

## What is the Floating Supporting Service?

The Floating Support Service is a short or medium term service that we offer to people with mental health support needs in South Gloucestershire who are moving into, or already living in their own accommodation such as a flat rented from a housing association, local authority or private landlord, or an owner occupied home.

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.

We support people in their recovery journey by focusing on strengths, courage and dreams. Contrary to what many people believe, we know that most of us who experience mental illness go on to live full and rewarding lives. We believe that recovery is possible for everyone. Hope is central to all the work we do.

## Who can I speak to about the Floating Support Scheme?

To get more information or to make a referral, you can talk to South Gloucestershire's Floating Support Access Service on 01454 865543 or SecondStep on 0117 909 6367



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# South Gloucestershire Floating Support Service



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

## What support will I receive?

We provide two Floating Support services in South Gloucestershire, a short term and a medium term.

The service offered will be based on assessment of your abilities and needs.

Both services provide practical and emotional housing related support designed around your own individual needs and interests, and focussed on helping you to develop greater independence and better health and well being.

Our short term service can support you for up to a maximum of two years and works with people with a lower level of need and goals that

can be achieved in a shorter period.

Our medium term service can support you for up to 3 years and works with people with more complex, multiple needs who require greater or more frequent support, or have longer term support needs that may take longer to resolve.

The support we provide could include: supporting you with taking up new accommodation, getting grants or loans, managing bills, help filling in forms, sorting out repairs, having someone to talk to, help in dealing with other agencies, looking after your home, meeting new people in the community or supporting you to

access education, training and employment.

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.

## Who can use this service?

To use this service you will need support to enable you to live independently in your own accommodation or to deal with problems that may lead to homelessness.



Additionally you will need to:

- have current mental health needs or be recovering from mental ill health;
- be aged over 16;
- be willing to accept support;
- have basic daily living skills and have the ability to maintain your own home;
- agree to follow SecondStep's equal opportunities policy.

We offer individual support on a one-to-one basis. You might 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.

## How do I apply to use this service?

All referrals for this service must be made to South Gloucestershire's Floating Support Access Service. For more information about the referral process you can either talk to the Access Service on 01454 865543 or SecondStep on 0117 909 6367.

Application forms are currently available:

- from the council's one stop shops in Yate, Kingswood and Thornbury;
- by phoning the Housing Contact Centre on 01454 868005;

- using an on-line form or download from the Supporting People pages of the Council's website, [southglos.gov.uk](http://southglos.gov.uk)

## Will I need to pay anything?

Once we receive your application from the Access Service we will meet with you to look at your individual needs to see if we are able to help.