

Floating Support Service

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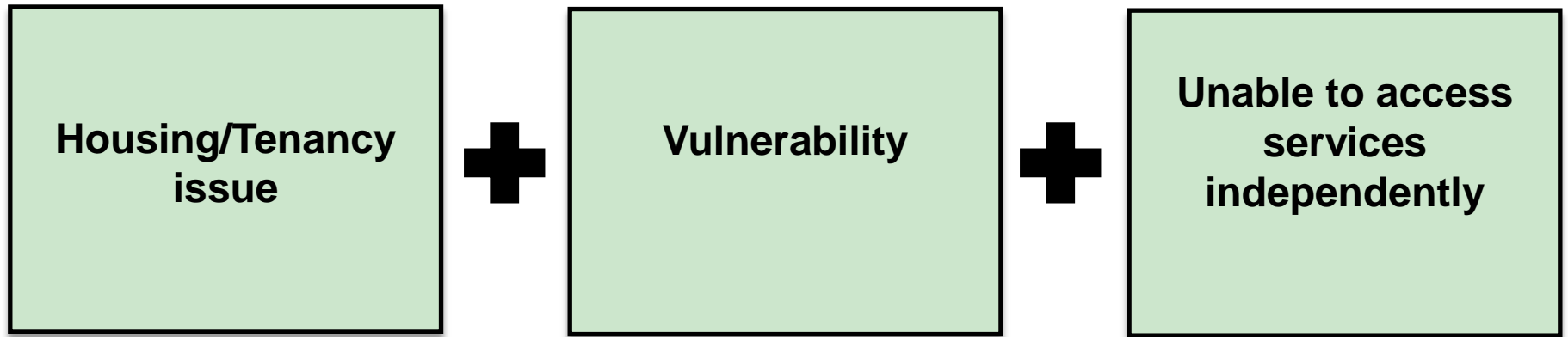
Supporting People and Commissioning Manager

Floating Support Service

A free service provided to the most vulnerable residents of Cardiff to:

- Support people who are at risk of losing their tenancy/accommodation
- Prevent homelessness
- Enable people to effectively maintain sustainable independent living arrangements

Criteria



Housing/Tenancy Issues

What help is needed to resolve these issues?

- Rent arrears/other housing debt
- Poor property condition
- Hoarding
- Anti Social Behaviour
- Threat of homelessness
- Moving into a new property/tenancy
- Potential risk to tenancy/accommodation
- Budgeting/Managing money or debt
- Managing home hygiene
- Claiming welfare and other benefits
- Communication
- Starting a tenancy and setting up utilities
- Help to manage isolation issues

Vulnerability criteria



- Domestic Abuse
- Learning Disability/Difficulty
- Mental Health
- Alcohol Misuse
- Drug Misuse
- Criminal Offending
- Refugee Status
- Physical/Sensory needs
- Chronic illness
- Young Care Leaver
- Young Person (16-24) with support needs
- Single parent family
- Family with support needs
- Single person with support needs (25–54)
- Over 55 with support needs

Services available in Cardiff



School Admissions and Free School Meals

Cardiff Advice Service
- CAB/Speakeasy

Bus Passes

Community Events

Bulky Waste Collections

Language Provision
- 17 different languages

Into Work Services

Alley keys and Radar keys

Central Library Hub
02920 871000

Housing Benefit and Council Tax Reduction advice

Fuel Poverty

PC/Internet/Phone Access

Housing Solutions Interviews and advice

Digital Inclusion

Cardiff Money Advice Service
- Budgeting support
- Banking advice

Household Waste and Recycling Information

Community Learning Enrolment

Services available in Cardiff



St.Mellons
Hub

Digital Inclusion
Sessions

Llanedeyrn
Powerhouse

Bulky Waste
Collections

PC/Internet/Phone
Access

Housing
Solutions Interviews
and Advice

Ely and Caerau
Hub

Into Work
Services
Surgeries

Hubs
throughout the
City

Rumney Partnership
Hub

Events and Social
Inclusion

Household Waste
and Recycling
Information

Advice
Surgeries

Housing Benefit
and Council Tax
Reduction
advice

Help with JSA/UC
Claims

Llanrumney
Hub

Butetown Hub

Hubs opening in 2016
Fairwater, Grangetown,
STAR (Splott), Llandaff
North/Gabalfa

