

To make a referral you can contact us in the following ways:

Phone: 020 8541 5764

E-mail:
floating.support@rbk.kingston.gov.uk

On-line at:
www.kingston.gov.uk/housing
then go to Older People's
Housing and follow the link to
the Floating Support Service

If you are unable to read this document because of disability or language, we can assist you. Please call the Kingston Council Helpline on 020 8547 5757 or ask someone to call on your behalf.

floating support service for older people

providing a service for people
aged 55+ who have housing related
support needs

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checking

welfare and benefit entitlements

giving

support and guidance

ensuring

you understand the basic
rights of your tenancy

going with you

to appointments

helping

you take advantage of
facilities in the community

giving

advice on counselling
and care services

helping

you to access health services

working

with you to resolve difficult
housing issues

arranging

removals

What we do

The Floating Support Service for Older People aims to provide practical advice, support and assistance for people who are 55+, have housing support needs and live in the borough. We provide this service if you are:

- a council or housing association tenant in general needs housing provided by the Council or a housing association
- an owner occupier
- renting in the private sector.

The service is free to anyone receiving Housing Benefit and/or Council Tax Benefit. If you are not receiving either of these benefits you will need to complete a financial assessment form.

In cases where you have large amounts of savings it is possible that you may need to pay the full amount for using the Floating Support Service.

Once a referral is received and accepted by the Floating Support Service, a named support worker will visit you on a regular

basis to help resolve any issues that may be causing you concern.

Visits may be weekly or at other intervals as agreed with you.

In addition, we are now also working with council and housing association sheltered tenants where it is shown there are definite support needs over and above what the sheltered scheme manager is able to deal with.

We can help you with the following

- Assisting and advising you when viewing offers of accommodation. This could be:
 - ▶ a council or housing association property
 - ▶ privately rented accommodation
 - ▶ a property you are looking to buy.
- Arranging removals (for Kingston Council tenants only).

- Helping you in setting up and maintaining gas and electrical accounts and explaining various methods of payment.
- Checking welfare and benefit entitlements and advising you if you work or receive other income.
- Helping you to access GPs, health and local authority services.
- Going with you where necessary to appointments, interviews, meetings.
- Giving advice on counselling and care services to meet your specific needs.
- Helping you to take advantage of facilities on offer in the community.
- Giving you support and guidance during transitional or difficult periods, and offering ongoing support where necessary.
- If you are a tenant, ensuring you understand the basic rights and obligations of your tenancy agreement.
- Working with you to resolve difficult housing issues, such as rent arrears or mortgage arrears.

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