

# ISLINGTON AND SHOREDITCH HOUSING ASSOCIATION

## FLOATING SUPPORT POLICY

### 1. Policy Statement

Islington and Shoreditch Housing Association (ISHA) is committed to working with tenants to help them successfully maintain their tenancies and manage their households effectively. Where input from specialist services is required that cannot be provided directly ISHA will, with the consent of the tenant, refer them to an appropriate service. Where 'housing related support' is required a referral may be made to an appropriate floating support service.

### 2. Purpose

This Policy is designed to:

- make staff aware that referral to a floating support service may be an option where a tenant is showing signs that they are having difficulty in sustaining their tenancy
- identify responsibilities each person has

### 3. Definitions

Floating Support is a service defined by the Government as one which 'must help people to live in a more independent environment than they would otherwise ie they couldn't live where they live without a housing related support service'.

There is no clear definition of housing related support, but it includes:

- Advice & support on repair work, home improvements, adaptations
- Advice on using cooker, iron etc safely to avoid health and safety risks.
- Dealing with neighbour disputes
- Support in developing life skills
- Support with budgeting and debt management
- Support to fill in forms & claim benefits
- Support in home management e.g. minor repairs
- Resettlement & move on support
- Support in gaining access to health and social services
- Support in accessing community resources
- Support in establishing personal safety and security
- Monitoring of health and well-being for the purposes of signposting to other services

- Advice and assistance in accessing training and employment placements
- Monitoring medication for the purposes of signposting to other services
- Support in tenancy management including support around anti social behaviour
- Very occasional help with shopping e.g. collecting prescription with the aim of service users carrying this out independently.
- Good neighbour tasks such as general welfare checks
- Support in building social networks

This is not an exhaustive list

#### **4. Scope**

A floating support service can be provided to people who:

- Have specific and identifiable vulnerabilities that render them in need of support which is assessed against the eligibility criteria of the SP funded service
- Are over 16
- Are entitled to public funds
- Are not the responsibility of the Local Authority under Children's Act (Leaving Care) legislation

The main client groups who are entitled to services are those people who have:

- Been previously homeless or have been rough sleepers
  - A history of offending and/or people at risk of offending
  - Mental health problems
  - Learning disabilities
  - At risk of domestic violence
  - A vulnerability due to age including both older vulnerable people having difficulty coping (or anticipating difficulty) and young people at risk
  - Drug/alcohol problems
  - Physical and sensory disability
  - HIV or AIDS
  - A previous history of repeated and unplanned loss of tenancy
- or**
- are pregnant teenagers, refugees or travellers

This is not an exhaustive list.

**A floating support service cannot be provided who need personal care services eg assistance with bathing, taking medication etc.**

## **5. Monitoring and Review**

Floating support as an option for dealing with vulnerable tenants will be raised at 1:1 meetings in the Tenancy Services Team. It will also be raised periodically at Operations Team meetings.

Referrals for floating support will be managed and monitored by the Supported Housing Manager.

The policy will be reviewed every three years unless changing circumstances eg the withdrawal of funding for floating support services, triggers an earlier review.

## **6. Equalities and Diversity Issues**

A database of referrals to floating support services will be kept which will record their gender, age, ethnicity, disability, religion and sexual preference as well as the Borough in which they live. This will be used to try to ensure that no particular group is denied fair access to floating support services.

Peter Ward  
Supported Housing Manager

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