Sandwell
Metropolitan Borough Council



Floating Support Service

Introduction

Sandwell's Floating Support Service provide help and support to adults in 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 aim of the support is to enable people build their skills to achieve and maintain independent living in the community.

We offer support for:

Health

Alcohol / drug issue
Learning disability
Physical health
Mental Health



Safety

To be independant
At risk of harm
Abuse



Finances

Budgeting
Benefits
Debt



Housing

Landlord problems
Homelessness
Need to move



Sandwell's Floating Support Service offers help and support to:



Those at risk of homelessness



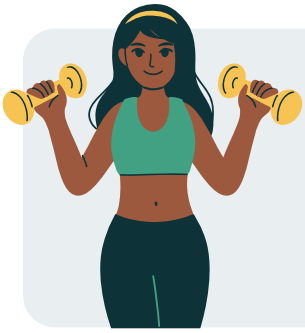
Those at risk of being admitted to hospital



Those at risk where there may be safeguarding issues



Those whose needs would escalate without support, resulting in future demands on more expensive intensive services



Patients considered medically fit for discharge from hospital, but need practical support in order to be discharged home



People struggling with mental health, physical health, Learning disabilities, substance misuse, leaving care and domestic abuse

The service is available to individuals who are aged 18 and over who are vulnerable and have support needs. There is no direct cost to the individual for this service

The support we provide will be different for each person as it is designed to specifically meet that person's individual need

What support do we provide

In order to support individuals, the team may take any of the following steps (this list is not exhaustive)



Assess support and housing needs to prevent individuals going on to need higher level intervention



Create support plans



Liaise with private landlords, housing associations and the Council



Support parents in households where children are at risk



Maintain confidential records



Assess and plan to manage risk



Work collaboratively with a range of departments and agencies such as Housing, Children's Services, Adult Social Care, private sector landlords and various third sector organisations, including local voluntary and community groups. Liaise with the individual's GP, Mental Health Teams, Learning Disability Teams, Occupational Therapists, Hospital Discharge Liaison Teams and others as necessary

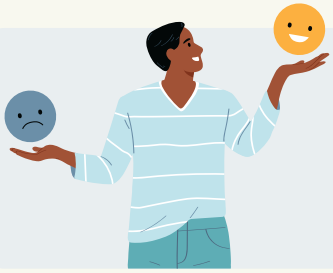
We will work with individuals to aim to achieve the following:



Take responsibility for their homes



Integrate back into the community through social activities



Improve their physical and or mental health,



Improve their wellbeing and independence, combat isolation



Support vulnerable people to participate in employment or training



Resettle people following a period of homelessness, hospitalisation or institutionalisation



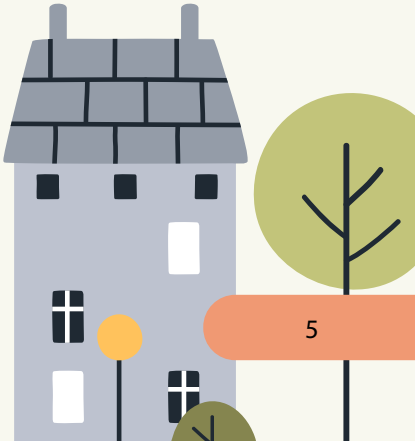
Address drug and alcohol dependency



Improve economic wellbeing

Being safe





Healthy Homes Project Scheme

Through the Healthy Homes Project, vulnerable, elderly and disabled residents who need assistance with living independently, safely and securely can receive advice, information and support from a dedicated officer.

Healthy Homes Project officer will provide residents information and advice about accessing a range of services that are available:



Services include:

Energy Efficiency and dealing with household bills – small changes can make a big difference. Provide advice in the availability of insulation and central heating grants.

Discuss the availability of aids and adaptations for the client and making referrals when appropriate.

Referring eligible residents to the Handy Person Service for essential small-scale interventions such as moving a bed downstairs, fixing a dripping tap etc.

Working with and referring to Partnership organisations.

Collaborating with Public Health to deliver and promote health and wellbeing interventions.

Provision of information regarding council services, for example: advice to travel, welfare rights, blue badge enquiries, refuse and housing assistance.

Working with West Midlands Fire Service promoting Home Fire Safety Checks – also working with Complex Needs Officer's to resolve issues associated with hoarding, vulnerable clients.

Working in collaboration with the Police, Community Officers, Restorative Justice Officers.

Working with Adult Social Care, Hospital2Home - help and advice at home.

Hoarding, vulnerable clients needing help, such as deep cleaning and guidance – making the future safer for the clients.

2024/2025 Service impacts

92%

of the service users supported achieved a positive outcome

The average length of support provided was

125 days

We have dealt with over

1700

contacts for advice and support

92%

Customer feedback satisfaction was

Customer feedback

" I feel I can make a better life for myself now. I feel I am in a dream as things are going so well. Floating Support Service has been superb. I felt she went above and beyond. She did what she said she would do. She was absolute spot on. "

" Brilliant service really helped me changed my life for the good and I'm substance free now thanks to everyone who helped me. "

" Is there anything we could do better? **Nothing, can't improve on perfection! "**



Referral methods and contact details

If you are aware of an individual who would benefit from help from the Floating Support Service, you can request a referral form by contacting us on:

Floating_support@sandwell.gov.uk

https://www.sandwell.gov.uk/housing/floating-support-service

Call us on 0121 569 7474

(Option 4)

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Roway Lane, Oldbury, B69 3ES

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