

# A guide to Supporting People in Herefordshire

Supporting People is a Government programme introduced in April 2003. It aims to support people in their own homes so that they can lead more independent lives. Herefordshire Supporting People Team manages the Supporting People Grant and pay providers for the support services that they deliver. The team also monitors and reviews the services provided.

The housing-related support services funded by Supporting people are of 2 main types.

**Short-term services**, intended to last for up to 2 years such as:

- **Young People in Foyers**
- **Vulnerable & Disabled People in Supported Housing**
- **Women at risk of domestic violence**
- **Floating support schemes, where support workers may help people settle into their home.**

**Long-term services**, such as:

- **Sheltered housing schemes for older people**
- **Support services for vulnerable & disabled people**
- **Community alarms**

Supporting People **can** pay for services that help people to:

- **Manage their money**
- **Fill out forms**
- **Learn life skills such as cooking and cleaning**

Supporting People **cannot** pay for any services that are:

- **Personal Care - including bathing, administering medication**
- **Meals on wheels**
- **Specific shopping schemes**
- **General advice services such as Citizens Advice Bureau**
- **Specialist counseling services**

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

The Supporting People Team can only pay providers who they have a contract with. It will also depend whether the service you receive is seen as short or long term. Short-term services (i.e. those up to 2 years) are non-chargeable.

### **Short Term Services**

If you are in a short-term service such as a Foyer, or a Women's Refuge, or are receiving support that is not intended to last for longer than 2 years, Supporting People will pay for your support service regardless of your income. Supporting People will pay this money direct to the service provider.

### **Long Term Services**

If you are in a long-term service such as a sheltered housing scheme, or have a community alarm service, Supporting People will pay for your support service if you are receiving Housing Benefit. Supporting People will pay the cost of this support direct to the service provider. You will not receive the money.

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

For those in long-term services, your support provider or landlord should let the Supporting People team know when your service starts. They will also tell us when you leave. They may ask you to sign a form giving permission for us to check whether you receive Housing Benefit. This will allow the Supporting People team to monitor the contract that they have with the service provider.

## **Getting your views**

The Supporting People team is keen to know that the service you receive is satisfactory. As part of our regular review of the services we may send out questionnaires asking you what you think of the support you receive, or we may ask your permission to come and talk to you.

## **Problems with the service you receive?**

If you have a complaint about the service you receive, the Supporting People Team recommends the following:

- **First speak to your support worker - they may be able to resolve the problem**
- **If this does not help, all support providers should have formal complaints procedure**
- **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 you feel that your concerns have not been addressed, please let us know**

## **Contacting the Supporting People Team**

If you would like more information or have any questions your support provider, landlord, warden or support worker may be able to assist you.

Otherwise, please get in touch with the Supporting People Team at Herefordshire Council:

**Herefordshire Supporting People Team**  
**The Supporting People Office**  
**Old Priory**  
**Church Street**  
**Leominster**  
**HR6 8DA**  
**01432 383070**

[supporting.people@herefordshire.gov.uk](mailto:supporting.people@herefordshire.gov.uk)