



supporting **people**

Helping people
with support
needs to live
independently



Information for Croydon residents who receive
housing related support services
or who might benefit from them

This leaflet is for people who have - or need - a support service to help them to live independently.

This support could be provided by a warden if you live in a sheltered housing scheme for older people. Or it could be provided by a support worker who might also be called a key worker, a supported housing officer, a hostel worker or an independent living officer. You may need to live in a particular scheme to get the support, or you may get the support you need in your own home.

Supporting People is the name of the system which pays for and manages housing related support services.

What types of supported housing services are available?

There are different types of services for different groups of vulnerable adults. Some of them are aimed at helping people stay in their home. Some of them are aimed at helping people gain the skills and confidence they need to become more independent in the future. The overall aim is to help prevent vulnerable people from becoming homeless or having to move into some kind of institution.

In most cases, the support is provided as part of an accommodation project.

- In some cases, support is provided for life, for example by scheme managers in sheltered housing for older people or by support workers in housing projects for people with learning disabilities
- In other services support is provided for a shorter time, for example in hostels for homeless people
- In some cases, a support worker helps people who live in their own home, for example resettlement projects for people with mental health problems who have just moved into a new home.

Such services could include:

- general information and advice
- befriending
- advocacy (help explaining why you need services or benefits etc)
- community alarms
- assistance with welfare benefits
- help with home improvements or adaptations
- help to deal with neighbour disputes
- assistance with education and employment plans
- life skills training, such as managing money and learning social skills.

The mix of services and number of hours of support vary from one service to another. It depends upon the aims of each service and the needs of individual service users.

Wherever you are, you can expect that your support needs will be assessed and reviewed regularly by your support provider. Your support provider should also give you a support plan which says exactly what help they will give to you.

Who gets these services?

A wide variety of vulnerable adults receive services funded by Supporting People. This includes:

- older people needing support
- people with physical, sensory or learning disabilities
- people with HIV/AIDS
- people with mental health problems
- young people at risk, teenage parents or people leaving care
- ex-offenders
- people who misuse drugs or alcohol
- women fleeing domestic violence
- homeless people in need of support
- refugees

Some are referred after they make a housing application to the Council. Some are referred by a Social Services care manager or hospital social worker, or by a probation officer as part of a



rehabilitation programme. Others are referred by specialist advice agencies. There is more detailed information about how this works for Croydon residents on the Council's website at www.croydon.gov.uk – do a search on "Supporting People".

Do I have to pay for the service?

The Government gives a grant to every local authority which is then used for funding services. Many services are then provided free of charge. In some cases, however, people getting support (service users) have to pay towards the cost of the service and the charge is based on their ability to pay.

If your support service is intended to last for 2 years or less, you will not have to pay.

Where the support is intended to last for 2 years or more then you may be charged for all or part of the support service. If you are on a low income, you may be eligible for help with some or all of the costs of the support. If you receive Housing Benefit you will pay nothing. For more information about the Council's charging policy and how much (if anything) you have to pay, telephone **020 8760 5676**.

What are the benefits of Supporting People?

- All support services funded under the Supporting People programme are being reviewed by the Council. We will have reviewed all schemes by March 2006 and, after that, schemes will be reviewed every three to five years. The review will help us make sure that the service is still needed and that it is good value for money. The review will also find out if any improvements are needed to the service. If improvements are needed an action plan will be put in place saying when they will be carried out and who will be responsible. You will be told when your service is being reviewed and given the opportunity to say what you

think. The Supporting People Team may consult you as part of the review and will definitely consult you if any changes are being considered.

- Supporting People funding is paid under the terms of a contract between the Council and the provider. The contract specifies certain standards to make sure that you are safe and treated with respect.
- Each year the Supporting People Team will check your support service to make sure that your support provider is doing what it has agreed to in the contract.

Will Croydon be setting up new services in the future?

We have plans to open a few more projects in the near future, and hope to set up even more in the longer term. The Council works with Croydon Primary Care Trust and the Probation Service to plan for the future to meet new needs and changing expectations. We will make sure that support services are made available to those who need them most. If you have views on this, you can give them to the Supporting People Team (see next page for contact details).



Further information:

- If you have any questions or need advice please contact your landlord, support worker, scheme manager or care manager in the first instance. They should be able to answer most questions that you have about how Supporting People affects you
- If you have any questions about housing benefit please call **020 8667 8282**
- If you think you need a care assessment by Social Services contact **020 8686 4433** and ask for the Social Services Referral Team
- For information on the Council's Fairer Charging Policy, and how much you may have to pay for a supported housing service, call the charging policy help line on **020 8760 5676**
- If you live in supported housing but think it is time for you to move to your own home, talk to your support worker who will advise you. One option will be to apply for either council or housing association accommodation: phone **020 8726 6100** and ask for a housing register application form. You can get "A Guide to the Housing Register" from the council offices at Taberner House or speak to the Housing Options Service for more advice
- You can contact the Supporting People Team at Croydon Council on **020 8726 6100** ext. 63834 or email: hsg-supportingpeople@croydon.gov.uk
- There is more information on the internet, in particular on the Council's website and a Government website:
www.croydon.gov.uk (search on Supporting People)
www.spkweb.org.uk



If you speak another language and would like a translation,
please call on 020 8726 6100 ext. 63834

C Z E C H

Pokud mluvíte jiným jazykem a chcete překlad , zavolejte , prosím , na tel. číslo 020 8686 4433 linka 62741

F R E N C H

Si vous désirez obtenir un exemplaire de résumé de ce dépliant en français, veuillez téléphoner
au numéro 020 8726 6100 poste 63834

G U J E R A T I

તમને આ સમજાય નહીં તો પૂછપરછ માટે આ ટેલિફોન પર સંપર્ક કરવા વિનંતી છે 020 8726 6100 ext. 63834

K U R D I S H

ئەگەر زۆمانیکی تۆ قسەدە کەیت و پێویست بە وەرگێڕان دە (تەرجومە)، ئەوا تکایە لەسەر ئەم ژمارە بە تەلەفۆنمان بۆ
بکە: 020 8686 4433 ژمارە ی ناوحو: 62741

T A M I L

இத்துணை டுப் பிரதிகள் உள்ளடக்கத்தின் சுருக்கம் தமிழில் உள்ளது. உங்களுக்கு ஒரு பிரதி உபயோகமாக இருக்கும்
என்றால், தயவு செய்து 020 8726 6100 கிளை எண் 63834 ல் தொடர்பு கொள்ளவும்.

T U R K I S H

Bu kitapçığigin içindekilerin bir özetini kendi dilinizde de bulabilirsiniz. Eger bir kopyasini istermenin
faydali olacagini düşünüyorsanız, lütfen 020 8726 6100 no' lu telefondan 63834 'yi arayiniz

U R D U

020 8726 6100 ext. 63834 اگر آپ کو اس کے سمجھنے میں مشکل ہے تو برائے مہربانی اس تیلی فون نمبر پر رابطہ کریں

S O M A L I

Haddii aad ku hadashid luqo kale una baahan tahay tarjumid, fadlan soo Dir Telifoonka
020 8726 6100 ext. 63834

A L B A N I A N

Ne qofte se ju flisni nje gjuhe tjeter dhe deshironi nje perkthim, ju lutem telefononi
ne 020 8726 6100 ext. 63834

S L O V A K

Ak hovorite inou recou a potrebujete preklad, prosím volajte na 020 8726 6100 ext. 63834

If you would like a copy of this leaflet in large print please
telephone 020 8726 6100 ext. 63834

Housing Department • Croydon Council
• Taberner House • Park Lane • Croydon CR9 1DH