



**Supporting People is a Government scheme that started in April 2003. It aims to support people in their own homes so that they can lead more independent lives. Surrey has a Supporting People team who pay providers for the support services that they offer. The team also monitors services provided.**

#### **These include:**

Short-term services, offering support that is intended to last for up to 2 years to people with support needs such as:

- **People in hostels or shared housing who have mental health issues or who have drug and alcohol problems**
- **Women at risk of domestic violence**
- **“Floating support” schemes, where support workers may help people settle into their home.**

Long-term services, known as ‘homes for life’, such as:

- **Warden services in sheltered schemes or support services for vulnerable people such as those with learning or physical disabilities**
- **Pull alarms (known also as community alarms), which are fitted into a property.**
- **Support workers who visit or stay in a person’s home and help them with managing their money; filling**

**out forms; learning new life skills such as cooking and cleaning; offering a listening ear.**

Supporting People does not pay for any services that are:

- **Care - including bathing, administering medication**
- **Meals on wheels, specific shopping schemes.**
- **General advice services such as Citizens Advice Bureau.**
- **Specialist counselling services.**

#### **Will Supporting People pay for my support service?**

Firstly, check with your support provider that they have a contract with the Supporting People team. We can only pay providers we have a contract with. It will also depend whether the service you receive is seen as short or long term. Short term services are non-chargeable.

#### **Short Term Services**

If you are in a short-term service such as a hostel, women’s refuge or receiving

support that lasts no longer than 2 years, Supporting People will pay for your support service regardless of your income. Supporting People will pay this money direct to your support provider.

#### **Long Term Services**

If you are in a long-term service such as a sheltered scheme, have a community alarm (pull alarm) or are in a long-term supported housing scheme, Supporting People will pay for your support service if you are receiving Housing Benefit. Supporting People will pay this support charge direct to your provider. You will not receive the money. If you are not on Housing Benefit but have a low income, you may be eligible for help under the Fairer Charging rules. You will need to contact Surrey County Council’s Benefits and Charging advisors to find out more. If you are not on Housing Benefit and not eligible for Fairer Charging you will have to pay the charge yourself to your provider or landlord. Your provider/landlord will let you know how much you have to pay. If your situation changes and you start to receive Housing

Benefit, you or your provider should let the Supporting People team know.

#### **Joining and leaving a service**

For those in long-term services, your support provider or landlord should let the Supporting People team know when you join a scheme. They will also tell us when you leave. They will ask you to sign a form giving permission for us to check whether you receive Housing Benefit or not. This will allow the Supporting People team to keep a track of any changes without calling you.

#### **Getting your views**

As the Supporting People team has a contract with your provider to pay for the support service you receive, we are keen to know that it is satisfactory and that you are happy with the service. From time to time, we may send out questionnaires asking you what you think of the support you receive, or we may come and talk to you to ask if you feel the service could be improved.



## Supporting People in Surrey

### Problems with the service you receive?

If you are having problems, or if you have a complaint about the service you receive, the Supporting People Team recommends the following:

- **Firstly speak to your support worker - they may be able to solve the problem.**
- **If this does not help, all support providers should have formal complaints processes. Ask for further details and maybe, ask a friend, relative or advisor from the Citizen's Advice Bureau to help you through the process.**
- **If this does not help, please let us know. We cannot get involved in your dispute but the information will be helpful to us when we review your service.**

### Contacting the Supporting People Team

If you would like any more information or have any questions your support provider, landlord, warden or support worker may be able to help. Otherwise, please get in touch with the Supporting People Team at Surrey County Council:

**Surrey Supporting People Team**  
**Civic Centre, High Street, Esher, Surrey KT10 9SD**  
**01372 474699**  
**SPTeam@surreycc.gov.uk**  
**www.surreysp.org.ukp**

If you would like to receive this information in another language or in another format such as large print, Braille or on audio tape, please contact the Supporting People Team on 01372 474699.

## A guide for people who may benefit from Supporting People

