



East Sussex Floating Support Service

Information for 16 to 59 year olds



www.bht.org.uk

Combating Homelessness, Creating Opportunities, Promoting Change

Who to Refer

For working age adults, please refer the individual or household to East Sussex Floating Support Service (ESFSS) for housing related support if they meet all of the following criteria:

1. The member of the household who will be the lead on receiving East Sussex Floating Support Service support is aged 16-59 years of age.

If the 'lead' client is aged 60+ please refer to [ESFSS Service Information - for over 60s](#).

2. The individual or household is experiencing one or more of the accommodation issues listed below:

✓ **Has no accommodation**

Rough sleeping, sofa surfing, being asked to leave family / friends.

✓ **Is losing or is at risk of losing their accommodation**

Served notice to leave, in rent/mortgage arrears, causing anti-social behaviour or needing to flee property due to domestic abuse or harassment.

✓ **Living in temporary accommodation**

Regardless of who is funding this; this could be the client themselves, ASC, Children's Services, the local housing authority etc.

✓ **Living in unsuitable accommodation**

Property in disrepair or unsafe, under-occupying, overcrowded, causing a health condition to deteriorate.

✓ **Requires resettlement support**

Where the client has limited experience of or will struggle with setting up a new home.

✓ **Has issues managing their accommodation**

Utilities arrears, budgeting.

3. The issues the individual or household are experiencing can be meaningfully addressed through short-term support. East Sussex Floating Support Service has been commissioned to provide support for an average of four months, and can help clients develop long-term strategies and access longer-term forms of support but cannot provide support on an ongoing basis.

Support Offer

East Sussex Floating Support Service can offer the following support if the housing situation of the individual or household is impacted by the following issues:

HOUSING

- ✓ On-line Housing applications
- ✓ Liaising with Housing Options teams
- ✓ Accessing legal advice
- ✓ Bidding for properties
- ✓ Exploring housing options
- ✓ Looking for private rented accommodation
- ✓ Checking credit scores
- ✓ Getting quotes for removals
- ✓ Resettlement support

TENANCY MANAGEMENT

- ✓ Understanding tenancy rights and responsibilities
- ✓ Managing rent / mortgage payments or arrears
- ✓ Support around home safety and security e.g. reporting repairs, hoarding
- ✓ Making grant & charity applications for white goods etc.
- ✓ Managing household bills e.g. best utility tariffs, debts and payment plans
- ✓ Referrals to Winter Warmth
- ✓ Support with neighbourhood issues e.g. cuckooing, hate crime, anti-social behaviour, being a good neighbour

ACCESSING PRIVATE RENTED ACCOMMODATION

- ✓ Information about letting agents
- ✓ Support to contact letting agents
- ✓ Signing up with letting agents
- ✓ Coaching to approach landlords and letting agents
- ✓ Identifying rent in advance & deposit schemes
- ✓ Setting up property searches
- ✓ Identifying properties
- ✓ Accompanying to viewings

BENEFITS & INCOME

- ✓ Conducting benefits checks
- ✓ Support with budgeting
- ✓ Setting up bank or savings accounts
- ✓ Applying for Universal Credit and navigating the system
- ✓ Completing benefit forms for Housing and Council tax benefit and arrears
- ✓ Making charity applications
- ✓ Housing related debt advice
- ✓ Referrals to specialist agencies e.g. CAB, Money Advice service

Support Offer

EMPLOYMENT

- ✓ Exploring employment opportunities, including permitted work
- ✓ Exploring volunteering and training
- ✓ Referrals to specialist employment support agencies
- ✓ Conducting better off calculations
- ✓ Understanding Claimant commitments
- ✓ Joining employment agencies

HEALTH & WELLBEING

- ✓ Registering with a GP, dentist or optician
- ✓ Accessing mental health support
- ✓ Support with drug and alcohol issues and referral to specialist agencies
- ✓ Support with self-management of low level anxiety and depression
- ✓ Encouraging engagement with agencies
- ✓ Referrals to befriending services
- ✓ Referrals to Wellbeing Centres
- ✓ Support with domestic abuse including attending MARAC
- ✓ Raising safeguarding concerns
- ✓ Attending ASBRAC re: ASB cases
- ✓ Referrals to Advocacy services
- ✓ Accessing a PA
- ✓ Signposting to community services

MAKING A REFERRAL



Visit the [East Sussex Floating Support Service web page](http://www.bht.org.uk) at www.bht.org.uk and fill in the [referral form](#)



If you are a client please contact our Gateway Team on **0800 023 9380 (Freephone)**
For all general enquiries please contact us on **01273 929394**

East Sussex Floating Support Service is provided by **BHT Sussex** and commissioned by **East Sussex County Council**.

