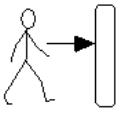


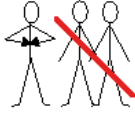
supported housing and floating support

Supported housing and floating support – Towards independent living





towards



independent

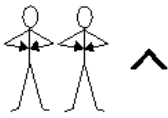


living

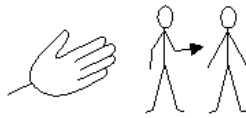
Towards independent living

We want to make sure you know about our floating support service (this service supports people in their own homes so they can manage and keep their tenancy) and what our staff will help you with. We also want to make it easy for you to tell us what you think of the service, and if you want us to change anything. This is your service and you can help us to make it even better.

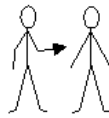
This leaflet tells you what level of service you can expect to receive from us. Our support services help people to find and keep somewhere to live. They also help people to learn the skills they need to live independently. We will work with you to decide what help you want from us, and what skills you want to learn.



we can



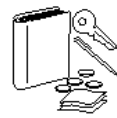
support



you



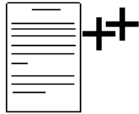
with



things



like



documents



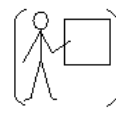
money



travel



training



education



employment

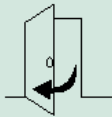
We can support you with things like:

- finding somewhere to live or getting ready to leave your parents' home;
- understanding a tenancy agreement, licence agreement or mortgage;
- keeping your home by paying your rent and being a good neighbour;
- opening an account with gas, water and electricity suppliers;
- managing your money, planning a budget and claiming benefits;
- looking after your home (such as showing you how to keep it clean and tidy, and showing you how to do your laundry);
- giving you advice on how to use public transport safely; and
- dealing with antisocial behaviour.

We can also support you if you have drug, alcohol or other addiction problems.

We can also help you to find and use:

- services or other support or advice groups in the community (such as a pool-playing club for people with learning disabilities);
- social activities in the community (such as day centres);
- education, training and job opportunities; and
- services that meet your cultural or spiritual needs (for example, giving you details about your nearest church or mosque).



hours

of

opening

The supported housing and floating support service is usually available Monday to Friday, from 9am to 5pm. We may be able to provide these services outside these times (for example, if you attend a day centre that closes after 5pm).

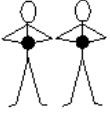
Please contact us on 0845 612 2551 if you need this service before 9am or after 5pm.



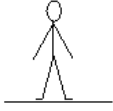
Our supported housing and floating support standards (promises)

We will:

- work with you to decide a support plan (this is where you tell us what you would like us to help you with);
- provide you with a support worker who will meet you regularly (usually every week) to help you develop new skills and discuss your progress;
- update your support plan at least every six months (or sooner if your needs change or you ask us to);
- make sure all our support staff are well trained and security checked (this means they must have an enhanced Criminal Records Bureau check) before working alone with you;
- help you to find and access other organisations and services; and
- ask you to help us make decisions about the support service and to tell us what you think about the service and how we can make it even better.



our



standards

Our service standards (promises)

Our service standards tell you what you can expect our service to do – they are our promises to you. We have agreed each of our service standards with a group of service users (these are people who use our services).

We will regularly look at how well we are keeping to these service standards and we will let you know how we are doing. If you feel we are not meeting these standards, please phone us on **0300 303 2500**.

Contact us



telephone

If you want to talk to us about anything we have mentioned in this leaflet, please phone **0300 303 2500**. You can also send us a text message on **07590 961811** (start your text with the word SUPPORT).

For floating support in Braintree, Colchester, Maldon and Tendring, phone us on **0845 612 2551** or text '**I need support**' to **07710 728011** for details of your local office.



website

You can also e-mail us, contact us through our website at www.swan.org.uk or visit us in person at:



address

For Supported Housing or
Learning Disability Floating Support:

Head Office
Swan Housing Association
Pilgrim House
High Street
Billericay
Essex CM12 9XY.

Available in other formats and languages

English

This information tells you about **supported housing**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

French

Ces informations traitent de **supported housing** (logements avec support adapté aux besoins). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

Polish

Niniejsze informacje dotyczą tematu **supported housing** („Lokale komunalne o specjalnym przeznaczeniu”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **supported housing** (“Guriyeynta la Taaageeray”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriiir **0300 303 2500**

Bengali

এই তথ্যে আপনাকে **supported housing** (আবাসীয় (হাউজিং) সহায়তা)” র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500** -এ যোগাযোগ করুন

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **supported housing** (ਸਹਾਇਤਾ ਪ੍ਰਾਪਤ ਹਾਊਸਿੰਗ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

Arabic

تشير هذه المعلومات إلى **supported housing** (“الإسكان المدعوم”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

Urdu

یہ معلومات آپ کو **supported housing** (“امدادی رہائش گاہیں”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.



Please note that Plain English Campaign are unable to give assessment and approval of Makaton.

www.swan.org.uk

September 2010

J7406