

Let's talk about...

Floating Support

Helping you make decisions and stay in control



Q What is Chester & District Housing Trust?

Chester & District Housing Trust (CDHT) is a registered social landlord (RSL) offering a wide range of housing services in the Chester area.

Q What is CDHT's Floating Support?

CDHT established Floating Support in February 2003 to enable the Trust to provide support to their residents, who may in the past, have been in fear of losing their tenancy because of lack of specialist support.

CDHT has a team of visiting support advisors who can work with these residents to help and advise them on how to build up their own knowledge and to develop life skills to help them achieve their independence and gain confidence. This will then

enable tenants from age 16+ to make their own decisions and take control of their own lives.

CDHT's Floating Support service provides support for anything up to two years to vulnerable residents who have a wide range of support needs. These can include learning difficulties, mental health problems, or social isolation.

Q How can you receive CDHT's Floating Support?

The Trust takes referrals from a range of agencies, such as Social Services, other colleagues at the Trust and also the residents themselves.

Q How can CDHT's Floating Support help you?

CDHT's Floating Support can offer advice and support in any of the following areas.

- Employment
- Education and Training
- Welfare Benefits
- Housing Benefit
- Tenancy Issues
- Budgeting and Debt Control
- Liaising with other Agencies
- General Housekeeping
- Basic Cookery
- Aids and Adaptations
- Repairs and Maintenance
- Advocacy

Q What are the values of CDHT's Floating Support?

CDHT's Floating Support will...

- Assist the resident to achieve their full potential
- Respect the resident's needs and wishes
- Strive to achieve equal opportunities in all areas

Q What happens next?

CDHT's Floating Support is a very flexible service. Once it has been determined that

CDHT's Floating Support is needed, a visiting support advisor from the Trust and the resident will together identify needs and agree on a support plan.

This plan will identify how CDHT's Floating Support will be given and how much time is required each week to meet the needs of the resident.

These support meetings can be held in the resident's own home or at a local Chester & District Housing Trust office.

As the resident's confidence improves the programme is reviewed and the support plan is adjusted accordingly.



If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ
Monday to Friday
9.00am - 4.45pm

**Neighbourhood Office,
Lache**
89a Cliveden Road
Lache, CH4 8DT
Mon, Tues, Thurs & Fri
9.00am - 12.00pm

**Neighbourhood Office,
Blacon**
17-18 The Parade,
Blacon, CH1 5HW
Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

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