



Bristol Housing Support Register Directory

Floating Support Services 2016

Email: hsr.admin@bristol.gov.uk

HSR log on: <http://hsr.bristol.gov.uk>

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Key Points for Referrers to Floating Support Services

- 1) You can **only refer to one category** of Floating Support. On the Assessments tab choose **either** Floating Support **or** Young Parents Floating Support **or** Family Hostel Floating Support (BCC only).

On the Matches tab please choose the most appropriate service/s for your client (i.e. services which specialise in their primary support need): Drug & Alcohol or Generic or Mental Health or Young People's services.

- 2) Please read the directory carefully to acquaint yourself with the entry criteria for each service.
- 3) The specialist **Young People** service is primarily for people aged 16-21. However there is an option to refer 22-24 year olds to the service if they have complex needs and have a strong preference for the service compared to a generic adult service. 22-24 year old clients cannot be referred to both the Young People service and the Generic services.
- 4) The two **Generic** services are primarily for people aged 22 or above. However, they will also take single young people and couples aged 16-21 if they have been refused by the specialist Young People floating support service or if any members of the household (e.g. a partner or other family members) are aged over 22. The service is also available for young parents of any age with children aged two years and over. Please contact HSR.admin@bristol.gov.uk if you would like to refer a young person to the Generic services.
- 5) The **Young Parents** service will accept young couples or single parents aged between 16 and 25 – to be eligible for the service clients must be over 24 weeks pregnant or have care of a child under the age of three.
- 6) **Mental Health** specific floating support is now divided between three services (including one women only service). A small percentage of clients in these services can be supported long-term (for up to five years). Please make it clear in your referral if you wish your client to be considered for a longer placement.

Mental Health Floating Support Services

Missing Link – Mental Health Resettlement Service

Phone: 0117 925 1811

Fax: 0117 929 3290

E-mail: enquiries@missinglinkhousing.co.uk

Categories of support provided: Standard, Complex, Crisis

Client profile: Female only

Age range: 16 - 65

Does the service accept pregnant women? Yes

Support provided (target group): Current acute and enduring mental health support needs impacting on housing. Single women - support is focused on the individual woman's needs but she can be part of a family.

Exclusions: Case by case basis

Referral procedure: via HSR

Total capacity: 48

Support Services

This service works with single women to help you manage your mental health and housing issues. You will receive one to one support in your own accommodation and support is planned around your mental health and housing need in line with an individual support plan. The aim of the service is to help you resettle in your accommodation and to become independent of support.

In addition to the Resettlement Service, support can be accessed from Missing Link Self Harm worker, Counsellor and TREE service.

Support can help you with a number of problems that are impacting on your mental health wellbeing. Among these could be support with your accommodation, attending appointments, getting support with your mental health, support with accessing support agencies appropriate to any additional support needs, completing forms, coping with debts, moving towards independence from support, volunteering, education, training, employment.

We can also support you to become more confident with practical skills such as cooking, shopping for food, travelling on public transport, getting out of your home.

Places for People – Mental Health Floating Support

Phone: 0117 970 4542

Website: www.placesforpeople.co.uk

Client profile: Male & Female

Age range: 16+

Total capacity: 116

Support provided:

Medium level support delivered to single adults with mental health needs. Support is delivered to customers in their own tenancy. Support is delivered to promote independence, provide practical support, crisis management. The service works with customers to develop an emotional resilience as well as practical skills to manage tenancy.

Support services:

The service delivers 1:1 floating support to customers in their own home across Bristol. Support is delivered using the Recovery Star model. The service is staffed from 8am – 8pm. Triage staff are available between these hours to take referrals and offer telephone support. Tenancy Support Officers and Assistants deliver 1:1 support to customers. A Customer Development Officer leads on peer support and developing training, education and employment opportunities for our customers. Support is delivered for most customers up to 2 years. 30% of customers may require longer term support and if eligible following assessment this will be offered up to 3 or 5 years. This is managed through the service assessment panel, prioritising those most in need of longer term support.

Further information:

The service operates Monday – Friday between 8am and 8pm. Where our customers require support over weekends we will aim to offer a flexible service and this will be offered based on needs/availability.

Mental Health Floating Support Services

St Mungo's Broadway – Mental Health Floating Support

Phone: 0117 954 2951

E-mail: BristolMHFS@mungosbroadway.org.uk

Website: www.mungosbroadway.org.uk

Client profile: Male & Female

Age range: 16+

Support provided:

Housing related support, advice and/or assistance to people living with mental health needs. Service available to all regardless of mental health diagnosis or statutory care eligibility.

