



Essex Floating Support

This is a free service providing housing related support to help you manage your accommodation and to live independently.

Delivered by:



Essex County Council

About the service

This service provides individual housing related support to people in the community, preventing homelessness, helping them to maintain their tenancies, increase life skills and to live more independently.

We offer a flexible and responsive service that is sensitive to our customer's needs.

Who we support:

- older people
- families who need support
- people with physical and/or sensory impairment
- people with learning difficulties
- people with mental health needs
- people with substance misuse issues
- women fleeing domestic violence
- young people
- HIV and Aids sufferers
- ex-offenders or people at risk of offending or re-offending.

We offer support to:

- help you set up and manage your accommodation
- help you claim welfare benefits
- help you budget your money
- help you manage debt
- help you develop independent living skills
- help you deal with problem neighbours
- help you access community groups and local services
- help you access training, education and employment opportunities
- help you manage your health and wellbeing.

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Eligibility criteria

- aged 16 years and over
- living within Essex, in any type of accommodation (except in residential care)
- in need of support to help manage living in your accommodation
- homeless or potentially threatened with homelessness and have support needs.

We accept referrals from a wide range of sources:

- Self referrals
- Social services
- Housing teams
- Community Mental Health Team (CMHT)
- Young People's Services
- Drug and Alcohol Services

If you wish to make a client referral or for questions about support please contact 0300 123 1921 for more information.

Areas we cover:

One Support Gateway:

North East and Mid Essex - Braintree, Chelmsford, Colchester, Maldon and Tendring.

Contact information:

Call One Support on 0300 123 1921

Send text to 07964 115010

Email essexfss@onehousinggroup.co.uk

or by post to One Support Gateway, 7 St Peters Court, Colchester CO1 1WD

Family Mosaic:

South and West Essex - Basildon, Brentwood, Castle Point, Epping Forest, Harlow, Rochford and Uttlesford.

Contact information:

Call Family Mosaic on 0800 288 8883

Send text to 88020, first line FMSUPPORT followed by your message

Email efsc-ordinator@familymosaic.co.uk

or by post to Family Mosaic, Pembroke House, Northlands Pavement, Essex SS13 3DU

Service availability

8.00am - 6.00pm Monday to Friday

Translation and Braille

Translations and alternative formats including Braille, large print and audio tape are available on request by contacting One Housing Group on 0300 123 9966.