

Do you need help with:

**Claiming benefits?
Avoiding eviction?
Budgeting?
Life skills?
Neighbour disputes?**

Supporting People may be able to help you



Contents

What is Supporting People?	2
What is housing related support?	2
Who can we help?	2
How can you get housing related support?	3
What types of services are there?	4
Why do we charge for supporting people services?	4
Who does not have to pay for support?	4
Who may have to pay for support?	4
What is a financial assessment?	5
How will we tell you about the charge?	5
What is your right of appeal?	5
What is a financial re-assessment?	6
How do I pay my Supporting People charge?	6
Why do we check your service?	6
What should you get from your service?	6
What will we be checking?	7
What sort of checks do we make?	7
Why should you get involved?	7
How will you know your service is being checked?	7
Is something wrong?	8
Can you complain?	8
How do you complain?	9

Cont

What
What
Who c
How c
What
Why c
Who c
Who n
What
How v

What is Supporting People?

Supporting People is a central government programme. It funds housing-related support services, to help you live independently within your communities.

The Isle of Wight Supporting People team manages the programme on the island by:

- paying other organisations to provide support;
- making sure support services are as good as possible;
- finding out what new services are needed.

What is housing related support?

Supporting People services are aimed at helping you live independently in your home. It includes things such as helping with:

- personal safety / security in your home;
- managing your money;
- claiming benefits;
- learning domestic and/or social skills;
- advice on home improvements;
- minor works;
- dealing with other people and professionals;
- neighbour disputes;
- moving to more independent accommodation;
- other tasks which meet our local rules.

Who can we help?

Supporting People funding is provided to many different support services on the Island including hostels, supported housing and a domestic abuse refuge, as well as support services to you in your own home.

You could be entitled to housing-related support if you:

- are homeless or at risk of homelessness;
- are an older person;
- have a learning or physical disability;
- have a sensory impairment;
- have a drug or alcohol related problem;
- are escaping domestic violence;
- have recently come out of prison;
- are a teenage parent;
- are a young person at risk;
- have a mental health problem;
- have offended or at risk of offending;
- have HIV & AIDS;
- are a traveller.

How can you get housing related support?

If you think you need housing-related support, you should talk to your care manager, social worker, mental health worker, probation officer or housing officer and they will carry out an assessment to see if you can have support.

What types of services are there?

There are two main types of support:

- Long term – home for life and sheltered housing
- Short term – hostels, refugees and floating services

Short term services are free for up to two years. If you get a long term service your finances will be looked at and an assessment will be done to see how much, if any, you can afford to pay towards your service.

Why do we charge for Supporting People services?

The government has given councils the choice of whether to charge for services. The Isle of Wight Council has decided to charge as the government lowers the amount of money it gives us believing that we will charge. It is therefore important that we do charge, to make sure that we can give help to everyone who needs support.

Who does not have to pay for support?

- Those who get housing benefit / local housing allowance;
- those who do not earn much money and have no savings*;
- those who get housing support for less than 2 years.

Who may have to pay for support?

- Those who have savings*;
- Those who earn a lot of money.

What is a financial assessment?

To find out if a person will need to pay towards their Supporting People service, we need to work out whether they are able to pay our charges. This is called a financial assessment, and a finance officer from the council will visit them to collect information about their income/ savings.

If they wish, a member of their family or a friend can be with them when the officer visits. Any information given will be treated in the strictest confidence. The finance officer will usually complete the form when they visit, however, the person being assessed can choose to complete the form themselves or with the officer's help.

***The amount of savings are posted on our website at www.iwight.com/supportingpeople or you can telephone 01983 823345 for this information.**

How will we tell you about the charge?

A charge will not be made until a person has been told the amount they will have to pay. A letter will be sent telling them about the charge to be made together with a copy of the financial assessment details that show how the charge was worked out.

What is your right of appeal?

If someone felt the charge was more than they could afford to pay they can ask to have the charge looked at again. This would be done by the Supporting People manager within three weeks of their asking with an answer being given in writing.

If they were still not happy, they can use the official complaints procedure. This is explained later in this leaflet.

What is a financial re-assessment?

Benefits, private pensions and the cost of living can change so each year there would be a need to look at any charges made. This is called a financial re-assessment and someone will get in touch when this is due.

Savings that have been used as a part of a financial assessment may have gone down because of the charges made. For this reason a re-assessment of the charge may be asked for.

How do I pay my Supporting People charge?

Your support provider will collect your charge.

Why do we check your service?

