**Working with you**

**When working with you, we will:**

* Involve you and ask for your suggestions about how we can improve our service.
* Make sure you know what services we are offering you.
* Make our service as accessible as possible.
* Treat you with respect.
* Challenge discrimination, including behaviour or language that is sexist, racist or homophobic.
* Withdraw our services if you are aggressive or threatening. This could mean we can’t help you if you are under the influence of alcohol or non-prescribed drugs.
* We aim to get things right. If there is a problem, call our duty manager on **020 7974 5366**. If you are still unhappy, you will be given details of our formal complaints procedure.

**Hours of service**

Office hours are 9am–5pm. However, the service is available between 8am and 6pm by prior arrangement. This means that if you are working we can arrange to see you at a time that suits you.

**For further information, please call FSS duty desk on 0207 974 5366**

[**www.camden.gov.uk**](http://www.camden.gov.uk)

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**About us**

We support vulnerable adults and families who need extra help to sustain a tenancy and achieve independence.

**We support**

* People around resettlement
* Families to access required services
* People aged 18 and over
* Offenders and people at risk of offending
* People fleeing domestic violence
* People with health issues
* People with mental health needs
* People with a learning disability
* Young people leaving care
* People with a physical disability
* People with substance misuse issues
* People with sensory needs

**We can help you**

* Get rent arrears under control
* Claim welfare benefits you are entitled to
* Learn about managing your money
* Work towards and achieve a healthy lifestyle
* Register with a doctor and dentist and access other health services
* Access specialist services

**Am I eligible?**

You can receive housing-related support if your tenancy is at risk and you are

* Already living in your own independent accommodation in Housing association, privately rented housing or as a homeowner, and are at risk of losing your home
* Moving into your own independent accommodation via the adult or young person’s pathway
* Moving into settled privately rented accommodation via Housing Options, and you have an identified support need
* Placed in temporary accommodation by Camden, either within the borough or in another London borough

**Who can refer?**

Referrals can come from a range of routes, including:

* You can refer yourself
* Camden Council’s Housing Needs Group
* Adult Social Care
* Children, Schools and Families
* Registered Social Landlords
* Primary Care Trusts/GPs
* Community Mental Health Team
* Substance Misuse services

**How to apply**

Referring agencies should complete a referral/risk assessment form and email it to **FSSReferrals@camden.gov.uk****.**

You can refer yourself by calling **020 7974 5366** or by using the email address above. We will carry out a referral with youover the phone or we can post or email aform for you to complete.

Once we receive a referral, we will aim to contactyou within five working days and see you within 10.

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**Floating Support Service**

By appointment only**:**

5 Pancras Square

London
Camden
N1C 4AG

Tel: 020 7974 5366

**www.camden.gov.uk**