

What is Floating Support?

Floating Support is a free service, which provides practical and emotional support to enable a woman who has experienced domestic abuse to live independently away from the abusive situation. This support is available for women who have experienced domestic abuse and who are solely responsible for their tenancy (private rent, council owned, housing association, or mortgaged) within the High Peak.

We can encourage you to discover a positive self-image, leading to advancement and an increase in self-esteem

The type of support provided varies depending on the needs of each individual woman. The support worker will develop a support plan with you to set out the aims of the support and the timescale of which it will be achieved.

You will be fully involved with the assessment and any review of your Support Plan.















HPWA are committed to providing a high quality customer focused service and this is our promise to you about the service you should receive. You can expect fair treatment from all out staff regardless of your age, gender, race, religion, ethnic or national origin, disability or sexuality.

When will the support be withdrawn?

We will continue to work with you until you feel confident that you can successfully manage your tenancy without our support, this will be assessed through our review process and you will be fully involved with this. In some cases it may be necessary to withdraw our support before this time, such as, if you refuse to work with us or if you continually fail to keep appointments with us. This could have a serious impact on your tenancy and we would try hard to resolve any issues with you before taking this decision.

How to contact us?

You can refer yourself by telephoning 01457 866109 or by talking to any High Peak Women's Aid Worker. Workers from other agencies/organisations can also refer you to our Floating Support Service details can be found on the front of this leaflet.

-  To help you feel safe and secure in your own home and the community.
-  Advice of housing rights and responsibilities.
-  Welfare rights advice/CAB.
-  Help with applying for DWP grants and loans.
-  Finding furniture for empty flat/house.
-  Information on local facilities.
-  Access to health care, leisure, transport, education, employment and activity groups.
-  Help with budgeting, paying bills and debts.
-  Information on basic home safety and security, maintenance and dealing with emergencies networking and sign posting to specialist advice and support agencies to meet individual needs.
-  Helping with filling in forms.
-  Advocacy e.g. having someone to do the talking for you on certain issues you feel you can't deal with.
-  Building self-confidence.
-  Assistance with finding an occupation, paid or voluntary or training.
-  Befriending and emotional support, or ...
.....just someone to talk to.

Floating Support Provides
Practical, Emotional
And Social Support

We will review and monitor our service and seek your views on how we can develop and improve the service. Your views are important to us and from time to time you may be asked to complete a customer satisfaction survey. You can also discuss any comments you may have with your Floating Support Worker.

What if I am not happy with the service I receive?

If you are unhappy about any aspect of our service we would like you to feel able to discuss this with your Floating Support Worker or the Services Manager.

If you still have concerns, you may wish to make a formal complaint. You can find more information in our Customer Care Standards leaflets which are available from HPWA, P O Box 22, Glossop, Derbyshire, SK13 8AE

Supporting People is a government programme to help people live more independently and to maintain their accommodation. The programme provides funding for our Floating Support Workers.

Supporting People would like to hear from you

- What is good about the service you receive?
- How do you think it could be improved?
- Tell them when things go wrong, or if you are not happy with them.

**How to contact the
Derbyshire Supporting People Team**

Derbyshire Supporting People Team
Older Adults Department
Derbyshire County Council
County Hall

Derbyshire, Matlock, DE4 3AG

Telephone: 08456 058 058

email: supporting.people@derbyshire.gov.uk

Text: 0777 083 6167



**High Peak
Women's
Aid**

**Formerly
Glossop Women's Aid**

**Floating
Support**

P O Box 22, Glossop, Derbyshire, SK13 8AE

Freephone: 0800 019 8668

(free from BT landlines and payphones)

Telephone or Text: 01457 866109

**Telephones are staffed Monday to Friday 9.00 to
5.00 pm An answering machine operates outside of
these hours**

www.highpeakwomensaid.org.uk

Fax: 01457 899438

Email: fsw@gwa.f2s.com

Registered Charity Number: 1134679