

Supporting People Services An Information Guide



Department of Adult Services

Alternative formats and community languages

This leaflet is also available in alternative formats and community languages on request.

To obtain a copy please contact:

Supporting People Team,
Wigan Council, Civic Centre, Millgate, Wigan WN1 1AZ
Telephone: 01942 827181
Email: supportingpeople@wigan.gov.uk

Arabic	هذا الكتيب بالإمكان توفيره في اللغة العربية
Cantonese	本小册子提供廣東話譯本
Farsi	این کتابچه میتواند به زبان فارسی در دسترس قرار گیرد.
French	Disponible en français sur demande
Gujurati	આ પુસ્તિકા ગુજરાતીમાં મળી રહે તેવી વ્યવસ્થા કરી શકાય
Urdu	اس کتابچہ کو اردو میں فراہم کیا جاسکتا ہے۔

What is Supporting People?

Supporting People is a national programme for delivering housing support services to vulnerable people. Each Council is given a grant to distribute to organisations who provide housing related support services.

This support is delivered locally and services are provided across the borough. It is managed by the Supporting People Partnership. This is made up of:

- Wigan council
- Ashton, Leigh and Wigan Primary Care Health Trust
- Greater Manchester Probation Area – Wigan District

Supporting People aims to increase the quality of life of vulnerable people and provide access to a decent home for all by:

helping people live independently

What are housing related support services?

Housing related support services include:

- Setting up and maintaining a home
- Developing domestic / life skills
- Developing social skills
- Managing finances and benefit claims
- Accessing other services
- Getting involved in community activities
- Personal safety and security
- Finding alternative accommodation
- Help with finding a job
- Accessing education and training

What services are not covered in housing related support?

We are only able to spend the Supporting People grant on housing related support services. We are not able to pay for:

- Personal and social care services
- Health care
- Specialist counselling services
- Meals on wheels
- Housing management

Who can benefit from these services?

Services are available for a wide range of people. These include:

- Homeless families
- Ex-offenders
- Older People
- People with alcohol related problems
- People with drug related problems
- People with learning disabilities
- People with mental health problems
- People with physical disabilities
- People living with HIV
- Refugees
- Single homeless people
- Women at risk of domestic violence
- Young people

Some services are aimed at people with a specific need whilst others will accept people with a variety of needs.

Support services must provide a package of support. This support must be agreed with you and there must be a written support plan.

Where can I get support?

Support is available in a variety of types of accommodation, including:

- Supported housing projects (these used to be called hostels)
- Refuges for women at risk of domestic violence
- Sheltered accommodation with a warden or scheme manager

Council tenants, private tenants and home owners can also receive support in their own home from a support worker. This is known as floating support.

How can you access these services?

If you think you may benefit from any of the services provided you can access them in a range of ways:

- Self referral - some services may allow you to apply directly to them
- Referral by a professional – some services may require you to be referred by a professional such as a doctor, social worker, health worker or probation officer
- Referral by a voluntary organisation - some services may also allow referral from voluntary organisations

For how long will I get support?

There are short term and long term services:

Short term services

- Intended to offer support for no more than 2 years
- Their aim is to help you become independent in the 2 year period so that you will be able to live without the need for support

Long term services

- Intended to last for more than 2 years and can sometimes be permanent
- These services aim to help you maintain your independence in the community as long as possible

Will I have to pay?

Before you receive a service you will be told if you have to pay towards it. Broadly speaking it is dependent upon the type of service you receive and your ability to pay.

Short term services

- Most short term housing support services are free of charge

Long term services

- Long term services are based on a person's ability to pay.
- If you qualify for housing benefit you will be entitled to have the cost of your service paid for from the Supporting People grant
- If you do not qualify for housing benefit you may still be eligible for free support. You should contact Supporting People and request a financial assessment of circumstances.

Please note

The cost of rent is not housing related support and is not covered by the Supporting People grant. Therefore we recommend that you complete a housing benefit application to see if the costs of rent will be covered by housing benefit.

How do I know that I will receive a good service?

The people who provide services have to work to a set of national standards called the Quality Assessment Framework.

To make sure that the services achieve these standards we:

- Visit services
- Speak to staff
- Speak to people using the services
- Monitor performance including how many people are helped to live independently, how many people find employment, or access education and training.

How do I know the service provides value for money?

In reviewing services we assess whether they offer value for money by checking things such as:

- The quality of the service
- The extent to which it has improved the quality of people's lives
- How much the service costs
- How much similar services cost both regionally and national

Finding out more information

You can get information about services from:

- A service provider
- Support worker
- Housing provider
- Other support professional
- By direct contact with the Supporting People Team who can give you details about service providers:

The Supporting People Team have a directory of service providers and can be contacted by:

- Telephone: 01942 827181
- Email: supportingpeople@wigan.gov.uk
- Write to: Wigan Council, Supporting People Team, Civic Centre, Millgate, Wigan WN1 1AZ

You can also request copies of the following leaflets:

- Directory of Supported Housing Services
- The Quality Assessment Framework
- Compliments, Suggestions and Complaints
- Supporting People Services: Strategy 2005-2010

