

Supporting People

How does this work



November 2009

What is supporting people?

Supporting people is a new way the government have put in place to pay for support services. This began in April 2003.

Different types of supported housing may have different housing support services. These services are usually provided by the support staff and can include:

- Claiming benefits
- Accessing medical services
- Accessing external support services
- Arranging life skill training
- Agreeing goals and setting action plans
- Emotional support

All housing support providers have to work to these rules and are monitored closely to ensure that the services they provide are tenant focused. Supporting people ensure that housing support providers ask themselves the following questions:

- Are the services we provide value for money?
- Are the services individual to tenants?
- How do we compare to other providers?
- Are we working with external services to meet tenants needs?
- Are we involving tenants and promoting independence?

How is this paid for?

Spire Homes are paid this money direct from supporting people based in Rutland. This is paid as a lump sum and covers the support that is provided to clients. Supporting people will always pay for this support for clients.

Will there be any changes to the service?

As Spire Homes are constantly reviewing their services there will be times when some changes will need to be made. These will only be to enhance the services that are provided to clients. Clients would be consulted / informed about any changes where possible.

Can I contact “supporting people”?

Yes, if you have any queries they can be contacted on **01572 722577**. They are based at Rutland County Council.

Supporting People - Where do we go from here?

What has happened so far?

Next Spire Homes, along with all supported housing providers, e.g. other housing associations, local authority etc, had a review of the services they are providing. The Supporting People Team asked:

- Is the service we provide value for money and meets a high standard?
- Are we providing the services that are individual to tenants' needs and what they expect from us?
- How do we compare to other providers in the area?
- Are we promoting independent living to encourage a home for life?

- Are we consulting and involving our tenants, enabling them to make their own decisions on the future of the service?
- Are we working with other agencies to provide a consistent service, which is individual to people's needs?

What are the Supporting People team expecting from Spire Homes?

They have been and will continue to monitor very closely the work that we are doing. A number of standards are in place, which we have to meet within a set period of time. We will then be inspected again to ensure that we are meeting these standards.

The standards are the same for all supported housing providers, ensuring a consistent service throughout Rutland.

What will happen now?

The Sheltered Housing Team are working with Spire Homes to review the services provided and consult tenants on how they can be improved or enhanced. We have already begun work on this.

Staff are fully involved, as this will affect their role and responsibilities. Staff are being included in any decisions and trained on relevant areas. This is a learning process for both staff and tenants and we will be working closely with you in the future to explain what we have to do and why we have to do it.

How will I be consulted?

This will be in a number of ways, so that all tenants can understand what we are trying to achieve. These will include surveys and meetings, through the Rutland Tenant and Leaseholders Partnership or via leaflets. You will start to notice some changes in the near future, but it is important to remember that they are being made to enhance the service you receive as tenants.

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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