Service users must:

- Be vulnerable;
- Be in need of housing-related support
- Have a clear local connection to Bristol, or have settled tenure in Bristol.

Exclusions: None

Total capacity: Minimum of 94 units per year but capacity up to 105. Other emergency cases beyond this will also be considered

Support services:

1. Personalised support plans that are focused towards positive service user outcomes that improve mental wellbeing
 2. To enable and promote independence skills, sustain tenancies and support access to other services
 3. Work with service users to successfully disengage from the service and maintain independence.
- Short term (up to 2 years) and medium term support (up to 5 years).

Further information:

All referrals to the service will come through the Housing Support Register (please call the contact number above to make a self-referral). We will endeavour to keep clients and partner agencies fully briefed on waiting times and the capacity of the service.

Drug & Alcohol Floating Support Service

ROADS (A.R.A.) Drug & Alcohol Floating Support

Floating Support works with service users at all stages of engagement with ROADS where the person is at risk of homelessness or treatment breakdown which would jeopardise the tenancy.

The service will be cross tenure and include owner occupiers, licensees and tenants. Floating support services will work with a range of private and social landlords including registered social landlords and Bristol City Council.

Floating support provide a resettlement and tenancy sustainment service. Support provided is holistic and meets the range of needs presenting within the household, including addressing the needs of children and other family member through signposting and onward referral.

For those people with a substance misuse issue who are in unsuitable accommodation, or have a housing need, who are engaged with or seeking to be engaged, or eligible to be engaged, with ROADS

Phone: 0117 930 0282

Email: info@addictionrecovery.org.uk

Support provided: Drug & Alcohol Floating Support

Age range: 18+

Client profile: Male & Female

Singles/families who need accommodation support to assist them to actively addressing their drug/alcohol misuse issues whilst engaging with Bristol ROADS treatment services

This service is also open to significant others who's loved one's substance misuse is having a detrimental impact on their or their families' housing

Primary support: History of, or current drug or alcohol misuse.

Referral procedure: Via the HSR.

The service is for those people who are engaged with or seeking to be engaged with the ROADS Treatment System including family support services

Maximum length of support: 12 Months

Total capacity: 246

Exclusions: No specific exclusions

Support Services

- Accessing drug and / or alcohol treatment services
- Facilitating access to other specialist support services and liaising with those services as appropriate (primary and mental health services)
- Resettlement support with moving and settling into accommodation
- Life skills training and practical help with household management, paying bills, reporting maintenance issues etc.
- Budgeting, managing debts, bill paying and applying for grants to access furniture
- Signposting and support in seeking meaningful occupation and a structured lifestyle through engagement in education, training, employment and recreation opportunities
- Providing welfare rights advice and advocacy particularly in relation to income maximisation and debt management
- Practical and emotional support to help clients manage their accommodation and live independently.

Policies

Agree to accept support from and engage with Bristol ROADS treatment services to address drug/alcohol misuse issues. Including family services for significant others

All residents are involved in the support plans and reviews and engaged with recovery focussed activities

In need of housing related support.

Further Information

Contact the floating support service by phone or e-mail

Please contact ROADS Housing Team Leader on 0117 930 0282 or email: info@addictionrecovery.org.uk stating that your enquiry is about ROADS Floating Support provision.

Young People's Floating Support Service

1625 Independent People – Young People's Floating Support Service

Service address: (Office) 1625 Independent People, Kingsley Hall, 59 Old Market Street, Bristol, BS2 0ER

Phone: 0117 317 8800

Fax: 0117 317 8849

Email: enquiries@1625ip.co.uk

Client Profile: Male & Female - without dependent children

Age Range: This service is primarily for people aged 16-21. Young people aged 22-24 will also be eligible for the service if this service is more appropriate to meet their needs (e.g. they have a learning disability) or if they have a strong preference for the young people's service. Otherwise, people aged 22 and over should be referred to generic floating support services.

Total capacity:

Information, advice and guidance provided to all referred referred.

Referral procedure: via HSR

Support Provided

- Early Access
- Triage Assessment
- Advice & Assistance
- Resettlement Support
- Homeless Prevention

Support Services

We will offer advice and assistance to all young people, with triage assessments to determine whether they need signposting/referral to specialist support or an allocated worker. We will advocate on their behalf and link to.

