



LOOK AHEAD

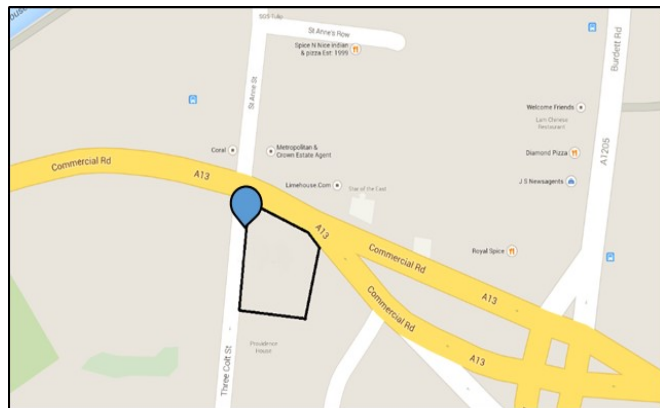
CARE AND SUPPORT

Service Drop-In:

The service runs customer drop-in sessions where customers can attend for support, advice and guidance.

These are held five times a week at:

3 Three Colt Street, London, E14

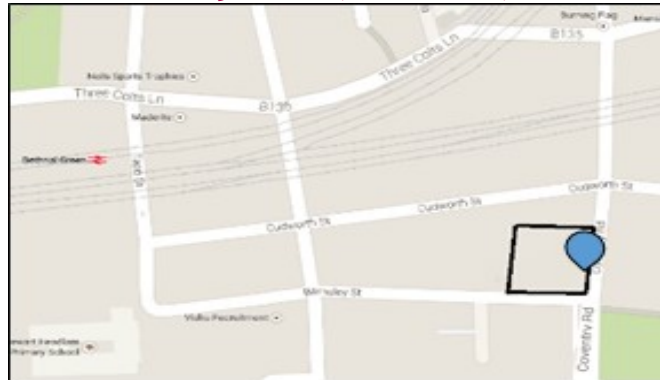


Monday 1pm - 4pm
Wednesday 4pm-7pm
Friday 9am - 1pm

How to get there:
Buses 15, 115, 135,
D3, D6, 277

Nearest Stations:
Westferry DLR 
Limehouse DLR 

73 Coventry Road, London, E1 5RG



Tuesday 9am - 1pm
Thursday 1pm - 4pm

How to get there:
Buses D3, D6, 8, 309,
254, 106

Nearest Station:
Bethnal Green
Whitechapel 

**All customers are welcome at these sessions,
no appointments necessary**

Emergency On-Call (Out-Of-Hours): 07801 181 274

Tower Hamlets Floating Support Service

Agency Leaflet



Operating Hours:

Monday - Friday: 8am - 8pm
Saturday & Sunday: 10am - 6pm

Person-centred support in the community



floatingsupportreferrals@lookahead.org.uk

Tel: 0203-222-4027

Fax: 0207-515-6313



Our Customers

To be eligible for Tower Hamlets Floating Support Service, customers should meet the following criteria:

- **Be aged 16 years or over**
- **Be a resident in Tower Hamlets, or somebody that the borough has a responsibility to house**

We work with customers for any period of time, ranging from short term intervention, to longer term support. The timeframe in which we work with customers is determined by the customers' level of need, and in all cases, we will work with customers to support them to lead independent lives in the community.

We support customer regardless of their accommodation status, working with those in temporary housing, 'sofa-surfing' or sleeping rough. We are however unable to work with customers who are living in supported accommodation in which there is already Supporting People funded support provision.

There is provision for customers with high or complex needs within the service. This is provided by our Specialist Support Workers who will work with those customers with any presenting complex needs, to ensure they are adequately met. The Specialists work alongside the wider team of Support Workers.



If you are unsure whether if THFS is suitable for your client, feel free to contact us to discuss further.

Our Service

Customer Focused

THFS works with a person-centred approach to provide a flexible floating support service to customers with a range of support needs. These may include substance misuse, domestic violence, homelessness, mental health, learning difficulties and physical health needs.



Choice and Control

Upon joining the service customers choose a Support Worker based on their goals, support needs, and any culturally specific requirements such as gender or language. Support sessions take place at a time and place chosen by the customer.

Tailored Support

Individual Support Plans are developed with the customer actively involved at every stage. Where necessary, Support Workers link customers in with appropriate services to cater for specialist needs. Customer support hours are flexible and are designed to suit the customer's needs.

Our Referrals

Self-Referral: Customers can refer themselves using our self-referral forms, or through contacting us directly.

Agency Referral: Professionals involved in the care and support of an individual can refer into the service using THFS referral forms.

Third Party Referral: Referrals are accepted from individuals who know someone who would benefit from support, such as a friend, family member, or neighbour.

We aim to respond to referrals within 24 hours. We will contact referral agents and customers within 5 working days to arrange an initial assessment.