

What is Thrive?



We put our customers at the heart of what we do

Thrive was established in 2013 to ensure there is a co-ordinated local response to the needs of vulnerable people in Telford. The founder members of Thrive: Stay, Bromford, Maninplace, Wellington YMCA and Kip came together out of a shared ethos and belief that with the right support, everybody has the potential to “Thrive”.

Thrive allows our members to make use of each other’s specialist expertise, experience and knowledge, sharing resources in an open and transparent manner to ensure we provide the best possible service to local people across the whole of Telford and Wrekin.

This service is funded by



For more information on our Floating Support service please contact either our Thrive Customer Hotline on 01952 504325, email: thrive@staytelford.co.uk or contact any Thrive partner agency listed below



You can call 01952 291904, email us at info@staytelford.co.uk or check out our website: www.staytelford.co.uk

Bromford.

you can call 01952 582617, or check out our website www.bromford.co.uk



you can call 01952 400401, email us at enquiries@ymcawellington.co.uk



MANINPLACE
WELLINGTON DISTRICT

contact 01952 248248 or check our website: www.maninplace.org.uk



Phone - 01952 248248

If you would like any part of this document interpreted into your own language, or produced in large print or Braille, please call 01952 504325

Telford and Wrekin
Floating Support Service

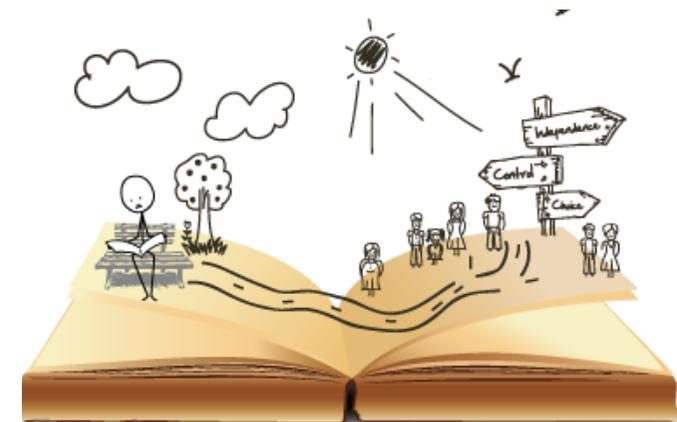


Call 01952 504325

‘Helping you to turn the page’

Working together to provide the best possible support to individuals, families and communities in Telford & Wrekin with the aim of establishing and maintaining independence, maximising choice and control and, overall health and emotional well-being.

Our partnership shares the belief that with the right support and guidance, everyone has the potential to ‘thrive’.



WHAT IS THRIVE FLOATING SUPPORT?

- This service will help vulnerable people to access appropriate housing solutions
- Define the customer's own needs and personal aspirations in relation to their chosen accommodation
- Tenancy training
- Maintain a tenancy and help avoid eviction
- Develop skills to manage money, household finances, budgets and minimise debts
- Develop the skills and confidence needed to live fulfilling and independent lives
- Engage in meaningful activities and social lives
- Support in education, training, work placements and apprenticeships
- Access a wide range of other services

WHAT TYPE OF SUPPORT WILL I GET?

- Our assessment with the customer will support us to identify the amount of hours per week each customer may require
- Support is usually offered on a weekly basis either face-to-face, in a group or via a drop in at a community hub across Telford and Wrekin
- The service operates a flexible approach according to our customers.

HOW WILL THE SUPPORT BE DELIVERED?

- Direct one-to-one support hours
- Group work and training sessions
- Community based hubs across Telford and Wrekin
- Drop-ins, ad-hoc advice and support (no appointment needed)
- Variety of media used - telephone, email, text and Skype

Customers will be fully involved in all stages from planning to the delivery of their flexible Tailored Support Plan

WHO IS ELIGIBLE FOR THIS SERVICE?

- Are you over the age of 16?
- Do you live in the borough of Telford and Wrekin?
- Are you homeless, of no fixed address, living in private rented accommodation, social housing or an owner occupier?
- Have you a presenting need for support to live independently?

Have you answered yes to all of these questions? Then go to 'How can I apply?'

HOW CAN THRIVE HELP IF YOU DON'T MEET THE ELIGIBILITY CRITERIA?

We never use a blanket exclusion policy and will take each case on its own merits. Within our collaboration we would always attempt to support people, or at the very least refer to other agencies and statutory services to ensure support would be in place.

HOW CAN I APPLY?

REFERRAL PROCESS:

All referrals should be made via the Thrive referral form, which can be found on-line at www.inspire2thrive.co.uk/access-support

You can request a hard copy by calling 01952 504325. The completed form should be sent to thrive@staytelford.co.uk or to Morson House, 14-16 Market Street, Oakengates, Telford, TF2 6EL

WHAT HAPPENS NEXT?

Once Thrive has received your referral, you will be contacted within 4 working days to arrange a mutually convenient appointment to assess your needs and you may be placed on a waiting list.

Please make sure you keep your contact details up to date with Thrive.

APPEALS PROCESS:

A customer or referring agent has the right to appeal any decision if it is felt that any of the Thrive partners have not taken into account all of the relevant information when making a decision, or if it is felt that a decision has been made unfairly. Appeals can be made following our appeals process.

In the first instance, all appeals must be made in writing, outlining the grounds for appeal and should be submitted to:

Thrive, Morson House, 14-16 Market Street, Oakengates, Telford, TF2 6EL