Signposting to:

- Private Rented Sector Worker
- Bristol Youth Links
- Internal Mental Health, EET and Future4Me Specialists

- Our Cash Pointers Service for financial and budgeting support
- Landlord & family mediation
- Peer Support and Community Mentors
- Referrals to specialist agencies

Full Support Service includes:

- Setting up a new tenancy and fundraising for essential items
- Sustaining current accommodation or exploring all suitable housing options, including returning to a family home
- Accessing education, employment & training
- Budgeting & financial inclusion
- Understanding rights and responsibilities
- Mentoring & advocacy
- Welfare benefits support & advice
- 24 hour telephone support & evening opening
- Practical & emotional support
- Accredited life skills groupwork and positive activities

Generic Floating Support Services

*Joint Working arrangements BCC & Key Bristol

Homelessness Prevention Floating Support

Homelessness prevention floating support is delivered city-wide by BCC Tenant Support Service & Key Bristol (Knightstone HA). There is one waiting list, which is jointly managed; Referrals will be assessed in priority order & allocated to the next available vacancy at either service. If a referral is refused by either service it will be removed from the waiting list.

BCC Tenants Support Service:		Key Bristol (Knightstone HA)	
Phone:	0117 352 1800	Phone:	0117 9848195
Fax:	0117 352 1801	Fax:	0117 9848191
E-mail:	tenantsupportservice@bristol.gov.uk	E-mail:	Lucy.cooper@knightstone.co.uk
Website:	www.bristol.gov.uk	Website:	www.knightstone.co.uk

Client profile: Vulnerable Single People, Couples, & Families who have experienced homelessness or are at risk of losing their homes
This service is for people who need short-term support to sustain their tenancy. It is unable to work with people who need more than 1 – 2 hours housing-related support per week. People who need higher levels of support because they are in mental health crisis or have drug & alcohol issues should be referred to specialist floating support services.

Age range: This service is for people aged 22 years and over.

Single people and couples without dependent children aged 16-21 years old should be referred to the specialist young people's floating support service; referrals for under 21 year olds will only be considered by this service if they have been refused by the specialist service. Expectant mothers & young parents (aged 16-24 years) with support needs should be referred to Bristol Young Parents Alliance.

Total capacity: Approximately 500 new clients per year.

Referral procedure: via HSR

Support provided:

These services will promote independence and assist people with support needs to:-

- Sustain their current tenancy;

- Move to and sustain a new tenancy; or
- to move in with friends or family in a planned way, resulting in safe and settled accommodation

This will include help with:

- understanding rights and responsibilities as tenants, mortgagees and licensees
- managing money and reducing debt
- access to work, work-like activity, education and training
- recovery from addiction
- recovery from mental illness
- improving literacy skills
- building social networks and positive relationships
- reducing offending behaviour and other anti-social behaviour
- improving physical and emotional well-being
- finding appropriate and long term accommodation

The primary objective is to prevent homelessness. Referrals that meet the following criteria will be given the highest priority (P1):

- People with unmet support needs who have been served with a Notice Seeking Possession / Notice Requiring Possession;
- People in rent arrears, mortgage arrears &/or other debt who are less able because of their support needs to access universal money advice services such as the CAB;
- People moving into a new tenancy in the private-renting or social housing sectors who are at risk because they have failed in a previous tenancy or are living independently for the first time & do not have access to other support;
- People in emergency accommodation who are less able because of their support needs to access universal services, for e.g. people leaving NASS accommodation for whom English is a second language.

The service will triage referrals. People at imminent risk of homelessness will be prioritised above others. There is high demand for these services & support will be provided for an average of 6 months.

Exclusions:

- Non housing related support needs.
- Those already receiving a housing related support service

Support services:

Advice and assistance – This will be a quick fix service providing short-term crisis intervention to prevent immediate homelessness. It will not be necessary to develop a support plan in all cases, as some people will be sign-posted to community-based support once their housing situation is stable.

Resettlement support - Short-term resettlement support to help vulnerable clients settle into their new homes and develop skills and confidence. This support will only be provided to people who are not eligible for such support from their previous supported accommodation provider.

Homelessness prevention support - Identifying and addressing the specific causes or risks of homelessness for each household and developing a support plan to address these.

Generic Floating Support Services

BCC Tenants Support Service

Phone: 0117 352 1800

Fax: 0117 352 1801

E-mail: tenantsupportservice@bristol.gov.uk

Website: www.bristol.gov.uk

Client profile: Vulnerable Single People, Couples, & Families who have experienced homelessness or are at risk of losing their homes

This service is for people who need short-term support to sustain their tenancy. It is unable to work with people who need more than 1 – 2 hours housing-related support per week. People who need higher levels of support because they are in mental health crisis or have drug & alcohol issues should be referred to specialist floating support services.

Age range: This service is for people aged 22 years and over.

Single people and couples without dependent children aged 16-21 years old should be referred to the specialist young people's floating support service; referrals for under 21 year olds will only be considered by this service if they have been refused by the specialist service.

