

What is floating support?

- it is a free service for tenants/owner occupiers living in Hertfordshire who may be experiencing problems with their housing.
- its primary aim is to prevent tenancy breakdown through, for example, arrears or abandonment.
- it is a flexible way of supporting people in their own homes.
- support levels are negotiated and gradually withdrawn once the tenant's needs are achieved.

What do we do?

Floating support can work with people in many areas that relate directly to their housing.

For example:

- help with arrears problems/pending evictions;
- advice around claiming benefits, bills and budgeting;
- referrals to Hertfordshire-wide community support services;
- support around settling into a new home and moving-on and contacting housing providers;
- support around neighbourhood disputes and harassment;
- general advice

How is support provided?

- support is provided by Origin's Floating Support Team that works across Hertfordshire;
- all support offered is negotiated with tenants through tenant-directed support plans and is regularly reviewed;
- the time and venue of meetings are arranged in agreement with the tenant.

Who can apply for floating support?

We encourage referrals to the service from a wide variety of sources. These can include:

- council, Housing Association and private tenants living in Hertfordshire;
- friends & family
- council housing officers/re-housing teams;
- social care services, GPs & Health Services;
- support providers/housing association staff.

Who can I contact to discuss floating support in more detail?

If you wish to discuss making a referral for yourself, or find out more about the service, please contact:

Floating Support Team
Origin Housing
Telephone: 01438 357187
Mobile: 07500 440799

Please email or send your completed referral forms to:

Email: floating.support@originhousing.org.uk

Or post to:

Referrals
Origin Housing
1 Blakeney House
Blakeney Road, Symonds Green
Stevenage, Herts SG1 2LH

