

# Supporting People Charging Policy





## What is Supporting People?

Supporting People is a framework for the provision of housing-related support services, introduced by Government and led by the Department of Communities and Local Government (CLG). Services covered include:

- General information and advice
- Befriending
- Advocacy
- Community alarms
- Assistance with welfare benefits
- Help to deal with neighbour disputes
- Assistance with education and employment plans
- Life skills training

## How does Supporting People work?

Supporting People provides housing-related support in one of two ways:

1. Within specialist housing schemes such as sheltered housing, hostels and refuges.
2. Within individual homes - services may be provided permanently or on a short-term basis (two years or less), depending on what is needed.

Personal care, residential care, health care and general housing services such as estate management, are not provided through Supporting People. Supporting People is closely linked to Social Services, Health Services and Housing. The London Probation Service is also closely involved.

## How is Supporting People grant paid?

If you live in short-term or long-term supported housing and are in receipt of Housing Benefit, these services are free of charge and Supporting People funding would be paid to your support provider. You can apply for Supporting People subsidy as part of your Housing Benefit application.

If you do not receive Housing Benefit and support is tied to long-term housing, Waltham Forest needs to charge for support services. We will do this fairly - if you cannot afford to pay, you will not be expected to. You can apply for an assessment under the Fairer Charging Policy. If you wish to apply for Housing Benefit or a Fairer Charging Assessment, you can use the contact addresses at the back of this leaflet.

## **What is the Waltham Forest Supporting People Charging Policy?**

Each Council has a policy for charging for Supporting People services in line with Government guidelines. In Waltham Forest, the Supporting People Charging Policy is based on the following:

1. There is no charge for short-term housing-related support. Short-term support is where the support is intended to be for less than two years. If you receive short-term housing-related support, Supporting People subsidy will be paid to your support provider by Waltham Forest.
2. Floating Support schemes – where the support is provided in individual properties and moves away when it is no longer needed. This is also classed as short-term support.
3. In long-term support schemes, tenants not eligible for Housing

Benefit will need to pay the support charge set by the provider as part of the service charge. This will be collected by your support provider, rather than by the local authority, but you are able to apply for an assessment under the Fairer Charging Policy. Additional information is available on Fairer Charging by contacting the Financial Assessment Unit – details are at the end of this leaflet.

4. Under Waltham Forest's Fairer Charging Policy the maximum level of charges for Supporting People and any other community care services combined is £600 per week.



## Who makes sure it works?

Supporting People is led by a Commissioning Body and Core Strategy Group from the different organisations in Waltham Forest to ensure we consult with residents, monitor progress and plan well for the future.

## How do I complain?

If you are living in supported housing and have received an unsatisfactory level of service, contact your support provider in the first instance.

You can also contact the Housing Customer Relations Team:

Cedar Wood House  
2d Fulbourne Road  
Walthamstow E17 4GG

**E-mail:** [hsg.complaints@walthamforest.gov.uk](mailto:hsg.complaints@walthamforest.gov.uk)

## How can I find out more?

For more information on the Supporting People services available visit [www.spdirectory.org.uk](http://www.spdirectory.org.uk), and for information on the national Supporting People programme visit [www.spkweb.org.uk](http://www.spkweb.org.uk)

Alternatively, please contact the Supporting People team by letter, telephone or e-mail using the following:

### **Letter:**

The Supporting People Team  
Cedar Wood House  
2d Fulbourne Road  
Walthamstow E17 4GG

**Telephone:** 020 8496 3000

**E-mail:** [supporting.people@walthamforest.gov.uk](mailto:supporting.people@walthamforest.gov.uk)



## **Useful contacts**

### **Housing Benefits:**

Customers needing advice on Housing Benefit and Council Tax can now visit any of the borough's three Waltham Forest Direct (WFD) shops located in Leyton, Leytonstone and Walthamstow:

#### **Leyton**

774-776 High Road  
Leyton E10 6AE

#### **Walthamstow**

137 Hoe Street  
Walthamstow E17 4RT

#### **Leytonstone**

819 High Road  
Leytonstone E11 1HQ

### **Fairer Charging:**

The Financial Assessment Unit  
Silver Birch House  
Uplands Business Park  
Blackhorse Lane  
Walthamstow E17 5SD  
Tel: 020 8496 3492

This leaflet tells you about the Supporting People Charging Policy. If you would like a translation of this leaflet, please tick the language you want, complete your name and address and return the whole form to the address given below.

