

## Introduction

PCHA offers a floating support service for Deaf, Deaf & Blind or Hard of Hearing people living in the borough of Brent. The aim of the service is to assist tenants who may be experiencing difficulty managing their tenancy or sustaining themselves within the local community.

## Who can apply?

You can apply if you are:

- Deaf, Deaf/Blind or Hard of hearing and a BSL user.
- Living in the London Borough of Brent.
- Aged 18 years or over
- Have an identified support need which the scheme is able to meet.
- Be willing to take part in drawing up a support plan, and agreeing to meet with the floating support worker on a regular basis.

## What can the scheme help with?

We can offer you short term housing support, including help with:

- Arrears problems
- Housing benefit (and backdating payment requests) Neighbour relations
- Obtaining furniture for your flat
- Advise on maintaining your home

## We can also offer you help with:

- Debt problems
- Social security benefits
- Seeking employment, training or education
- Accessing other support services
- Building links with your community
- Advocating on your behalf when you have to deal with other services e.g. doctor, psychiatrist, social worker, courts, probation service etc.
- Promoting independent living
- Disability rights issues

## How can I apply?

- You can contact your Neighbourhood Housing Officer,
- Or, if you are not a PCHA tenant
  - Brent Social Services
  - One Stop Shop
  - RAD
  - Brent START team
  - Self Referral via PCHA Office

## How much will this service cost?

You will not have to pay anything for this service.

## Who do I contact?

Samira Abbas  
Floating Support Officer  
PCHA  
192—196 High Road  
Willesden  
NW10 2PB

**Type talk:** 18002 0208 459 2064

**Text Only:** 07810 714 207

**Tel:** 0208 451 8145

**Fax:** 0208 451 8196

**Email:** [samira.abbas@pcha.org.uk](mailto:samira.abbas@pcha.org.uk)

For any other queries please contact **Kevin Marson**, Floating Support Team Leader, on 020 8451 8141 or e-mail [Kevin.marson@pcha.org.uk](mailto:Kevin.marson@pcha.org.uk)

## What will happen then?

Members of the support team will arrange to meet with you and carry out an assessment interview to see if we can help.

We will then decide if we can offer you a place on the scheme.

## Floating Support Scheme

PCHA

192-196 High Road

Willesden

London

NW10 2PB

Phone: 020 8150 4304

Fax: 020 8150 4299

This document gives information about how we will help vulnerable residents. If you need any part of this information in Braille, on audio tape or explained in your own language, please contact us on the number below.

English

આ દસ્તાવેજ અમે આંતરિક રીતે નિર્ભળ નિવાસીઓને કેવી રીતે મદદ કરીશું તેના વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી ક્ષીર, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી ધોનાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

تملك هذه الوثيقة بالمعلومات اللازمة عن الطريقة التي سنساعد من خلالها السكان الضعفاء. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة منمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি আমরা কিভাবে অসহায় বাসিন্দাদের সাহায্য করতে পারি সেই সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Dokumentigan wuxuu ku saabsan yahay sida noo caawino kireystaha baylah ah. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan - afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Este documento proporciona-lhe informações sobre como vamos ajudar residentes vulneráveis. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portuguese

Este documento proporciona información sobre cómo ayudamos a los residentes vulnerables. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

Ce document contient des informations sur notre système d'aide aux habitants les plus vulnérables. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

**PCHA**  
Part of the Genesis Housing Group

# Deaf Floating Support Scheme

**Telephone: 020 8451 8144**

**Genesis**  
Housing Group

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Registered office: Capital House,  
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Housing Corporation No. LH0030  
Industrial & Provident Societies No. 17210R  
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