

# Our policy for making payments to leaseholders



## What is 'Supporting People'?

The Supporting People programme pays for services that help people to live independently. These services include:

- sheltered housing (accommodation with a scheme manager who can give you support);
- supported-living schemes (where people can get housing and support); and
- alarm systems (like Lifeline) that let you call for help in an emergency.

The money comes from the Government through the Supporting People Grant.

## How do you decide how to spend the Supporting People Grant?

We work with five local district and borough councils, health services and the probation service to manage the programme.

We use the money to pay other organisations to give people support. We spend most of the money on services that are provided by organisations that have a contract with us.

We also spend a small amount of money helping individual leaseholders. These are people living in privately-owned accommodation who receive a housing support service from an organisation that does not have a contract with us.

## Which leaseholders can get help paying for their service?

We will continue to pay Supporting People Grant to all individual leaseholders who were getting financial support from us on 1 April 2006. The amount we pay will be the amount we agreed for the period from 1 April 2006 to 30 September 2006. We are not able to increase the amount we pay to any individual leaseholder as we don't get enough money through Supporting People from the Government.

## What about new leaseholders?

We cannot accept new applications for financial support from leaseholders who are receiving a housing support service unless that service is an ESCC Supporting People contracted service. This is because we don't get enough money through Supporting People from the Government. We will give you the contact details for the Department for Work and Pensions who may be able to help you.

## What happens if my circumstances change?

If you are a leaseholder receiving a Supporting People Grant for a housing-related support service, you are responsible for telling our Supporting People team if your circumstances change as this may affect your payments.

- The level of subsidy will remain at the amount agreed for the period 1 April 2006 - 30 September 2006 and will not be increased.



- If a leaseholder currently in receipt of Supporting People Grant moves to other accommodation where the provision of a housing-related support service is part of the lease, the payment of subsidy will be transferred with the individual at the existing rate.
- If a leaseholder moves to alternative accommodation (such as residential care) then payments will cease on the day they move out of the leasehold property.
- Where a leaseholder is temporarily absent from their property, payments will be maintained as long as they have an obligation to pay their support charge up to a period of one year.

## **Who should I talk to if I have questions about the Supporting People policy?**

If you have any questions you can talk to the manager of your leasehold sheltered housing scheme. You can also contact your social-care assessor or ring our Supporting People team. Our contact details are at the end of this leaflet.

If you think that we have not followed our policy on payments properly or we have not treated you reasonably, contact the Head of Supporting People at the address at the end of this leaflet. Your carer or the organisation that provides your support can do this for you if you prefer. We will deal with all appeals against this policy in line with the Supporting People appeals procedure. If you make an appeal, we will treat you fairly and it will not affect the quality of services you may receive in the future.

## **How can I find out about services Supporting People can help me pay for?**

If you would like to know what services are available in your area, please look at our directory of Supporting People services in East Sussex which is on our website (see below). You can also phone us. The number is at the end of this leaflet. The directory has information about each service and how you may be able to get it. All the services in the directory are paid for by Supporting People. There is a charge for some of the services but if you receive Housing Benefit, the guarantee part of Pension Credit, Income Support or Jobseekers Allowance, you will not have to pay.

There is more information about paying for services in our charging policy and summary of the charging policy. These are both available on our website or we can send them to you. Our contact details are below.

## **Where can I get more information?**

This leaflet is a summary of the main points in our leaseholder policy (as at July 2010). It is one of a series of summaries of our policies for Supporting People. If you would like to see the other summaries, or any of the full policies, or if you want any more information about Supporting People, please contact us.

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