

## Where can I get more information?

If you would like more information about Supporting People, your support worker, scheme manager, warden or landlord will be able to help you.

Alternatively, contact the Supporting People Team Administration on

**01793 464472 or 01793 464475**

or visit the web addresses:

[www.swindon.gov.uk/housing](http://www.swindon.gov.uk/housing) (Local)

[www.spdirectory.org.uk](http://www.spdirectory.org.uk) (National)

## Where do I return the form to?

Please return the form 'Application for Help with Support Charges' to your Landlord / Support Provider, or you may post it direct to:

**Supporting People Team  
Housing & Social Care  
Swindon Borough Council  
Civic Offices  
Euclid Street  
Swindon  
Wiltshire  
SN1 2JH**



**supportingpeople**  
supporting independence

## Swindon Supporting People Team

**Housing and Social Care  
Swindon Borough Council  
Civic Offices  
Euclid Street  
Swindon  
Wiltshire  
SN1 2JH**

**Phone: 01793 464472 / 464475**

**Fax: 01793 463306**

**Email: [jcarr@swindon.gov.uk](mailto:jcarr@swindon.gov.uk)**

*Should you require this information in any other format, please contact:*

**Customer Services Department**

**Tel: 01793 463725**

# Supporting People

## Applying for Help with Support Charges



## What is Supporting People?

Supporting People is a way of funding housing related support services, which aims to improve the quality of the services you receive.

### What are housing related support services?

These might include a warden or a scheme manager, who is there in case you need help; a community alarm service; or the help a support worker gives you, for example help with benefits and bills.

### How do I know that I am charged for this service?

Any charge for the support service you receive will be shown on your rent card, tenancy agreement, support agreement or leaseholder statement alongside the amount you pay for rent or service charges. You are responsible for paying the charge, unless you are eligible for help.

## How do I get help with paying this charge?

If you claim Housing Benefit or Council Tax Benefit to get help towards your rent or council tax, you should also claim for help with your support costs. You can do this by completing an 'Application for Help with Support Charge' form.

**If you receive any amount of Housing Benefit or Council Tax Benefit, Supporting People will pay the full charge for your housing related support service. This is called a 'passport'.**

**Can I still get help with support charges if I don't receive Housing Benefit or Council Tax Benefit?**

If you don't get Housing or Council Tax Benefit you may still be able to get help with your support charges through a Fairer Charging Financial Assessment.

## What is Fairer Charging?

This is a scheme where people who are charged for any support or care services can be assessed to see how much they can afford to pay and what other benefits they can claim.

### How do I apply?

Fill in the form called '**Application for Help with Support Charge**' (AP2) which is available from your landlord or support provider. Make sure you tick the relevant boxes, which allow us to receive information from other offices and process supporting people subsidy. This form will be referred to the Fairer Charging and Benefits Team who may need to arrange a visit to collect further information.

The information you supply will be used to calculate your ability to pay and is assessed in line with the Council's 'Fairer Charging Policy'. Where you receive care from the Council both the cost of care and the cost of support will be taken into account when assessing your ability to pay.

**The Financial Assessment  
Benefits Team can be  
contacted on 01793 489624**

October 2005 (Version 3)