

Supporting People



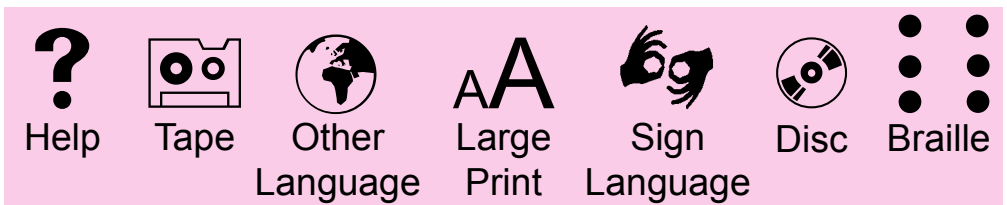
**Helping people to live
independently in their home**



Community Care Services



Help to understand this information



Please ask us if you need help to understand this information or you would like it on audio-tape, in another language, in large print, in sign language, on computer disk or in Braille.

Helpline

Telephone: 020 8547 5757

Minicom: 020 8547 5819

Email: community.care@rbk.kingston.gov.uk

Website: [www.kingston.gov.uk/
communitycareservices](http://www.kingston.gov.uk/communitycareservices)

About Supporting People

The Supporting People programme offers housing related support services to help people to live independently in their own home and to prevent them from becoming homeless or having to move into institutional care.

What kind of support services are there?

There are different types of services available depending on a person's individual needs.

People's support needs are assessed and reviewed regularly by the organisation or person providing the support. Your support service should also give you a support plan which says exactly what help they will give to you.

Some of these services are aimed at helping people stay in their home. Some of them are aimed at helping people gain the skills and confidence they need to become more independent in the future.



Short and long term support

Support services can be either 'short-term' or 'long-term'.

Short term services last for up to two years with the intention of moving an individual on to independent living or increasing their ability to live independently.

Long-term services are on a continuous basis and are often provided for life.



Examples of supported housing services include:

- General information and advice
- Befriending
- Advocacy (help explaining why you need services or benefits)
- Advice on getting a community alarm
- Assistance with welfare benefits
- Help with home improvements, repairs and adaptations
- Help to deal with neighbour disputes

- Assistance with education and employment plans
- Help to deal with landlords or other professionals and to arrange appointments
- Life skills training, such as managing money, learning to cook meals and learning social skills.

Who provides these services?

Support services could be provided by a warden if you live in a sheltered housing scheme or they could be provided by a support worker, sometimes called a key worker, if you live in a housing project.

They could also be provided by a supported housing officer, a hostel worker, or an independent living officer.

You may need to live in a particular scheme to get the support, or you may get the support you need in your own home.

It all depends on your individual needs and situation.



Who can get these services?

A wide variety of people can get housing related support services. These include:

- Older people needing support
- People with physical, sensory or learning disabilities
- People living with HIV
- People with mental health needs
- Young people at risk
- Teenage parents
- People leaving care
- Ex-offenders and people at risk of offending and imprisonment
- People who misuse drugs or alcohol
- People fleeing domestic violence
- Homeless people in need of support
- Refugees
- Travellers



Will I have to pay for the service?

If your support service is intended to last for 2 years or less, you will not have to pay for services.

If you receive Housing Benefit you will not have to pay.

Where the support is intended to last for 2 years or more you may be charged for all or part of the support service.

If you are on a low income, you may qualify for help with some or all of the costs of the support.



How do I apply for help?

To apply for help, or for more information on housing related support services, please contact the Supporting People Team:

Supporting People Team

Community Services

Guildhall 1

Kingston Upon Thames

KT1 1EU

Telephone: 020 8547 4760 or 4767

Email: spteam@rbk.kingston.gov.uk

Website: www.kingston.gov.uk/supporting_people





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Produced by Kingston Community Care Services ~ April 2008