



Floating Support Referrals

Socially Excluded Groups - Tamworth

Marie Barker

Staffordshire East Cluster

Sandford Gate

Lower Sandford Street

01543 255069 / 07734 159 244



Tamworth Cornerstone Housing Association

THE OLD SCHOOL HOUSE

2 Woodhouse Lane

Amington

Tamworth

STAFFS

B77 3AE

RESETTLEMENT/ FLOATING SUPPORT

TELEPHONE

01827 319918



RESETTLEMENT and FLOATING SUPPORT

TAMWORTH CORNERSTONE HOUSING ASSOCIATION

RESETTLEMENT/FLOATING SUPPORT

We offer a diverse service which is tailored to meet the needs of each individual. We endeavour to Support, Empower and Encourage our young people to adapt and maintain their place within the community.

During Resettlement we at TCHA offer support in the following:-

- Identifying and accessing other agency support
- Rights and responsibilities within the community
- Finances
- Cultural and religious beliefs
- Social activities available
- Building and maintaining relationships with family and friends
- Health and Welfare
- Personal safety and safety within the home
- Involvement in the community
- Future development
- Housing options, these include Choice Based Lettings, Private Renting,
- Shared Accommodation.

The Support worker will work with the client and other agencies to an agreed programme to encourage personal development and maintain independence.

If further support is identified prior to the client entering the community then they will be encouraged to seek the services of the Floating support team from Bromford Housing and if required a referral will be made.

Floating support is offered by Bromford Housing to Young People aged 18—25.

Each individual will have been identified to require tenancy related support within the community.

What we do on a Daily Basis

Resettlement

The support worker's daily duties will be varied depending on the needs of the clients, and how much support they will require on the programme or in the community.

Service's provided daily throughout the resettlement programme

Empowering clients to be able to make choices on the following:

- Their rights and responsibilities within the community
- The support and services available to them by other agencies
- Their financial situation
- Their cultural and religious beliefs
- Their future aims and goals
- The social activities within the community
- Their involvement within the community
- Their involvement with family members/friends/peers
- Their health and welfare
- Their self-awareness
- To make complaints
- General maintenance within their properties
- Their emotions
- Safety of their property
- Actively looking at Housing Options

The support worker will be meeting with clients to have weekly/monthly reviews to highlight areas where they need the most support; these can then be taken in to action by working with the client to break down these areas and work out achievable goals.

The support worker will also have to carry out risk assessments on every situation which could arise on resettlement.

The support worker will also provide support with client's benefit claims and general form filling, enabling the client to be aware and able to claim what is entitled to them