

## **Floating Support.**

Muir Group's Floating Support service was originally established in 1996. The service supports residents in the Association's and other social landlords' homes to establish and sustain their tenancies. This allows Muir and others to house vulnerable people who would otherwise be unable to sustain a tenancy in the community.

Floating Support staff give advice and assistance to residents either living in their own homes or moving into a new home and gives other practical assistance on other housing related matters.

Support is provided to residents who feel they may need help to maintain their tenancy effectively.

Support is provided in the home and can cover a number of areas from financial advice to emotional support.

Support is available until it is agreed between the Floating Support Worker and the resident that the resident no longer needs the service. The support service is not expected to last beyond two years.

The aims of floating support.

Floating support provides support to residents in their homes to enable them to sustain their tenancies within the community and to promote stable communities.

Floating support also aims to:

- Encourage individual residents to make informed choices
- Provide an approach that offers independence, choices, privacy, dignity, rights and fulfilment
- Provide an environment in which vulnerable tenants are protected from abuse and exploitation from the wider community
- Promote a positive working relationship with other services and extended support networks
- Deliver a comprehensive support package where tenants are informed of their progress
- Sign post service users to specialist services as agreed and when required