

Accessing Our Services

Floating Support, Telford & Wrekin



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| <p>Service Description</p> | <p>Thrive Telford Floating Support offers a personally tailored service to customers across the borough of Telford & Wrekin in need of support to manage homelessness and those in any type of tenure with an assessed need.</p> <p>This service aims to enable individuals to access support to manage their homelessness, obtain & maintain their tenancy & home, maximise income and lead fulfilling and independent lives as well as empowering people to make informed choices about the services they access and receive.</p> <p>Support is usually offered on a weekly basis, our assessment with the applicant will support us to identify the amount of hours per week each customer may require. The service operates a flexible approach to support delivery and whilst the majority of support will be delivered between 9 and 5 there is flexibility around this according to our customer needs. The length of the service will depend on customer need.</p> <p>This service is funded by Telford & Wrekin Council</p> |
| <p>Eligibility Criteria</p> | <p>Applicants to this service must be:</p> <p>Be 16 years of age or older Be living in the borough of Telford & Wrekin This service works across all tenure type including owner occupiers Must have a presenting need for support to live independently, such as a need to: (This list is not exclusive)</p> <ul style="list-style-type: none"> • Claim appropriate benefits and maximise customer's income • Manage homelessness and secure settled accommodation • Fulfilling licence / tenancy / mortgage conditions • Ensure customers connection to utilities, payment and management of bills & how to use equipment in their own home. • Advise and enable the safety and security of accommodation • Access to Community Alarm and Assistive Technology Services • Organising repairs or improvements to the home • Enable a move to more appropriate accommodation. • Mediation in neighbour disputes • Manage in independent accommodation, including budgeting, |



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| | <p>catering and management of property.</p> <ul style="list-style-type: none"> • Provision of information on community facilities and Services available to customers. • Liaison with other agencies in relation to customers' welfare to ensure that customers receive the Services necessary to maintain them in their accommodation. • Support customers to overcome social isolation in their accommodation. • Shopping with a customer or collection of pension etc. where a skills developing process is in place • Advice and encouragement in relation to carrying out personal care tasks for themselves • Advocacy with health professionals over medication and related matters where part of skills development process. • Advice to customers on how to deal with substance misuse problems. • Support to customers in taking up employment opportunities • Mediation between customers and their family. • Advise and enable in relation to maintaining relationships. • Organisation, facilitation and accompanying of customers on outings. • Enable customers to take advantage of educational opportunities. <p>We do not apply blanket exclusions for our services. Each application is considered on a case-by-case basis.</p> |
| <p>Nomination Agreements</p> | <p>There are no formal nomination agreements in place for this service.</p> |
| <p>Referral Routes</p> | <p>We accept referrals to this service from the following routes:</p> <ul style="list-style-type: none"> • Statutory agencies • Voluntary agencies • Self referrers • Family/Carers <p>All referrals should be made via a Thrive Telford Referral Form which can be obtained by contacting 01952 504325 or by accessing our website www.inspire2thrive.co.uk</p> <p>Referrals should be made direct to our Thrive Telford single point of referral and sent to:</p> <p>thrive@staytelford.co.uk</p> <p>Thrive Telford Morson House Office 14/16 Market Street Oakengates</p> |



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| | <p>TF2 6EL</p> <p>All referrals received are logged and acknowledged in writing within five working days. Depending upon capacity of the service this acknowledgement letter will be to arrange a needs assessment or advise the applicant and referrer that the referral has been placed on a waiting list for an assessment</p> |
| <p>Needs & Risk Assessment</p> | <p>We aim to acknowledge receipt of referrals within five working days.</p> <p>If a referral does not meet the eligibility criteria of the service the reason/s why will be put in writing to the Applicant and Referrer.</p> <p>If a referral does meet our eligibility criteria a Needs Assessment will be organised. Where capacity of the service allows we aim to arrange the Needs Assessment at the point of acknowledgement. Where this is not possible (i.e. due to times of increased referrals to the service) we will inform the applicant and referrer of the timescale of our next contact.</p> <p>A Needs & Risk Assessment must be completed with all applicants who meet the Eligibility Criteria. This helps us to fully understand the needs of the applicant t and assess risks appropriately.</p> <p>A decision of whether to offer support will be made and put in writing within five working days of the Needs & Risk Assessment taking place. We endeavour to give realistic timescales of the service commencing at this time.</p> |
| <p>Allocation</p> | <p>Following the Needs & Risk Assessment meeting, all information collected will be considered. If we can accept the individual onto our service a priority status will be awarded (Low, Medium, High). This priority will determine where the applicant will join the waiting list (if being operated due to high volume of referrals at that specific time).</p> <p>We will confirm all decisions in writing using the appropriate format both to the applicant and referrer. The confirmation will include:</p> <p>For declined applications:</p> <ul style="list-style-type: none"> • The reason for the decline/refusal • Signposting to another appropriate agency or back to referrer. • The right to Appeal and the Appeals process. <p>For accepted applicants:</p> <ul style="list-style-type: none"> • Confirmation of acceptance and the date support will commence. • The name of the allocated support worker and contact details. <p>For applications accepted to waiting list:</p> <ul style="list-style-type: none"> • Confirmation of acceptance (Subject to no change in circumstances). |

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| | <ul style="list-style-type: none"> • Approximate waiting time or timescale of next contact from Bromford Support). • Information on how the waiting list will be monitored. <p>We also offer drop-ins across the Borough. Any customers may access these and at times it may be necessary for us to signpost you to a drop-in so that you receive the immediate support that you require.</p> |
| Stakeholders Group | <p>The Stakeholders group for this service runs monthly and is run by The Thrive Partnership.</p> |
| Appeals | <p>An applicant or referring agent has the right to appeal any decision we make if it is felt we have not taken into account all relevant information when making our decision or, if it is felt we have made our decision unfairly.</p> <p>Appeals can be made using our Appeals Procedure. A copy of this may be requested by contacting us.</p> <p>In the first instance all appeals must be made in writing outlining the grounds for appeal and should be submitted to:</p> <p>Thrive Telford Morson House Office 14/16 Market Street Oakengates TF2 6EL</p> <p>Tel: 01952 504325</p> <p>Email: thrive@staytelford.co.uk</p> <p>Web: www.inspire2thrive.co.uk</p> |