

# Who is eligible for help from Supporting People?



## What is 'Supporting People'?

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

- sheltered housing (accommodation with a scheme manager who can give you support)
- supported-living schemes (where you 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.

## What services can Supporting People help me pay for?

- Housing-related support services.
- Occasional welfare services, that is, other services you might need from time to time (such as help with shopping when you are ill) from the organisations which provide your housing-related support.
- Maintenance or minor repairs (not more than 16 hours' work) to your home if you are vulnerable and this work is not your landlord's responsibility.
- Adult placement services, which means housing-related support through an Adult Placement Scheme (where the landlord or landlady you are staying with gives you support).

## Are there any services that Supporting People will not pay for?

- Housing management, which means services normally provided by your landlord (such as collecting your rent).
- Social care (such as day care in a day centre).
- Personal care (such as help with washing and dressing).
- Services which the local authority has to provide by law (such as support for young people leaving care).
- Health services.

## Who is eligible for help from Supporting People?

Supporting People is for people who we consider are vulnerable, where housing-related support can help them live more independent lives. Vulnerable people can include:

- older people;
- people with mental-health problems, learning disabilities or a physical disability;
- people who are homeless;
- people with alcohol or drug problems;
- offenders or people at risk of offending;
- young people at risk or who are leaving care;
- teenage parents;



- women or men at risk of domestic violence;
- people with HIV or AIDS; and
- refugees and travellers.

## **How do you decide what and who is eligible?**

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

The services we provide through Supporting People must:

- be housing-related;
- be planned as part of an agreement between the service provider and the person receiving the service;
- aim to help people live more independently; and
- be for people who are vulnerable.

## **Access to services**

Service providers must offer services equally to all groups in the community. Short-term services should be available for people who live outside East Sussex in a different district or borough council. Short-term services are services which aim to help someone live independently within two years of receiving the service.

## **Who should I talk to if I have any questions?**

If you have any questions you can talk to your housing officer, social-care assessor, nurse or probation officer. You can also phone us on the number at the end of this leaflet.

If you think that we have not followed our eligibility policy 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 settle all complaints in line with our Adult Social Care complaints procedure. If you make a complaint, we will treat you fairly and it will not affect the quality of services you receive in the future.

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

This leaflet is a summary of the main points in our eligibility policy (as at November 2006). 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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