

# A GUIDE

## to Floating Support Services



This Document has been Read and Approved by the  
**Tenants Editorial Panel**

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.



# Floating Support Services

The Association works in partnership with a number of Floating Support Service Providers.

Depending on your needs the support can vary depending on the Local Authority you live in. The support assists tenants in a number of ways to aid tenants in maintaining their tenancies and develop the skills they need to improve their life opportunities.

The Floating Support Services vary, however the main aims are:

- To enable residents to successfully manage their tenancies.
- To work with residents in developing structural support plans.
- To provide emotional 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 can assist referring residents to the service.

Once accepted, the Floating Support Service Provider 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.

If you feel you or a member of your household would benefit from assistance with:

- 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.

Please contact the Allocations and Support Team on **0151 224 0202** for advice.





If you wish to have this document translated into your chosen language, please tick the box and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

إذا لديك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو أن تضع علامة على الصندوق وترجعها إلى هيئة إسكان كوسمبوليتان.

Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Arabic)

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(Chinese – Simplified)

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(Chinese – Traditional)

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(Kurdish)

Jeśli chciałby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

(Polish)

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(Somali)

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(Turkish)



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.