

10. One Support

One Support services offer support to tenants requiring extra help to maintain their tenancies. Our direct managed services include:

- Floating support services and support for those living in general needs housing
- Mental health accommodation & outreach
- Young peoples accommodation & services
- Retirement housing & extra care housing
- Registered care
- People with complex needs
- Outreach support
- Supported and sheltered housing.

Residents are invited to take part in consultation meetings to give feedback on the services they receive.

What is Floating Support?

Floating Support services provide flexible support to residents in their own homes to prevent tenancy breakdown and maintain independence. Support is offered with training and employment, benefits and health care and prevention of homelessness.

Local Authority Supporting People Programmes fund a range of support services. Some services are for a range of people with different needs and property types, other services are for specific customer groups or people living in specific accommodation. Services available include:

- People with mental health problems
- People with substance misuse issues
- People living with HIV/AIDS
- Young people at risk or leaving care
- People with learning disabilities
- People with physical disabilities
- Offenders or those at risk of offending.

Floating Support Services available

Camden: 0207 428 4188 (Mon-Fri 9am-9pm) camdensupport@onehousinggroup.co.uk

A support service for anyone aged 16 or over who lives in Camden and needs help to live independently.

Enfield: 0207 428 5555 (Mon-Fri 10am to 6pm) egfs@onehousinggroup.co.uk

A support service for people aged 18 – 65 who have their own accommodation in the Borough of Enfield.

Haringey: 0207 428 8500 (Mon-Fri 9am-9pm) keysupport@onehousinggroup.co.uk

Holistic support for people living in the Borough of Haringey. The service is aimed at single people and couples without dependent children between the ages of 16 to 59.

West Link: 0207 428 4140 (Mon-Fri 10am to 6pm)

Support for single people living in Westminster who need help with living independently. Appointments can be held either at the tenant's home or at the Westlink office.

Lambeth: 0207 062 0560 (24hr) and 0800 707 6615 (24hr) (Mon-Fri 9am-7pm & Sat-Sun 10am-1pm) lambethtss@onehousinggroup.co.uk

A tenancy support service for vulnerable single people, couples and families, living in the borough of Lambeth aged 18 and over.

Contact your Neighbourhood Officer for information on services in other boroughs and for assistance with applying for any of these support services. Community also works in partnership with a number of specialist agencies who will provide services to residents on our behalf.