

Floating Support

About the Service

The Floating Support Service provide help and support to vulnerable residents of Sandwell who are finding it difficult to stay safe and healthy. They may be at risk of homelessness or finding it difficult to stay out of hospital or they may be at risk of harm. The overall aim of the support is to enable vulnerable residents of Sandwell to live independently.

We are committed to:

Values & Behaviours of Sandwell Council

Keeping your safety and wellbeing our top priority

Acknowledging your referral within 24 hours

Making contact to discuss your case within 48 hours

Providing help to enable you to sustain your tenancy and maintain your property

Working with you to enable you to live independently

Helping you gain confidence

Ensuring you have access to support services needed and which is available

Providing appointments suitable for you

Meeting your language, cultural and any other diverse needs

Treating you with respect

To meet our commitments, we will:

Ensure all officers receive training relevant to their roles

Agree & arrange appointments to identify support needs and provide support

Involve you in creating your support plan

Review your support plan with you at regular intervals or as and when necessary

Support you to make decisions, but not make decisions for you

Make referrals to support services needed such as welfare rights

Work with other agencies you are involved with if needed

Liaise on your behalf with other agencies if needed

Plan a supported exit from the service when you are ready to move on

We ask you to:

Be open and honest about your needs, goals and challenges

Tell us if something isn't working

Keep in touch with your support worker

Let us know if you can't make an appointment

Work with us to develop your support plan

Carry out agreed actions in your support plan

Let us know if you need family or friends present at our meetings

Treat your Floating Support Officer with respect

To measure and improve our service we will:

Send satisfaction surveys when you move on from the service