

**Support charges
in long-term
Supporting People
services**



TOWER HAMLETS

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Who this information is for

This information is for everyone who:

- ◆ is living in supported or sheltered accommodation or receiving a service which helps you to live more independently in your own home; *or*
- ◆ is interested in accessing support to help with maintaining your independence; *or*
- ◆ wants to apply for a financial assessment.

What support charges are

Since April 2003, the Supporting People programme has funded all the “housing-related” support services in Tower Hamlets. The main purpose of these services is to help you to live as independently as possible. This means paying for things like:

- ◆ wardens in sheltered accommodation;
- ◆ support staff in hostels;
- ◆ support staff in accommodation for people with learning disabilities, mental health needs or young people;
- ◆ support services which can be provided in your own home.

For some Supporting People services, you may have to pay for the cost of the support you receive.

Who won't have to pay any support costs

If the support you are receiving is provided in a service which is not your long-term home, such as a hostel, refuge or foyer then you will not have to pay any support costs.

Who may have to pay

In Tower Hamlets the only people who may have to pay for their support costs are those receiving a permanent or long-term service, such as in sheltered housing. These costs are worked out by your service provider. However, you will not have to pay if:

- ◆ you get Housing Benefit; or
- ◆ you get Income Support or Pension Credit.

If you don't receive one or both of these benefits you may be entitled to financial help towards paying for the cost of the service you receive. This is called Supporting People Subsidy. How much you can get depends on the outcome of a financial assessment.

What is the financial assessment?

The financial assessment is a way of working out how much of your support costs it would be reasonable for you to pay, based on your financial situation. We look at your income and savings, although income from work and some benefits are not included in the assessment. You don't have to be financially assessed if you don't want to be – although you will have to pay the full cost of your housing-related support if you choose not to.

How to apply for a financial assessment

Stage 1 – fill out a Supporting People subsidy claim form and return it to the Supporting People Team. Your claim will be backdated to the date we receive this. These forms are available from your support provider, the Supporting People Team, or via our website (see contact details on page 10).

Stage 2 – When the Supporting People Team receive your initial claim form, they will send you a financial assessment form asking for details of your income, savings etc. You need to return this to the Supporting People Team along with any necessary documentary evidence. The financial assessment form is also available on our website (see contact details on page 10).

Stage 3 – the Supporting People Team undertake the financial assessment and will inform you how much subsidy you are entitled to. We will also inform your support provider/landlord. All payments of subsidy are made directly to the organisation which provides your support service.

How the financial assessment is worked out

- ◆ We work out how much money you have coming in – your weekly income. However, we do not take into account earnings and some benefits. Before we get to your final weekly income figure we will also take out the costs of rent, Council Tax and service charges.
- ◆ Capital/savings of less than £12,500 are not taken into account. If you have capital/savings above this, the assessment assumes there is a certain level of income from this capital. If you have capital/savings in excess of £20,000 you will not be entitled to any subsidy on your support charges.
- ◆ We compare your net weekly income to a standard amount set by the Government. This is increased each year.
- ◆ We see if your weekly income is higher or lower than the standard figure – if it is less, you will not have to pay any support charges. If it is higher, you will need to make a contribution towards the cost of your housing-related support.

What to do if you don't agree with the way it's been worked out

Please contact us and let us know why – we will change the assessment if we agree that a mistake has been made. You have the right to appeal against the outcome of your financial assessment in certain circumstances. Please contact the Supporting People Team for further information about this.

When we will reassess your charge

We will reassess every claim each year. You need to tell us as soon as possible if there are significant changes in your circumstances, such as a change in income or savings.

Where to get more information about Supporting People

First try your support worker or landlord – they will be able to help you. If you need more information you can contact the Supporting People Team at Tower Hamlets Council directly on:

 **020 7364 7016**

or by email at:

supportingpeople@towerhamlets.gov.uk

Our address is :

Supporting People Team
Adult Health & Wellbeing
London Borough of Tower Hamlets
Mulbery Place (AH)
5 Clove Crescent
London E14 1BY

There is information available via the following websites:

<http://www.towerhamlets.gov.uk/data/housing/index.cfm>

http://www.spkweb.org.uk/Your_local_area/GOL/Borough_of_Tower_Hamlets

We have produced two other information leaflets:

All about Supporting People – what you can expect from us

How do I make a complaint about a Supporting People Service?

These are available from your service provider or the Supporting People Team.



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This information can also be made available in large print and on audio tape. Please ring ☎020 7364 7021 to get a copy in either format.

Bengali

আপনি যদি এই ভাষায় এই পুস্তিকার একটি কপি চান, তাহলে অনুগ্রহ করে ☎020 7364 7021

Somali

Haddi aad jeceshahay inaad hesho nuqul ah buugan oo ku qoran afkaaga hooyo fadlan ☎020 7364 7021

Vietnamese

Nếu quý vị muốn có một bản sao của quyển sách nhỏ này bằng ngôn ngữ này, xin ☎020 7364 7021

Cantonese

如果你想索取此冊的中文譯本，請 ☎020 7364 7021

Urdu

اگر آپ کو اس کی کاپی اپنی زبان میں چاہیے تو براۓ مہربانی ☎020 7364 7021

If you have any comments on this leaflet please e-mail us: housing.publicationscomment@towerhamlets.gov.uk

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