



## Supporting People

This fact sheet can be made available in other languages or formats on request by contacting 0161 770 6666. For further information please see our detailed fact sheet - **Information for all.**

### What is Supporting People?

The Supporting People programme is a new government programme, which was introduced on 1st April 2003. It's main aim is to provide good quality housing-related support services to vulnerable people to enable them to remain living at home independently, for as long as they wish or are able to do so.

### Who will benefit?

The Programme covers all vulnerable people in Oldham who receive housing-related support services. People who benefit from the Supporting People programme include older people, people with mental health needs, people with a learning disability, vulnerable young people, people with drug or alcohol needs, people who are offenders, people who are homeless, people who have HIV/AIDS and people escaping domestic violence.

## What is Housing-Related Support?

The Supporting People Programme does not cover all services people might consider to be support, but specifically focuses on support services that are related to ensuring people can manage to live safely and securely in their own home. This sort of support includes:

- Offering people help with managing their budgets and accessing welfare benefits so they don't accrue rent arrears and ultimately lose their home.
- Offering people a generic service in their own home, tailored to their individual needs, similar to that offered to older people in sheltered housing, e.g. monitoring of wellbeing, community alarm, emotional support etc.
- Helping people to maintain their own safety in the home.
- Helping people to make and keep appointments, including going with them if necessary.
- Helping people to gain access to other services they may need, including training, further education, employment, health and social activities.
- Assisting people in planning their weekly meals, shopping and food preparation, but not doing it for them.

This list is not exhaustive, but it shows the type of support services considered to be housing related. However, the Programme does not cover health and social care services such as Home Support,

Community Meals, and Personal Care such as bathing, toileting etc. Nor does it cover housing management and maintenance duties.

## **What funding was transferred to Supporting People?**

Several existing funding streams transferred into one Oldham Supporting People grant 'pot'. The main ones are the 'support' element of Housing Benefit, Supported Housing Management Grant (that was previously paid by the Housing Corporation to Registered Social Landlords), Probation Accommodation Grant, and Home Improvement Agency Grant.

## **Who pays the Supporting People Grant?**

Oldham Council will administer the Grant; this is paid directly to providers of support services. Service users will only be able to receive the grant directly if they also receive a Direct Payment for a social care service.

All service providers had to enter into a contract with Oldham Council (as the Administering Authority) for existing and new services in order to receive their funding from the new Supporting People Grant after 1st April 2003.

## **Are all services now subject to charging?**

'Short-term' services, that is those services aiming to achieve independent living within two years, will not be charged for. All other support services will be subject to charging under a Local Charging Policy. Service users receiving a 'chargeable service', and who are not in receipt of housing benefit, can also apply to be means tested under the Adult and Community Services 'Fairer

Charging Policy' to see if they are entitled to any help towards their support service costs.

To ask for a financial assessment contact Fairer Charging which is part of Oldham Council on 0161 770 6882

'Self-payers', that is those service users who were paying for their support service at 31st March 2003, will continue to pay their landlord for their support services (such as sheltered housing warden service), as part of their rent payment.

## **Useful websites**

[www.spkweb.org.uk](http://www.spkweb.org.uk)

This is the government's website for Supporting People.

[www.odpm.gov.uk](http://www.odpm.gov.uk)

Office of the Deputy Prime Minister - a government website.

[www.doh.gov.uk](http://www.doh.gov.uk)

Department of Health - a government website.

[www.housingcorp.gov.uk](http://www.housingcorp.gov.uk)

Housing Corporation - raising the standards for homes and neighbourhoods.

[www.housing.org.uk](http://www.housing.org.uk)

National Housing Federation - offering advice and guidance to providers.

[www.hact.org.uk](http://www.hact.org.uk)

HACT Housing Associations Charitable Trust - issues grants to small providers to help them implement the Supporting People programme.

[www.sitra.org.uk](http://www.sitra.org.uk)

SITRA - has a lead in implementing the Supporting People National Training Framework (NTF)

## **Supporting People - Contact Details**

You can contact the Oldham Council's Supporting People Team by:

Post: Supporting People Team  
Meadowbank  
Tweedale Way  
Oldham  
OL9 8EH

Phone: 0161 770 8115

Fax: 0161 770 1445

E-mail: [spteam@ex.oldham.gov.uk](mailto:spteam@ex.oldham.gov.uk)

### **Are you a carer?**

If you look after a relative or friend who needs support to live at home you are a carer. As a carer you have the right to ask Adult and Community Services – Adult Social Care to carry out a carer's assessment (this applies even if the person you care for is not receiving help from Adult and Community Services – Adult Social Care). Your carer's assessment is your chance to talk about your needs and is your opportunity to tell us about the things that could make caring easier for you.

There are a variety of services available to carers following an assessment including; advice & information, short breaks & respite, additional services to the person you care for, signposting to voluntary & health services, introduction to support groups.

For more information contact

Oldham Carers Centre

The Link Centre

Union Street

Oldham

OL1 1DZ

Tel: 0161 770 1188

Fax: 0161 770 4789

Email: [carerscentre@oldham.gov.uk](mailto:carerscentre@oldham.gov.uk)

## **We value your comments and suggestions about social care**

We want to provide good quality services for people in Oldham and as we are a public service, you have a say in everything we do. We want you to be completely satisfied with our services, but to ensure this we need to know what you think. What do we do best? Where could we improve things? Do you have any ideas or suggestions? Only by listening to you can we give you the service you deserve. We welcome everything you have to say.

### **For matters relating to adult social care**

The Quality Assurance Team can be contacted by writing to:

### **FREEPOST OLDHAM ADULT & COMMUNITY SERVICES**

Please note you do not need to put a stamp on the envelope.

You can also contact the Quality Assurance Team by

Phoning: 0161 770 8122

Faxing: 0161 770 8193

Emailing: [socs.quality.assurance@oldham.gov.uk](mailto:socs.quality.assurance@oldham.gov.uk)

If English is not your first or preferred language we can arrange to visit you with an interpreter.

### **For matters relating to children's social care**

The Complaints and Representations Officer can be contacted by writing to:

Complaints & Representation Officer  
Oldham Metropolitan Borough Council  
PO BOX 4  
Civic Centre  
Level 8  
West Street  
Oldham

You can also contact the Complaints and Representations Officer by

Phoning: 0161 770 1129

Faxing: 0161 770 3222

Emailing: [cypf.complaints@oldham.gov.uk](mailto:cypf.complaints@oldham.gov.uk)

If English is not your first or preferred language we can arrange to visit you with an interpreter.

**JAN 2008 OCFS-ACS-GSS19LP (Version 14) PID- CO**