

All about...

Supporting People

**What you can expect
from us**

This leaflet tells you about the Supporting People Team - what we do, where to find us, what to do if you're not happy with the service you are receiving and where to get more information. We hope it covers all you need to know - but if it doesn't, please tell us.

What we do

We provide support services that improve the quality of life for vulnerable people by helping them to live more independently in the community.

We do this by funding and monitoring organisations which provide housing related support services. These can be housing associations, voluntary or charitable organisations, the council or private companies.

What is housing related support?

Housing related support is the name given to services that enable you to continue living independently in your accommodation. This might include:

- ◆ advice and support in settling into a new home;
- ◆ ensuring you have the help you need to manage the responsibilities of running a home such as budgeting and paying bills;
- ◆ helping you to access your correct benefits;
- ◆ helping you to access health services, community organisations and social activities;
- ◆ dealing with housing related problems by providing advice and liaising with social services, health and other professionals.

Personal care or home care services such as help with bathing or administering medicines is not included in housing related support.

Who is eligible for these services?

Support services are available to a wide range of people in the community, including:

- ◆ people who have been homeless or a rough sleeper;
- ◆ people with drug or alcohol needs;
- ◆ older people with support needs, mental health problems and dementia;
- ◆ people with mental health needs and mentally disordered offenders;
- ◆ women fleeing domestic violence;
- ◆ people with a physical or sensory disability;
- ◆ people with a learning disability;
- ◆ people with HIV and AIDS;
- ◆ offenders, and people at risk of offending;
- ◆ refugees;
- ◆ young people leaving care or at risk;
- ◆ homeless families;
- ◆ teenage parents;
- ◆ travellers.

How do I access the support services?

Most people access our services by being referred by an organisation such as social services, health services, housing providers, outreach services or local advice services. If you are not in contact with any of these services you can contact us for advice – see our details on page 9.

Your needs will be assessed by a support provider. They will tell you if you are eligible for a service, what support can be offered, and when it can be made available to you.

Will I have to pay for support services?

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.

If, however, you are intending to receive support in the long-term, such as in sheltered housing, then you may have to pay your support costs. Your service provider will tell you how much this will be. You can either:

- ◆ choose to pay the full support charge yourself; or
- ◆ apply to Tower Hamlets Council for financial assistance (called a Supporting People subsidy). How much you can get depends on the outcome of a financial assessment.

You will not have to pay if:

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

There is a separate information leaflet about charging in long-term services and how to apply for financial assistance.

This will be available from the organisation which provides your service, or the Supporting People Team (see page 9 for our contact details).

How to make a complaint about your service

If you're not happy with a support service you have received, please tell your service provider so that they can, where possible, sort out the problem.

The first step is to contact the member of staff providing the service you want to complain about, or their manager. Tell them the problem and they will try and sort it out. You can also ask an independent organisation such as a citizen's advice bureau, to help with your complaint. All service providers must have a complaints procedure available for you to use. Your service provider must:

- ◆ listen to your views;
- ◆ treat your complaint seriously;
- ◆ provide you with a copy of their complaints procedure;
- ◆ let you know how long they will take to respond;
- ◆ respond to you in writing.

Will the supporting people team get involved in my complaint?

We do not normally deal with complaints directly because we think that it is usually best for service providers to do this themselves. We will only get involved in exceptional circumstances. This may be where a complaint is about:

- ◆ the abuse or neglect of one or more individuals;
- ◆ financial irregularities and/or supporting people funding not being used for its intended purpose;
- ◆ the provider is not doing what it is paid to do;
- ◆ if the service provider doesn't have a complaints procedure, doesn't use it properly or fails to support you in making the complaint.

If you're not happy with the way the service provider has dealt with your complaint, or you think the matter is very serious, please tell us so that we can, where possible, sort out the problem.

For more information on making a complaint ask for our leaflet *How can I make a complaint about a Supporting People service?* available from your support worker or landlord.

How to give your views on Supporting People

As a service user your views are very important to us. They form a central part of our service review process. This is where we check that you are receiving a good quality service. Your views will help us to improve services and provide what local people want and need. We will be developing more ways for service users to give their views, and we will always be interested to hear from you. Tower Hamlets website (see page 10) will have information on upcoming events and other ways of letting people know what's going on.

Contacting us

You can contact us Monday–Friday 9am–5pm (except public and bank holidays) on 📞 020 7364 7021 or you can email us at

supportingpeople@towerhamlets.gov.uk

Alternatively you can write to us at:

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

How can I find out more?

We have detailed information leaflets available on charging in long-term services and making a complaint. To get hold of these or ask any other questions, contact your support worker or landlord - they should be able to help you. If you still need more information you can contact us directly on 📞 020 7364 7021 or click onto websites:

www.towerhamlets.gov.uk/data/housing/index.cfm

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



2008-2009
Reduced Re-offending
2003-2008
Winner of 6 previous Beacon awards



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 برائے مہربانی ☎020 7364 7021

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

Designed & produced by
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v4 03/08