

for details please
contact...

Essex Floating Support a brief outline

Swan Group

Swan Housing Association, Pilgrim House
High Street, Billericay, Essex CM12 9XY

For details please call

0845 6124700

If you would like a copy of this leaflet in large
print, braille, tape or in your language please
call the number above

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business for neighbourhoods

SWN_20_01/08



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who is Swan?

who do we support

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Who is Swan?

- We are a registered Social Landlord (RSL) and Supporting People (SP) accredited support provider
- We have a proven track record of service delivery and are customer driven at all levels
- We pride ourselves on our community focus - we are leaders in developing, supporting and sustaining communities

The role of Support within Housing:

Support exists to enable vulnerable people the opportunity of improving their quality of life through greater independence

- it enables vulnerable people the chance to live in their own home as independently as their needs allow
- it empowers vulnerable people to take control of their lives and make their own decisions
- it promotes partnership working that is driven by the vulnerable persons needs and wishes
- it promotes social inclusion, equality and diversity by encouraging the vulnerable person to take their place in their community and society
- it encourages user involvement and consultation

Who do we support?

Support is given to people who:

- have learning difficulties
- are young people
- have physical and/or sensory problems
- have mental health needs

- are homeless
- are families who need support
- have HIV and Aids
- have previously been imprisoned, at risk of offending or re-offending

How do we support?

The areas we support tenants in are:

- maintaining their tenancy
- budgeting
- debt management
- maximising income
- employment and training
- social networking
- housing
- addictions
- culture

The service will deliver a:

- **Gateway Service** - which will enable people to have access to the service in a number of ways including phone, text, in person and via the website
- **Holistic Service** - provides short term support to develop skills in order to achieve independence
- **Immediate response service** - provides response to people in urgent need such as a loss of home