

# Supporting People in SWINDON

## A Basic Guide

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## Who is Supporting People for ?

Supporting People can provide services for people who are vulnerable and finding it difficult to manage independence:

- People who want sheltered housing, or who want help to carry on living in their existing home
- People who need short term accommodation with support, or who need help to keep a tenancy going
- People with disabilities or illness or people experiencing a crisis situation

## What Type of Service ?

Supporting People pays for housing related support services to be provided – these are services that help people get into accommodation or that help them carry on living independently in their homes.

*It cannot pay for personal care or home care services (things like providing food, help with washing or getting dressed) or for any other services that are not directly related to housing. Supporting People does not cover Rent, Council Tax or any other household bills.*

## How does it work ?

The Swindon Borough Council Supporting People partnership agrees to buy support services from all kinds of organisations, such as Housing Associations, Charities, Voluntary Organisations and private companies and from Swindon Borough Council.

Each service has a maximum number of places, which may be linked to a particular accommodation or may 'float' from place to place depending on where the people using the service live.

Supporting People arrange for the services to be provided and payment direct to the organisations to provide them. Supporting People Officers have to make sure the services are good quality and value for money. One way that the Officers check this is by visiting services. If an Officer comes to visit a service you are using, you may get the chance to say how you are finding the service. You can also tell the Supporting People Team what you think about Supporting People at any time.

***Supporting People cannot help everyone who needs it, as there is a limit to the amount of money and staff available.***

***In some cases there may be a waiting list for a service.***

## **Who makes the Decisions ?**

A group of senior officers and members from the three Supporting People partner organisations decide what services to buy in Swindon. This Partnership has written a strategy to explain what changes need to be made over the next five years.

The Supporting People Team carry out the decisions on behalf of the Partners

Sometimes service providers make decisions themselves about who can get their service, and sometimes other organisations like Social Services or Probation have a say.

People using the services are consulted also and asked about the type of service they think should be provided.

## **Who pays for the Services ?**

Supporting People services are funded by local and central government. Some services are free to anyone who uses them, because they will only last for a short time. There is a charge however, for services that may go on for a long time.

People who receive Housing Benefit automatically receive Supporting People services for free. If you don't get Housing Benefit but you are getting or want to start getting a chargeable service, you can ask for a 'financial assessment'. This means an officer from the Council FAB Team will speak to you about your income and savings, and will tell you whether you can get any help with the charge. Extra living expenses are taken into account for people with disabilities. (See leaflet Applying for Help with Support Charges)

### **What if I want to Complain or Comment ?**

If you are already getting a Supporting People service and you want to complain about or compliment it, you should write first to the organisation that provides your service. You should have been told how to do this when you joined the service, but if you don't know, you should ask your support worker, scheme manager or warden.

The Supporting People Team welcomes any comments or feedback about Supporting People and the services provided, good or bad, and you can do so at any time.

## **Other Questions and \_ \_ \_ \_ \_**

### **What is the Supporting People programme ?**

Supporting People provides support services to a wide range of vulnerable people. The Supporting People programme is committed to ensuring that vulnerable people have the opportunity to live more independently. Through working partnerships with local government, service users and support agencies, it promotes straightforward, cost-effective and reliable housing-related solutions which complement available care services and support independent living.

### **How will the programme help those people who need Support ?**

The programme aims to offer vulnerable people the opportunity to improve their life through greater independence. For example Supporting People can help elderly people to remain in their own homes by funding visiting support services or help young people leaving care prepare for greater independence

### **What does the programme include ?**

Supporting People includes the cost of support services in all sheltered housing, supported housing for people with mental health problems, learning disabilities, physical

## **----- Answers**

disabilities, women fleeing domestic violence, homeless people, teenage parents, young people at risk, travellers, ex offenders, drug treatment orders, and probation users. It also includes funding for Home Improvement Agencies (e.g. Care and Repair) and Community Alarm services.

### **What do the Services do ?**

Continue to provide services (e.g. wardens) in sheltered schemes or help older people remain in their own home as long as they wish to by funding visiting support services or alarm services.

Help young people and teenage parents prepare for greater independence through training in basic skills such as cooking and hygiene.

### **Help people leaving institutions (e.g. prison) or who have been homeless set up home.**

### **Provide on-going support for people adjusting to more independent living, if moving into their own home after living in a special housing and support scheme.**

Help support women fleeing domestic violence who need refuge and help.

Help people with a learning or physical disability live independently in the community with support or help people with mental health problems deal with real life situations.

# Contact Details

## Supporting People - SWINDON

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

Telephone 01793 464472  
01793 464662

## Supporting People - Directory of Services

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

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

Customer Services Department,  
Civic Offices, Swindon

Tel: 01793 463725