

## APPENDIX 4

### FLOATING SUPPORT SERVICES – FAMILY MOSAIC

#### The people we support

The Homeless Floating Support Service offers support to people living within Southampton. Our service supports up to 220 people for approximately six months to a year.

The service supports adults between the ages of 16 and 60 and is aimed at individuals and families who are either homeless or are at the risk of being made homeless and who could be experiencing a range of problems accessing or maintaining accommodation.

We also offer a resettlement service to people who have a history of homelessness and/or are moving out of an institutionalized setting such as a hostel, hospital or prison. This is to support them to maintain their tenancy and re-integrate into their local community. Although the service is short term, the focus is on long term solutions in ensuring sustainability of accommodation, financial stability, social inclusion, reducing risk of relapse, re-offending and, of course, homelessness.

In addition, Southampton HFS provide the resettlement support for ex-offenders who are still considered to be a risk to the public within a Multi Agency Public Protection Framework; working alongside statutory agencies to achieve the above-mentioned outcomes for the clients and to reduce risk to the public.

The service is available to all irrespective of tenure. We have worked with home owners facing repossession, private tenants, social housing tenants and street homeless.

Our referral sources include (but are not restricted to) Social Services, Probation Services, Registered Social Landlords, Health professionals, Solicitors, Advice agencies (such as CAB, CLEAR, Debt Advice Services), Two Saints, Salvation Army, Society of St. James, Drugs and Alcohol Services, Street Homeless Prevention Team, Domestic Violence refuges and safe houses for trafficked individuals.

#### The service we offer

The support is short term and aims to empower the service user, facilitate independence and give the service user the resources to address their own issues appropriately in the future. Meeting these needs often involve sign posting and referring to other agencies and other collaborative approaches; to this end we have strong working relationships with both statutory and voluntary agencies.

People receiving support from us will meet with their support worker on a regular basis to address identified issues and work towards agreed goals. This is worked out and agreed at the beginning of the service and regularly reviewed. The support can focus on things like housing, health, money, employment/education and community activities. This is agreed in an Action Plan which is drawn up and regularly reviewed with the service user.

It is recognized that homelessness is just symptom of many other issues as a result we have specialisms within the team, such as the Health Trainer and Social Inclusion.

Additionally we run regular Drop In advice surgeries across the city providing free housing related advice. These are held in Local Housing Offices and Daycentre and are available to all members of the public.

#### Effectiveness of support

In the last calendar year the service responded to 1027 cases. These comprised of 479 people provided with a package of support (ie receiving regular support from an allocated support worker), and 548 people helped through the Drop Ins to either access or maintain their accommodation.

Following a programme of support our service users are contacted regarding the quality of the service that they received. Below is a snapshot of the results from Customer Satisfaction Surveys of the last quarter:

#### Key Indicators

- Satisfaction with Support - 100%
- Support Staff - 99%
- Involvement - 92%
- Consultation - 97%
- Know how to complain - 94%

#### Your Views - How could we improve?

## Comments from client feedback forms

Don't think you could, I was impressed

Not. Based on my experience it could not have gone any better for me

Could go on longer

I was perfectly happy with the service I received.

I don't think you can

**More of In Touch, should take over**

**Not sure, I had no complaints and its effective**

[Name] was very good, so I don't know how you could improve

Does not need to improve

Did an excellent job, no improvement required

Don't know

Don't think it can be improved

Gave me access to funding to develop myself and open doors for myself, Support was excellent

**Could not improve**

Service could continue for longer

Don't know

I think a good job was done with my support

You can't, service is excellent

No, can't think of anything

**More frequent visits, once a week would have been good**

I don't think it can be improved

Don't know

Don't think you can. The service I received was excellent

I don't, (name) was excellent

If client could select gender of their worker

**On my personal experience you can't improve, service is very good**

Place of first meeting could be improved

I can't think of anything, everything was very good

**Haven't thought about it was good**

Could go on for longer