

What is the service for?

We aim to support you so that you can find ways to resolve your problems and do more things for yourself. We do this by first taking the time to get to know you, listen to you and offer emotional support should you need it.

What sort of things will we do?

We can do all sorts of things like supporting you with

- ✓ Debt Management
- ✓ Assistance in Claiming Benefits
- ✓ Budgeting
- ✓ Filling in Forms
- ✓ Developing your Skills so you can manage your practical tasks
- ✓ Linking in with your local community
- ✓ Assisting in finding Education, Leisure or Social Activities
- ✓ General Counselling

What sort of things don't we do?

We want to support you to be able to do things for yourself not do things for you. So we won't do things like

- Cook, Clean or Shop for you

- Give you money to pay bills
- Professional Counselling
- Personal Care, e.g. helping you bathe or eat

How will we do this?

We will arrange to visit you regularly in your home. During the first meeting we will meet with you to make an assessment of what your needs are and make recommendations, which you agree with, as to the amount of help and support you want or need. We will aim to link you in with other specialist services you want or need that you may not be able to link in with yourself. We will then have a written agreement with you called your Individual Support Plan.

What does the Individual Support Plan say?

It says what help and support you need, who will provide it and how often we will visit you. It will also set out some goals that we feel you can achieve so that we can make sure that the service together we provide is actually helping you.

How often will we visit you?

This varies and depends on your needs. However as a general rule we usually visit people weekly or fortnightly for an hour or so.

How Long will we offer help and support?

Again this varies and depends on your needs. However the aim is for the service not to last longer than two years, in many cases lasting for a much shorter time. We will only work with you as long as you need it. If you have left the service and need support again, you can return to the service but at any one time there may be a waiting list so you may not get the service straight away.

Who pays for the service?

There is a system of funding called Supporting People, managed by Newham Council that will pay for this service on your behalf. You will not have to make any contribution towards the service.

What Should you do next?

If you feel that you want this service or would like more information about the service then call us on the number below or get someone to call us on your behalf. We will talk to you about the details we need from you to decide if we can offer you a service.



Newham Floating Support Service
020 8434 2457

Are you having problems maintaining your home?

Are you finding it hard to cope?

Do you feel isolated, depressed or vulnerable?

If you do and you live in Newham and are between 18-65, then you may qualify for support from



Newham Floating Support Service

A service aiming to improve the lives and independence of adults in the borough of Newham