This document can also be made available in audio tape  Braille  large print

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|---|--|
| <p>Kjo fletëpalosje ju shpjegon Rregulloren e Pagesës për Përkrahjen e Njerëzve (Supporting People). Në qoftë se ju dëshironi një përkthim të kësaj fletëpalosjeje, ju lutemi shënoni gjuhën që dëshironi, plotësoni emrin dhe adresën tuaj dhe dërgoni formën e plotë në adresën e dhënë më poshtë.</p> <p style="text-align: right;"><b>ALBANIAN</b> <input type="checkbox"/></p>                       | <p>Ce dépliant vous fournira des informations sur les conditions d'octroi d'allocations dans le cadre du programme Soutien aux personnes (Supporting People). Pour en obtenir la traduction, cochez la case correspondant à la langue de votre choix, indiquez votre nom et adresse, puis renvoyez le formulaire complet à l'adresse mentionnée ci-dessous.</p> <p style="text-align: right;"><b>FRENCH</b> <input type="checkbox"/></p> |
| <p>Ta broszura zawiera informacje o zasadach naliczania opłat w ramach Programu pomocy potrzebującym (Supporting People). Jeśli chciał(a)by Pan(i) uzyskać tłumaczenie tej broszury, prosimy o zaznaczenie wymaganego języka, podanie swojego imienia, nazwiska oraz adresu i odesłanie całego formularza na poniższy adres.</p> <p style="text-align: right;"><b>POLISH</b> <input type="checkbox"/></p> | <p>Warsidahanu waxa uu sharaxayaa habka Xisaabinta Taakulaynta Dadka (Supporting People Charging Policy). Hadii aad rabto in warsidahan lagu soo turjubaano, fadlan soo sax luqada aad rabto, kuna soo buuxi magacaaga iyo cinwaankaaga kuna soo celi foomka oo dhan cinwaanka hoos ku qoran.</p> <p style="text-align: right;"><b>SOMALI</b> <input type="checkbox"/></p>   |
| <p>Bu yaprakçık size Kişilere Destek (Supporting People) Ücretleme Politikası hakkında bilgi vermektedir. Eğer bu yaprakçığın bir çevirisini arzu ediyorsanız, lütfen istediğiniz lisanın yanındaki kutuyu işaretleyin, adınızı ve adresinizi yazın ve de formun tamamını aşağıda verilmiş olan adrese geri gönderin.</p> <p style="text-align: right;"><b>TURKISH</b> <input type="checkbox"/></p>       | <p>یہ لیفلٹ آپ کو سپورٹنگ پیپل (Supporting People) کے اخراجات کی پالیسی کے بارے میں معلومات دیتا ہے۔ اگر آپ اس لیفلٹ کا ترجمہ حاصل کرنا چاہتے ہیں تو براہ مہربانی متعلقہ زبان پر ٹک کا نشان لگائیں۔ اپنا نام اور پتہ لکھیں اور پورے فارم کو نیچے دئیے گئے پتے پر واپس بھیج دیں۔</p> <p style="text-align: right;"><b>URDU</b> <input type="checkbox"/></p>   |
| <p>Name _____<br/>Address _____<br/>_____<br/>_____<br/>Telephone No _____</p>  | <p>Supporting People<br/>Cedar Wood House<br/>2D Fulbourne Rd<br/>Walthamstow<br/>E17 4GG</p>  |

DP08-0482 September 2008