



Supporting People

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WHAT IS SUPPORTING PEOPLE?

The aim of Supporting People is to improve the quality and effectiveness of support services and to improve information for older and vulnerable people in receipt of local housing and support services. It was introduced in April 2003 and is a government initiative, which has changed the way that certain housing related support services are funded.

Supporting People applies to all housing related support services. These services are concerned with helping people to live independently in the community and include services to help people live in their own home, in hostels, sheltered housing or in other specialised housing.

Housing related support services usually include such things as:

Scheme Manager

Responses to regular and emergency calls

The provision of an alarm system and,

Chatting with residents, supporting them and arranging social events

HOW DOES IT AFFECT ME AS A RESIDENT OF PICKERING AND FERENS HOMES?

Prior to April 2003 the Weekly Maintenance Charge (rent) was made up of a rent and a service charge. These charges included the support costs.

From April 2003 any support charges were separated from the maintenance charge (rent) and service charge. Maintenance charge (rent) statements now show three separate amounts, including:

- a) Rent
- b) Service Charge, and
- c) Support Charge

DO I HAVE TO PAY MORE FOR MY SUPPORT SERVICES BECAUSE OF THIS CHANGE?

No the charges remain the same. If you were a Pickering and Ferens Homes resident prior to April 2003 and received Housing Benefit your rent and support costs will continue to be met in full. If you currently pay all of the rent / service charge yourself from your own pocket then you will continue to pay in the same way. Those residents who are on a low income may be entitled to get help to pay the support charge via a Supporting people financial assessment or means test. This will involve giving the Social Services Fairer Charging Team details about how

much money you have. Please contact us if you would like more details about this.

HOW WILL THIS AFFECT RESIDENTS WHO MOVE INTO PICKERING AND FERENS HOMES PROPERTIES AFTER APRIL 2003?

Residents who have moved into Pickering and Ferens Homes after April 2003 are able to apply for Housing benefit to pay their Weekly Maintenance Charge (rent). If they are entitled to any Housing Benefit then all of the support costs will be paid for in full by the Supporting People Team.

Those residents who are on a low income may be entitled to get help to pay the support charge via a Supporting people financial assessment or means test. This will involve giving the Social Services Fairer Charging Team details about how much money you have. Please contact us if you would like more details about this.

WHAT OTHER CHARGES WILL THERE BE UNDER SUPPORTING PEOPLE?

The Council must have a contract to pay each support provider. Each Council has a supporting people team who will review every contract before deciding whether or not to renew it. Between 2003 and 2006 all housing schemes with support will be reviewed in terms of their quality and value. This will happen every 5 years thereafter.

will be involved in these reviews and will be consulted on proposals to change services.

They will want you to let them know such things as:

What type and level of support you need?

How effective current services are?

What gaps there are in the services?

How good is the quality of the service?, and

How can services be improved?

In this way they will make sure that you get a high quality, cost effective support service that meets your needs.

WHERE CAN I GET FURTHER HELP AND INFORMATION FROM?

The arrangements for Supporting People are complicated and difficult for everyone to understand. If you would like help or further information on any of the above then you can contact any of the organisations below:

Pickering and Ferens Homes

Age Concern

Citizens Advice Bureau

Your Local Supporting People Team

Pickering and Ferens Homes
Silvester House
The Maltings
Silvester Street
Kingston upon Hull
HU3 1HA
Tel: 01482 2232783
Fax: 01482 223805
Email: info@pfh.org.uk
Website: www.pfh.org.uk

We can also provide this information on audiotape, large print or Braille and in any other minority language.