

Thames Reach
BrentReach
FLOATING SUPPORT SERVICE

Information About The Service

Brent Reach Floating Support:

Brent Reach Floating Support service is provided In partnership with Thames Reach and EACH. We provide support to vulnerable people in their accommodation who may be experiencing challenges in managing their tenancy. We also work in partnership with Brent HUB and provide drop in service in benefit/housing and other general advice and support needs.

We works to provide assistance to people who need support to achieve and sustain stable and independent lives. The service aims to be accessible, flexible and responsive to individual needs of the client.

What we can support clients with:

- Supporting vulnerable clients with sustaining and maintaining their accommodation.
- Supporting vulnerable clients who are facing eviction or who are at risk of being homeless.
- Providing advocacy in relation to rent/council tax arrears, anti social behaviour, repair or safety hazards in their home, benefit entitlement, etc.
- Support clients to be safe in their accommodation and safeguard against abuse / exploitation / tenancy hijack.
 - Assistance in signposting clients for more specialist support such as substance misuse agencies, mental health support, legal advise etc.
 - Assistance in managing money such as maximising income, debt management , grant applications, explore benefit entitlement etc.
 - Assist vulnerable clients to complete forms and deal with correspondences. e.g. clients with learning disability or sight Impairment.
 - Support clients in accessing community events and other support networks.
 - Support clients accessing education, training, and employment services.

Referral Process Information

Referral Process

Brent Reach has an open referral system. Referral can be made by external agencies or as a self-referral . We require a completed Brent Reach Referral form to be filled out and sent either to our Brent Reach referral Inbox or to our office.

Assessment

Clients will then be contacted to be booked in for an initial assessment to be completed by a support worker to ascertain more details around the support needs and potential risks.

How do we provide support ?

We allocate a support worker who will work alongside clients to resolve the difficulties they may be experiencing. They will visit the client at their property or meet them in the community on a regular basis according to the level of their support needs.

Eligibility

Referrals need to:

- Be aged 18 or over
- Lives in Brent;
- Have tenancy related support need and be vulnerable due to any underlying issues such as mental ill health, substance misuse , physical health, learning disability etc..
- Or be at risk of losing their current accommodation due to their vulnerability or any other reason e.g. losing job.
- Be eligible for, but not in receipt of another support funded by Brent Commissioning team.

Engagement

How we provide support ?

- Brent Reach is committed to provide a prevention service that assists people to remain in independent accommodation. We are pro-active in working together with people to help them stay safe, healthy and well, help them live in a clean and comfortable home, meet their identified support needs and goals.
- To achieve this Brent Reach aims to see each person we support in their own home on a frequent basis. The frequency of contact is determined by each person's assessed level of need.
- In exceptional circumstances we can meet clients in the community in a safe environment, and when necessary we can support them remotely on a very exceptional circumstances specially In COVID related request.
- Each service user has a named support worker, to coordinate and provide them with a package of support to identify and address their support needs.
- Brent reach have Non engagement policy and procedure for clients who do not engage with the service.

How long will the support last?

Brent reach promotes empowerment of clients by providing a person centred support approach so that they will develop the necessary skills to be resilient and cope either on their own or with minimal support from other service providers. We look at all cases on an individual basis, in general, we aim to close cases with in a year, however, the support period can be extended further depending on the client's circumstance.



- **Referrals:**
brentreachreferrals@thamesreach.org.uk
- **Office Number :**
0203 617 8837
- **Website :**
www.thamesreach.org.uk