

Supporting People





What is Supporting People?

Supporting People is a framework for the provision of housing-related support services, 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

Supporting People aims to:

1. Improve the range and quality of services provided.
2. Ensure all residents in Waltham Forest who need these services have access to them.
3. Co-ordinate supported housing activity between the partners:
 - Waltham Forest Council
 - Waltham Forest Health Care Trusts
 - London Probation Service
 - The Housing Corporation
 - Providers of housing-related support

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 involved.

Who needs to know about Supporting People?

Those who may need housing-related support include:

- Older people
- People with learning disabilities
- People living with HIV
- People with physical disabilities
- People with substance misuse problems
- People with mental health needs
- People leaving prison
- People who are or have been homeless
- Young people leaving care
- People who have experienced domestic violence
- Refugees



If you answer 'yes' to any of the following questions, Supporting People also applies to you:

1. Do you already receive one or more housing-related support service?
2. Do you need these services to help you live independently?

How do I apply for housing?

You can apply for housing in Waltham Forest by completing the Housing Application Form which can be picked up from reception at:

Cedar Wood House,
2d Fulbourne Road,
Walthamstow,
E17 4GG

or from any of the Waltham Forest Direct shops – details in the 'Useful Contacts' section of this leaflet.

You can also contact Housing Registrations on 020 8496 3000



and ask them to send one in the post, or access it online at www.walthamforest.gov.uk/application-forms

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.

Further information about the charging policy can be found in the leaflet 'Supporting People Charging Policy'.

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 Housing's Customer Relations Team:

Cedar Wood House
2d Fulbourne Road
Walthamstow E17 4GG

E-mail: 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.

For information on the national Supporting People programme visit

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

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

Telephone: 020 8496 3000



This leaflet tells you about Supporting People. 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

<p>Kjo fletëpalosje ju informon rreth Të përkrahim njerëzit (Supporting People). Nëse doni një përkthim të kësaj fletëpalosjeje, ju lutemi vini shenjë në gjuhën që doni, plotësoni emrin dhe adresën dhe dërgojeni të gjithë formularin në adresën e dhënë më poshtë.</p> <p style="text-align: right;">ALBANIAN <input type="checkbox"/></p>	<p>Cette fiche d'information a pour but de vous informer sur le soutien au public (Supporting People). Si vous désirez une traduction de cette fiche, cochez la langue de votre choix, inscrivez votre nom et votre adresse et renvoyez-nous le formulaire entier à l'adresse indiquée ci-dessous.</p> <p style="text-align: right;">FRENCH <input type="checkbox"/></p>
<p>Ta broszura zawiera informacje o Programie pomocy najbardziej potrzebującym członkom społeczności (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;">POLISH <input type="checkbox"/></p>	<p>Waxuu buugyarahani wax kaaga sheegayaa Taageeridda Dadka (Supporting People). Haddii aad rabto turjumaadda buugyarahan, fadlan sax ku calaamadee luqadda aad rabto, ku buuxi magacaaga iyo cinwaankaaga ka dibna foomka gebigiisa u soo celi cinwaanka hoos ku yaalla.</p> <p style="text-align: right;">SOMALI <input type="checkbox"/></p>
<p>Bu yaprakçık size Kişilere Destek (Supporting People) 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;">TURKISH <input type="checkbox"/></p>	<p>لیف لیٹ آپ کو لوگوں کی مدد (Supporting People) کے بارے میں بتاتا ہے۔ اگر آپ کو اس لیف لیٹ کا ترجمہ چاہیے تو برائے مہربانی اپنی ضرورت کی زبان پر نشان لگائیں، اپنا نام اور پتہ لکھیں اور پورے فارم کو نیچے دئیے گئے پتہ پر واپس بھیج دیں</p> <p style="text-align: right;">URDU <input type="checkbox"/></p>
<p>Name _____ Address _____ _____ _____ Telephone No _____ _____</p>	<p>Return to: Supporting People Housing Services Cedar Wood House 2d Fulbourne Road Walthamstow E17 4GG</p>

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