plan tailored to their own individual needs. Information in the Support Plan is private and confidential and will not be disclosed to any 3rd party without consent.

Support may be provided in the resident's own home or in any other venue agreed between the residents and their support worker.

We work with residents to identify areas of concern and facilitate the development of the skills and knowledge necessary to enable them to deal with those issues for themselves.

Typically these concerns include issues associated with any of the following:

- Benefits
- Low income
- Debt
- Correspondence/form filling
- Rent/Council Tax arrears
- Payment of rent/bills
- Community Grant/Social Fund applications
- Money Management/Budgeting
- Household tasks
- Furnishing/Decorating
- Managing the tenancy
- Neighbour relations
- Social isolation
- Education/Employment/Training
- Drug/Alcohol misuse or dependency
- Mental Health

If you wish to obtain further information on Imagine Floating Support Service please contact us at the address overleaf.