School Admissions
and Free School
Meals

Services available in Cardiff



Rent Rescue

**Mortgage and
Debt advice**

**Temporary
Accommodation**

**Help and Support
for Landlords**

**Prevention
Service**

**Housing
Options Centre
02920 570750**

**Help to find
Accommodation**

**Single Persons
Bond**

**Housing
Solution
Advice**

**Family Bond and
Rent in Advance**

**Help with
Evictions**

**Help and Advice
with Tenancy Law**

Services available in Cardiff



Meal Management

Help and Advice on Social Care

Occupational Therapy

Older persons Housing

Independent Living Equipment

Independent Living Services

-One point of contact and visiting service
02920 234234

Home Adaptations

Joint Equipment Service

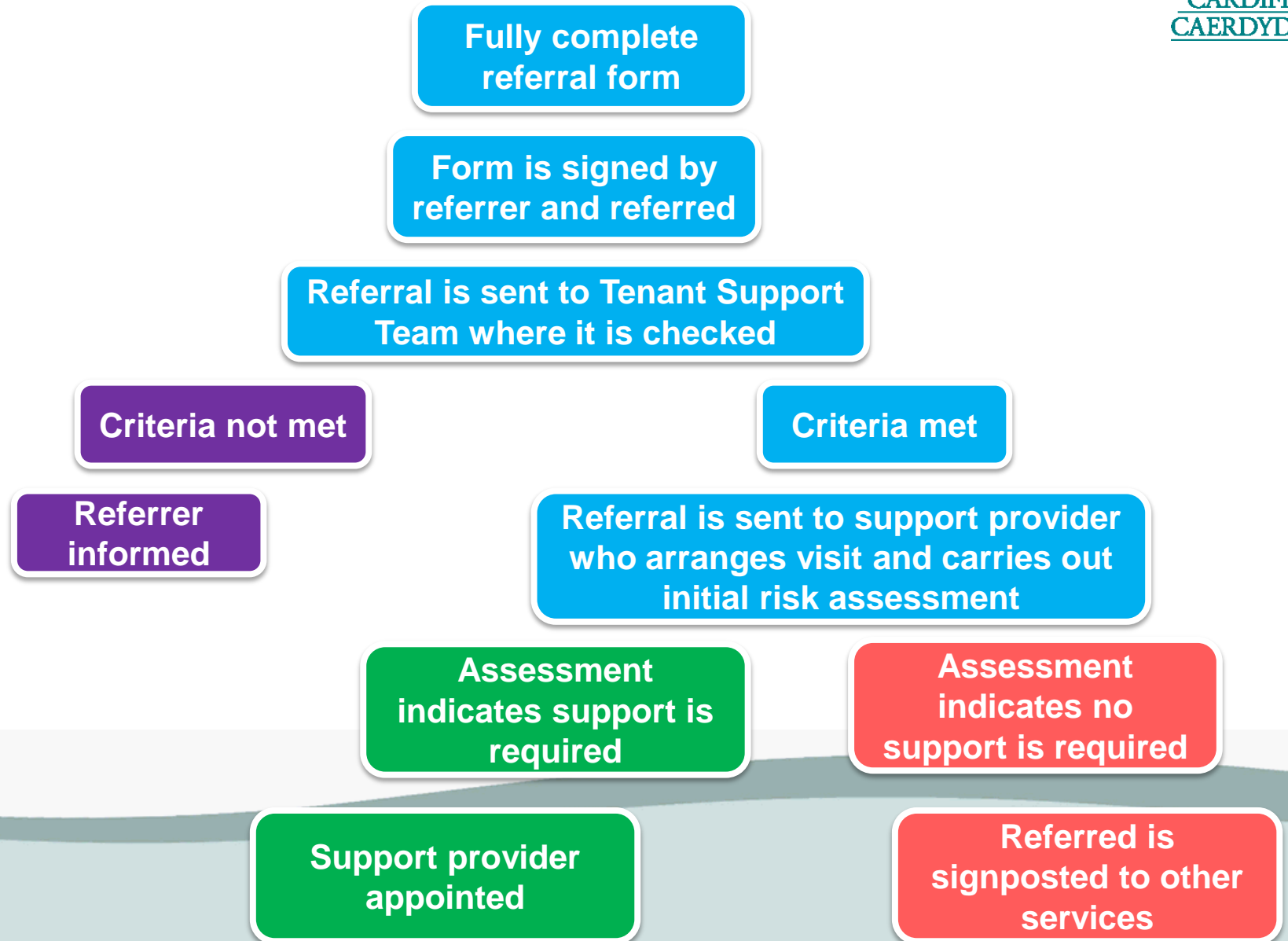
Income Maximisation

Telecare and Homecare

Assisted Waste Collection

Community Reablement and Local Social Activities

How to refer



Floating Support Services



Generic Support

788 units

Specialist Support

183 units

- **Women fleeing domestic abuse**
- **People with substance misuse issues**
- **People with mental health issues**
- **Young people with support needs**

Recap

- Remember, only refer if a client meets all three criteria
- Make sure the form is filled out fully
- With as much detail as possible
- Ensure that the form is signed by the client

Any Questions?