

Who decides what support I need?

You do! When the Floating Support team agrees that you qualify for help you and your support worker will together agree a support plan that details what you want to achieve.

The support plan will identify who is responsible for certain actions, how the support will be provided and for how long. The plan will be regularly reviewed and you can involve other people in deciding what you want.

When you and your support worker agree that you no longer need support, the support will go to someone else who needs it. But if you feel you need support again in the future, just get in touch and we will take a new referral.

Can I choose who supports me?

In most districts in Kent you can choose from a number of providers who will decide whether or not they can offer you the appropriate support. Alternatively, we can decide which agency is most suitable for your needs.

I need help. What do I do next?

Contact the Supporting People team for more information.

Supporting People
Room 4.02
Sessions House
County Hall
Maidstone
ME14 1 XQ

Telephone:
01622 694953 or 01622 694825

email: supportingpeopleteam@kent.gov.uk

Supporting People is committed to providing appropriate support to anyone who needs it, irrespective of sex, disability, race, marital status, age, sexual orientation or religious belief.

This information is available in other formats including Braille, large print, on audio tape and in other languages. Simply phone the Supporting People team on 01622 694953 or email supportingpeopleteam@kent.gov.uk



Keeping a roof over
your head

There are few things more important in life than keeping a roof over your head – and it's not always easy.

Sometimes, when things start to go wrong, you just need a helping hand from people who understand the problems you are facing and have the contacts and expertise to help you put your life back on course.

And that's where Floating Support can help. Managed by Supporting People, a partnership between housing and health departments, KCC Adult Services, the probation service and other support agencies, Floating Support is designed to provide the help you need at the time you need it.

What is Floating Support?

Floating Support is a free service for people in all types of tenancies or who are homeowners.

It is paid for by money provided by government to the Supporting People Team within Kent County Council.

The money is used to pay other organisations to provide housing-related support to new and existing tenants or to people in temporary housing or who are homeowners.

The aim is to help people who are in difficulties to remain independent and to sort out any difficulties they are having.

The term “floating” refers to the fact that the support is temporary and is designed to be provided just as long as it is necessary – from a few weeks up to a maximum of two years.

Floating support is available for single people, couples or those who are part of a family group.

What kind of support does it provide?

Floating support can provide help and advice in all sorts of areas.

Examples include:

- Budgeting and financial management
- Rent arrears and evictions
- Claiming welfare benefits

- Setting up home and resettlement support
- Understanding tenancy agreements
- Life skills and being independent at home
- Staying safe at home
- How to access daytime activities, training, education and employment within a community
- Finding a doctor and accessing other necessary services
- Dealing with other agencies
- Neighbour issues

Who can ask for help?

The Floating Support provided by the Supporting People programme is for anyone who needs housing-related support.

It could help you, for example if you:

- Have a learning or physical and/or a sensory disability
- Are homeless or at risk of losing your home
- Are a young person leaving care
- Are a teenage parent
- Are an older person
- Are a woman or man fleeing domestic abuse
- Have mental health problems
- Have drug or alcohol problems
- Have recently come out of prison or are due to be released
- Are a traveller
- Are living with HIV/AIDS
- Are a refugee with leave to stay in the country