

A GUIDE

to Floating Support Services



This Document has been Read and Approved by
Residents

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

Floating Support Services

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

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

The Floating Support Services available 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 and practical support
- To work in partnership with other professionals and support agencies.

Floating Support Teams are committed to equal opportunities, anti-discrimination and respect for the rights and individuality of residents.

The Service

The Supported Living Team can assist referring residents to a Floating Support 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 residents 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 that you, or a member of your household would benefit from assistance with:

- State and other 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 Supported Living Team on **0151 224 0304** for advice.



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

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

<p>إذا لڤك الرغبة فى الحصول على هذه الوثيقة مترجمة الى اللغة التى تختارها، أرجو ان تضع علامة على الصندوق وترجعه الى هيئة إسكان كوسموبولتآن. Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/></p> <p>(Arabic)</p>
<p>如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/></p> <p>(Chinese – Simplified)</p>
<p>如果您想把這份文件翻譯成中文，請在空格內劃✓，然後把傳單寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/></p> <p>(Chinese – Traditional)</p>
<p>ئەگەر حەز دەهەیت ئەم دۆکیومێنتەت بۆ سەر زماى خۆت بۆ وەرگێڕدەیت ئەوا تکایە نیشانی ✓ لە وەرگێڕگۆشە بەدو بێگەڕێنەوه بۆ (کۆمەڵەى کوسمۆپۆلیتآن بۆ خانووبەهه) بۆ ئەم ناوێشانە: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/></p> <p>(Kurdish)</p>
<p>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.</p> <p><input type="checkbox"/></p> <p>(Polish)</p>
<p>Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuqa oo u soo celi hey'adda guriyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/></p> <p>(Somali)</p>
<p>Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.</p> <p><input type="checkbox"/></p> <p>(Turkish)</p>

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,
Telephone: 0151 227 3716 Fax: 0151 227 4991
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

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