We need to check each service to make sure that people are getting the help that they need and it is what the government expects the service to offer.

What should you get from your service?

Everyone who gets Supporting People help should:

- be meeting regularly with a person called a “support worker”;
- be getting help with issues to do with living in their home. These should be written down in a “support plan”;
- be given the chance to question the plan and change things that they do not agree with;
- be able to know how to report things that they are not happy with.

What will we be checking?

The types of things we will be checking are:

- how people found out about and began to get help from the service;
- what people think about the service;
- what they think about the support plan that they have;
- how easy it is for them to complain;
- how they let people know if someone is treating them badly.

What sort of checks do we make?

- Look at files and records;
- talk to people who use the service when we visit the service, or at house or group meetings;
- send out questionnaires to other people who use a service;
- talk to the service manager and their staff;
- talk to people from other groups such as the council, probation and health.

Why should you get involved?

The people who best know about a service are those that are using it. It is their views we want to hear. By telling us what you think of the service and by sharing any good ideas you have, you can play a part in improving the service you are given.

How will you know your service is being checked?

We will try to include as many people as we can. If we would like to invite you to talk with us, the service that gives you your support will be asked to let you know when we are going to be visiting your service. They will tell you what will be happening and give you information, dates and let you know how you can take part.

For those we can not meet with, we will provide a questionnaire which will look at the same sort of things, but if you would like to take part let your support worker or house manager know. When you meet a member of our team, if you would like someone to be with you, such as your support worker, a member of your family, a friend or an advocate, you can ask for this to happen.

We can talk to you together with this other person, or if you want them to, you can ask the other person to talk to us on your behalf.

Is something wrong?

The Isle of Wight Supporting People team very much hope that you will not have the need to complain, but if you feel something is wrong, it is important that you tell someone. All complaints are taken seriously and treated in confidence.

Can you complain?

You can make a complaint if your support worker or provider:

- does something wrong;
- fails to do something they should have done;
- does something they should not do;
- provides a poor standard of service.

How do you complain?

Step 1

If you are unhappy about the service that you get, first speak to your **support worker**, together you may find a better way of doing things.

If that does not work or you don't feel able to talk to them about it:

Step 2

Go to your support **provider**. You should have been given a copy of how you can make a complaint – using this could help you sort out the problem.

If you still have not been able to sort out the problem, you should:

Step 3

Contact the **Isle of Wight Supporting People team**. We will look into the complaint and do our best to sort it out for you. We will let you know what we are going to do with the complaint within three days of you telling us about it.

Phone: 01983 823345
Email: supportingpeople@iow.gov.uk

Step 4

If the complaint is something we cannot deal with, we will contact the **customer support team**. They will be able to tell you what to do next and where necessary the complaint can be passed to the director of adult and community services.

Step 5

If you have gone through all of this and you are still not happy with the reply, you still have the right to go to the **local government ombudsman**, or to pursue legal action.

For more information visit the contact us section of our website:
www.iwight.com/supportingpeople.

Or write to:

Supporting People Team
5 Langley Court
Pyle Street
Newport
Isle of Wight
PO30 1LA

The information in this leaflet is also available in large print, on audiotape, in Braille, in Makaton and in other languages. Please contact 01983 823345 for details (Type Talk available).

If you would like this document translated, please contact us on
01983 821000

Arabic

إذا رغبتكم في الحصول على نسخة مترجمة من هذه الوثيقة يرجى الاتصال بنا على 01983 821000

Bengali

এই দলিলটির অনুবাদ চাইলে, দয়া করে ফোন করুন: 01983 821000

Chinese

如果你想翻譯這份文件，請與我們聯繫：01983 821000

如果你想翻译这份文件，请与我们联系：01983 821000

French

Si vous désirez que ce document soit traduit, contactez-nous s'il vous plait au 01983 821000

German

Falls Sie eine Übersetzung dieses Dokuments wünschen, wenden Sie sich bitte unter einer der folgenden Rufnummern an uns: 01983 821000

Hindi

यदि आप इस दस्तावेज़ का अनुवाद चाहते हैं, तो कृपया टेलिफोन नम्बर 01983 821000 पर सम्पर्क कीजिए।

Italian

Se desiderate la traduzione di questo documento, contattateci allo 01983 821000

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਨੰਬਰ 01983 821000 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Spanish

Si desea una traducción de este documento por favor llame al numero de teléfono 01983 821000

Urdu

01983 821000 اگر آپ اس دستاویز کا ترجمہ حاصل کرنا چاہتے ہیں تو اس نمبر پر فون کریں