

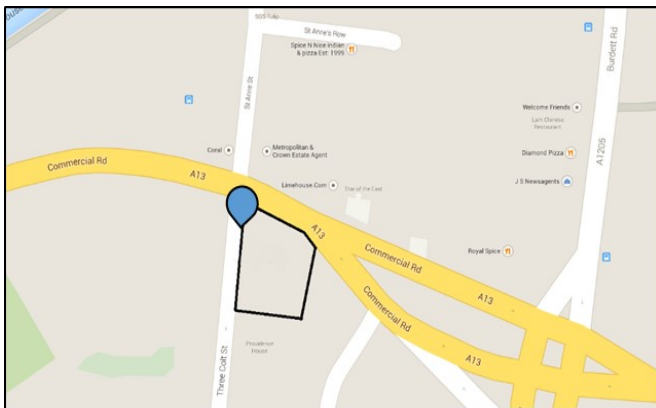


Service Drop-In:

The service runs drop-in sessions so if you need information, advice or support, stop by during one of the sessions.

These sessions are held five times a week at:

3 Three Colt Street, London, E14 8GQ



73 Coventry Road, London, E1 5RG



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

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

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

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

Nearest Station:
Westferry DLR
Limehouse DLR

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

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

Nearest Station:
Bethnal Green
Whitechapel



LOOK AHEAD

CARE AND SUPPORT

Tower Hamlets Floating Support Service

Customer 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, you 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 you is determined by your support needs, and in all cases, we will support you to live independently in the community.

We support customers regardless of their accommodation status, and can work with you if you are in temporary housing, 'sofa-surfing' or if you are sleeping rough. We are however unable to work with you if you are living in supported accommodation in which there is already 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 you to ensure that any complex needs you may have, are adequately met. The Specialists work alongside the wider team of Support Workers.



If you are unsure whether or not THFS is right for you, feel free to contact us to talk about it.

Our Service

Customer Focused

THFS works with a person-centred approach to provide a flexible floating support service to each of our customers. We will support you with a range of needs, including homelessness, substance misuse, domestic violence, mental health, learning difficulties and physical health problems.



Choice and Control

Upon joining the service you will choose a Support Worker based on your individual goals and support needs, including any preferences you have towards gender or language. Your support worker will meet with you regularly at a time and place suited to you.

Tailored Support

We promote independence and will support you to reach your goals. Together with your Support Worker, you can explore the changes you want to make in your life. We will then support and empower you to make those changes happen.

Our Referrals

Self-Referral: You can refer yourself to THFS using our self-referral forms, or through contacting us directly.

Agency Referral: Professionals involved in your care and support can refer you 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 you or your referrer within 24 hours. We will then contact you within 5 working days to arrange an initial assessment.