

Frequently asked questions

What happens when I ask for support?

A Housing Support Worker will arrange to meet with you. They will complete an assessment of your needs and draw up a support plan based on the information that you have provided.

How long will support be available to me?

The support period and frequency varies depending on your individual needs. This will be set out in your support plan and will be reviewed at least once every six months.

Is there a charge for the service?

If you receive Housing Benefit there will be no charge for the service. If you do not receive Housing Benefit, then the amount you will be asked to pay will depend on your circumstances and the charging policy of your local authority. Ability can assist and advise you with claiming benefits and managing your money.

Who can access the service?

People with a physical or sensory disability, people with a learning disability and, in certain circumstances, people with a mental health-related support need.

Will you hold personal information about me or my circumstances?

Our Housing Support Workers will keep records relating to the work that they are doing with you and you have the right of full access of any of this information.

Is the service confidential?

Yes – Ability is a registered data controller under the Data Protection Act. There may be a need to discuss your circumstances with other service providers. If this is the case, we will always ask you to give your consent for information to be shared.



The map shows the areas in which Ability works:

OXFORDSHIRE: Cherwell, South Oxfordshire. **BERKSHIRE:** Bracknell, Reading, Slough, Windsor & Maidenhead, Wokingham. **HAMPSHIRE:** East Hampshire, Gosport, Havant, New Forest, Test Valley. **DORSET:** Bournemouth, Poole. **SURREY:** Mole Valley, Spelthorne, Waverley. **WEST SUSSEX:** Adur, Arun, Worthing. **GREATER LONDON:** Croydon, Ealing, Kingston, Merton, Tower Hamlets. **ESSEX:** Epping Forest.

How to contact us

Contact our Head Office, who will put you in touch with your local office.



The Coach House, Gresham Road, Staines, Middlesex TW18 2AE
Telephone: 01784 490910 Fax: 01784 490510
info@ability-housing.co.uk www.ability-housing.co.uk

Equal Opportunities

In fulfilling its objectives, Ability Housing Association actively seeks to achieve equality of opportunity and fair treatment for all persons.

Any of our written information can be produced in different languages.

हमारी किसी भी लिखित जानकारी को विभिन्न भाषाओं में प्रस्तुत किया जा सकता है।

माझी वेष्टी वी लिखती माळवारी वेंच-वेंच भाषां हिंच मिल सकली वै।

Mid kasta oo ka mid ah macluumaadkeenna qoran waxaa lagu soo saari karaa luqado kala duwan.

ہماری کوئی سی بھی تحریر شدہ معلومات مختلف زبانوں میں پیش کی جا سکتی ہے۔

Floating Support from Ability

Support for disabled people to manage their home



Promoting Independent Living





How can I access the Floating Support service?

Ability's Floating Support service is available to tenants of Ability Housing Association and, in certain areas, to people who are not tenants of Ability. This can include council tenants, tenants of other housing associations, owner occupiers or people living in private rented accommodation.

Floating Support can be accessed via a referral from:

- Your housing officer
- Your care manager, social worker or occupational therapist
- The *Supporting People* team at your local authority
- Any advice or support agency
- Or, you can apply directly.



We aim

To provide a responsive support service to disabled people, including people who have a physical impairment, a learning difficulty, mental ill-health or sensory needs. We do this by providing practical support, advice and assistance to you in your home.

What is Floating Support?

Floating Support is a flexible support service that helps you manage your affairs and live independently. Our Housing Support Workers are specially trained to provide help and advice to disabled people in their own home. The support offered is available for as long as it is needed.

Your Housing Support Worker will discuss this with you and will draw up a plan with you that sets out what support we will provide and how and when that support will be delivered. The level of support can increase or decrease as your needs change.



What type of support does Ability provide?

The team provides support that promotes independent living, including:

- Assistance with learning independent living skills
- Advice and assistance with claiming welfare benefits and Housing Benefit
- Advice and assistance with budgeting and managing your bills
- Advice on aids and adaptations
- Assistance with reporting repairs to your home and managing your tenancy
- General counselling and support with day to day living
- Assistance with arranging personal care and contacting other agencies involved in your care and welfare.

We regret that our Housing Support Workers cannot provide personal care directly, but can help and advise you with making suitable arrangements for your personal care.