Expectant mothers & young parents (aged 16-24 years) with support needs should be referred to Bristol Young Parents Alliance.

Total capacity: Approximately 500 new clients per year.

Referral procedure: via HSR

Support provided:

These services will promote independence and assist people with support needs to:-

- Sustain their current tenancy;
- Move to and sustain a new tenancy; or
- to move in with friends or family in a planned way, resulting in safe and settled accommodation

This will include help with:

- understanding rights and responsibilities as tenants, mortgagees and licensees

- managing money and reducing debt
- access to work, work-like activity, education and training
- recovery from addiction
- recovery from mental illness
- improving literacy skills
- building social networks and positive relationships
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- People in rent arrears, mortgage arrears &/or other debt who are less able because of their support needs to access universal money advice services such as the CAB;
- People moving into a new tenancy in the private-renting or social housing sectors who are at risk because they have failed in a previous tenancy or are living independently for the first time & do not have access to other support;
- People in emergency accommodation who are less able because of their support needs to access universal services, for e.g. people leaving NASS accommodation for whom English is a second language.

The service will triage referrals. People at imminent risk of homelessness will be prioritised above others. There is high demand for these services & support will be provided for an average of 6 months.

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Resettlement support - Short-term resettlement support to help vulnerable clients settle into their new homes and develop skills and confidence. This support will only be provided to people who are not eligible for such support from their previous supported accommodation provider.

Homelessness prevention support - Identifying and addressing the specific causes or risks of homelessness for each household and developing a support plan to address these.

Generic Floating Support Services

Key Bristol (Knightstone HA)

Phone:	0117 9848195
Fax:	0117 9848191
E-mail:	Lucy.cooper@knightstone.co.uk
Website:	www.knightstone.co.uk
Client profile:	Vulnerable Single People, Couples, & Families who have experienced homelessness or are at risk of losing their homes

This service is for people who need short-term support to sustain their tenancy. It is unable to work with people who need more than 1 – 2 hours housing-related support per week. People who need higher levels of support because they are in mental health crisis or have drug & alcohol issues should be referred to specialist floating support services.

Age range: This service is for people aged 22 years and over.

Single people and couples without dependent children aged 16-21 years old should be referred to the specialist young people's floating support service; referrals for under 21 year olds will only be considered by this service if they have been refused by the specialist service.

Expectant mothers & young parents (aged 16-24 years) with support needs should be referred to Bristol Young Parents Alliance.

Total capacity: Approximately 500 new clients per year.

Referral procedure: via HSR

Support provided:

These services will promote independence and assist people with support needs to:-

- Sustain their current tenancy;
- Move to and sustain a new tenancy; or
- to move in with friends or family in a planned way, resulting in safe and settled accommodation

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- People moving into a new tenancy in the private-renting or social housing sectors who are at risk because they have failed in a previous tenancy or are living independently for the first time & do not have access to other support;
- People in emergency accommodation who are less able because of their support needs to access universal services, for e.g. people leaving NASS accommodation for whom English is a second language.

The service will triage referrals. People at imminent risk of homelessness will be prioritised above others. There is high demand for these services & support will be provided for an average of 6 months.

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Resettlement support - Short-term resettlement support to help vulnerable clients settle into their new homes and develop skills and confidence. This support will only be provided to people who are not eligible for such support from their previous supported accommodation provider.

Homelessness prevention support - Identifying and addressing the specific causes or risks of homelessness for each household and developing a support plan to address these.

Young Parent's Floating Support Service

Bristol Young Parents Alliance (BYPA) Floating Support Service

E-mail: sharon.currie@placesforpeople.co.uk
emmadaison@placesforpeople.co.uk

Client profile: Male & Female

The service is available for couples and single parents

To be eligible for the service clients must be over 24 weeks pregnant or have care of a child under the age of three.

Age range: 16-24

Total capacity: 50 per annum

Referral procedure: via HSR

Support Provided

We provide one to one meetings with an allocated support worker. Meetings are usually in the client's home. We can offer low level support. We provide support with benefits and filling in forms, budgeting, looking into training and education, support with housing issues, emotional support, support with domestic abuse and support to engage with local services such as children's centres, schools, health visitors and other agencies. We work with couples as well as lone parents.

Exclusions: Young people who are not parents or pregnant

Policies

Lone working
Safe guarding adults/ children
Diversity and equality
Boundaries
Drugs and alcohol

Further Information

We work with clients throughout the city. Referrals can also be made to us by health visitors/midwives/children's centres etc. We will put information on to the HSR for agencies that don't have access to it.