

Who can I contact for more information, or to make a referral?

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

Herts Floating Support—Origin Housing
Bob Watts/Rachel Gerrard — **01438 356 956**
Julie Hammond — **01438 722 309**

Or email:

Julie.hammond@sph.org.uk
Robert.watts@sph.org.uk

Alternatively you can contact your housing officer or social worker. Please send completed referral forms to:

**Herts Floating Support
Origin Housing
7 Columbus Close
Stevenage
Herts
SG2 0NA**

Stevenage and North Herts Floating Support

Support Service for
Adults with Learning Disabilities
Hertfordshire



What is Floating Support?

A temporary tenancy sustainment and life skills support designed for as long as it is necessary.

This can range from a few weeks up to a maximum of 2 years (usually 3months—2years).

It is termed Floating because it the service *floats* to you in your home and then *floats off* when you do not require it again



“I get support and help with my post. Also I got support to get some money back from my old rent account!” Carl

How do I pay for the service?

The Floating Support Service is funded by Supporting People and is free-of-charge to eligible tenants (see *Who is eligible for the service*) in receipt of Housing Benefit.

Supporting People

This is a programme that funds working partnerships between local government, service users and support agencies in order to promote independent living for vulnerable people.

Support available includes:

- **Budgeting & financial management**
- **Rent arrears & threatened tenancies**
- **Neighbour dispute, nuisance issue**
- **Income maximisation/welfare rights**
- **Resettlement support**
- **Staying safe at home**
- **Accessing day time activities, training, education & employment within the community**
- **Accessing care in the community & other relevant agencies**
- **Accessing & signposting to specialist help e.g. medical, debt management, substance misuse**
- **Informed choices on local leisure & getting the best of your free time**



How does it work?

- **An assigned Origin Support Worker visits the service user usually in their own home. The frequency of the visits is agreed between service user and Support Worker.**
- **Support offered is based on an individualistic Support Plan agreed and drawn up with the service user.**

What are the aims of the service?

- **Tenancy Sustainment**
- **Increased independence & prevention of the need for more intensive services**



“The support has been good, it’s helped me with my bills and paying my rent” Kelly

- **Social integration**
- **Learning new skills**
- **Empowerment**

Who is eligible for the service?

Tenants with underlying Learning Disability issues of the following social landlords:

- **North Herts District Council**
- **Stevenage Council**
- **Origin Housing**



Tenants eligible for the service may need support due to:

- **The need for housing related support or practical support to sustain or maintain their tenancy**
- **Feeling isolated**
- **Being at risk of losing their tenancy**