

Service Statement Redbridge Floating Support

What services do we offer?

Outward floating support provides information and support on a range of issues to older people such as:

- Advice and assistance to maintain your accommodation
- Help with benefits and completing benefit forms
- Help with your letters and correspondence
- Accessing healthcare such as dentists, physiotherapy, chiropody, as well as leisure and entertainment facilities
- Help to access specialist advice i.e. solicitors, aids and adaptations and the hiring of specialist equipment when needed
- We can provide Information for cultural and social opportunities in the Borough and assist with health and safety in your home
- Moving to more suitable accommodation to meet your needs and / or obtaining a transfer if you have a tenancy with a social landlord or the local authority
- We can advocate on your behalf with other agencies to help you solve your housing problems

What will happen if we can't provide the service you require?

Sometimes people come to us with problems that we do not have the expertise or knowledge to help them with. This could be something such as immigration advice.

In these cases we may be able to provide you with basic information, but you will be directed / signposted to another organisation for expert help and advice.

When signposting we will give you the organisations' contact information so you can contact them yourself. If making an organisational referral on your behalf, we will always get your permission first.

Outward, Newlon House, 4 Daneland Walk, Hale Villiage, London N17 9FE
0208 980 7101 | info@outward.org.uk | www.outward.org.uk

Outward Housing trading as Outward is a registered charity and a company limited by guarantee.
Registered office: Newlon House, 4 Daneland Walk, Hale Village, London, N17 9FE. Registered company no. 2151434, charity no. 800529



engaging, enabling, empowering



What can you expect from our staff?

You can expect to be treated with respect and dignity at all times.

You will not be judged or discriminated against based on your age, disability, gender, sexual orientation, ethnicity or religion.

We do not judge anyone based on the circumstances in which they may find themselves.

Your Support Worker will ensure that all visits are by appointments arranged with yourself and they will contact you in advance if your appointment needs to be changed.

All your information that you share with Outward is confidential and stored securely. If any information is shared, it will only be done with your consent.

When ending support, your Support Worker will have a conversation with you and plan your support end.

Making a Complaint

You have the right to make a formal complaint about our service which will be investigated and responded to by the Outward manager. You will be given a copy of our complaints procedure at the start of your support service.

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