

# Housing floating support services

Help to stay in your home and keep your independence



## What is floating support?

Housing floating support is a free, short term visiting service to Hammersmith and Fulham residents aged 18 years or over who are having difficulties managing their accommodation and staying independent in the community.

Floating support helps you improve your skills and confidence to take control of your life and make your own decisions.

## What can I get support with?

A person may need support to maintain their tenancy for a range of reasons such as:

- moving into your own home
- facing difficulties in own accommodation that may lead to homelessness.

Depending upon your needs the support can include help:

- to maximise your income to manage your money and budget
- with sorting out your bills or benefits
- settling you into a new home
- signposting you to other services
- with reporting repairs, sorting out rent and other tenancy issues
- arranging and attending appointments and meetings
- filling in forms and writing letters

- with developing life skills such as learning to cook and clean
- keeping you in contact with friends and family
- to engage with leisure, skills, and employment opportunities to keep you well, healthy or stay safe.

## Who can get the service?

It is available to residents with housing support needs living in any type of independent accommodation in the borough.

You will need to engage with your support worker.

## How can I get a service?

To apply, go onto the Council's website **[www.lbhf.gov.uk](http://www.lbhf.gov.uk)** and search for 'floating support' to access the referral form. Completed applications should be sent to **[housing.support@lbhf.gov.uk](mailto:housing.support@lbhf.gov.uk)** or via post to:

**Housing Floating Support Service, PATHS, 145 King Street, Hammersmith, London W6 9XY.**

You can also contact the service by telephone on **020 8753 1437**.

You can make a self-referral or with your consent we can accept a referral on your behalf, for example by:

- a friend or member of your family
- carer
- advocate
- a professional you're working with.

If someone else completes the form for you, the Council will need your consent to assess you.

For more information and to check if the service is right for you before you fill in the form, ask to speak to the Housing Floating Support service on **020 8753 1437**.

## **How long will I wait before I hear from you?**

We will contact you within five days of receiving your form and let you know if you are eligible or not. If you are not eligible we will advise you of any other services available.

If you qualify for a service, your details will be passed to a provider who will arrange to meet you to go through your circumstances in more detail and decide if they can best meet your needs. Please note there is often a high demand for floating support and there is likely to be a waiting list, so you may

need to wait before being referred to a provider for an assessment.

**The following is a list of the housing floating support providers.**

**Hestia Housing Support & Social Inclusion Service** and  
**Hestia Learning Disability & Physical Disability service**  
[www.hestia.org](http://www.hestia.org)

**Notting Hill Housing Trust**  
[www.nottinghillhousing.org.uk](http://www.nottinghillhousing.org.uk)

**Advance Angelou**  
[www.angelou.org](http://www.angelou.org)



**Contact us at:**

Housing Floating Support Services, PATHS,  
145 King Street, London W6 9XY

**Tel:** 020 8753 1437 **Email:** [housing.support@lbhf.gov.uk](mailto:housing.support@lbhf.gov.uk)

**After the provider  
receives your referral  
they will:**

- ✓ interview you as soon  
as possible
- ✓ listen to what you tell them
- ✓ respect your confidentiality
- ✓ offer support that is person-  
centred with individuality  
respected and supported
- ✓ respond fairly and efficiently  
to your enquiries
- ✓ make an appointment  
for you
- ✓ advise you about other  
services and agencies which  
may be able to assist, if  
they cannot assist you.

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Braille, please telephone  
020 8753 1437