



What is the Floating Supporting Service?

The Floating Support Service is a service we offer to people with mental health support needs who are moving into or already living in their own accommodation, such as a flat rented from a housing association or local authority.

We work with people to support them in getting used to living in their own home, settling into and getting involved in their local community and maintaining their tenancy.

Part of the Floating Support Service is specifically for people who have a history of sleeping rough, and another is for people who have been living in Bed & Breakfast accommodation.

We work with people living in Bristol, North Somerset and South Gloucestershire.

Who can I speak to about the Floating Support Scheme?

To get more information or to make a referral, please call SecondStep on:

Bristol **(0117) 909 6367**

North Somerset **(01934) 645 999**

South Gloucestershire **(0117) 909 6367**

or you can write to us at:

SecondStep, 9 Brunswick Square, Bristol BS2 8PE.

Tel: (0117) 909 6630

Email: fss@second-step.co.uk

Web: www.second-step.co.uk

For information about SecondStep's other services, contact us on (0117) 909 6630

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SecondStep provides a range of good quality housing projects and support services in Bristol, South Gloucestershire and North Somerset. These services are for people with mental health and other related support needs.

What support will I receive?

We offer you support from a minimum of six months up to a maximum of two years.

The practical and emotional support you will be offered is designed around your own individual needs and interests.

This could include getting grants or loans, coping with bills, filling in

forms, sorting out repairs, having someone to talk to, help in dealing with other agencies, looking after your home, or meeting new people in your local community.

We agree with you how we will work together and this is guided by regular reviews of your changing support needs at least every six months. At times you may have more than one SecondStep worker supporting you.

You may also be able to get a small grant from our Resettlement Furniture Fund to help you buy essential items of furniture for your home.

Do I need a referral to use this service?

You may be referred to us by health, housing or social services workers, other housing providers, advice agencies or voluntary organisations.

You can also apply to us directly and we will ask for background information about you from another organisation that has already been working with you.

Who can use this service?

If you want to be considered for the Floating Support Service, you need to:

- have current mental health needs or be recovering from mental ill health;
- be aged between 16 and 65 years old;
- be willing to accept support;
- have basic daily living skills and have the potential to maintain your own home;

and

- agree to follow SecondStep's equal opportunities policy.

You may be part of a family or have a partner, but we only give support to people on an individual basis – not to the whole family or couples. Please discuss this with us.

Will I need to pay anything?

No – the support we provide is completely free. Most of our funding to run this service comes from the government's 'Supporting People' programme.

What happens next?

If you are referred to SecondStep, you will need to fill in an application form so that we have some background information about you. We will then set up a meeting with you to look at your individual needs to see if we are able to help.

