

# Supporting People reaching out in partnership



**Our vision** is “To enable vulnerable people to maximise their independence, building safe and fulfilling lives in the community through support to their housing circumstances that meets their needs”



# What is Supporting People?



*Supporting People is a national government programme. It funds housing-related support services, to help vulnerable people live independently within their communities.*

## **What is housing-related support?**

Housing-related support services are aimed at helping people live independently, and include:

- Maintaining their own tenancy.
- Helping people with managing their money.
- Helping people with claiming benefits.
- Helping people with developing domestic or social skills.

- Helping people with personal and home safety.

Housing-related support services are provided to people in their own homes or through supported housing schemes such as hostels, group houses, homeless family units and women's refuges. Supporting People funding is available to people who access these services. For an up-to-date list of these services go to [www.spdirectory.org.uk](http://www.spdirectory.org.uk) or contact the Supporting People team.

# Who does it help?



*The London Borough of Merton has signed contracts with a number of support providers who support approximately 1,500 vulnerable adults in the borough.*

*Adults who may be vulnerable are:*

- Older people who need support.
- People with mental health problems.
- People with a learning or physical disability.
- People who are blind, partially-sighted or hard of hearing.
- Women escaping domestic violence.
- Teenage parents.
- People with drug or alcohol problems.
- People who have recently come out of prison.
- Homeless people.
- People with HIV or AIDS.

# Will Supporting People services provide all kinds of help in the home?



*Supporting People services don't provide every kind of assistance that someone might need.*

For example it does not cover help with:

- Personal Care, such as washing and dressing.
- Healthcare or medication.
- Preparing meals, shopping or cooking on a regular basis.
- Specialist Counselling or treatment.
- Childcare.

**How can I get Supporting People funding for my housing-related support costs?**

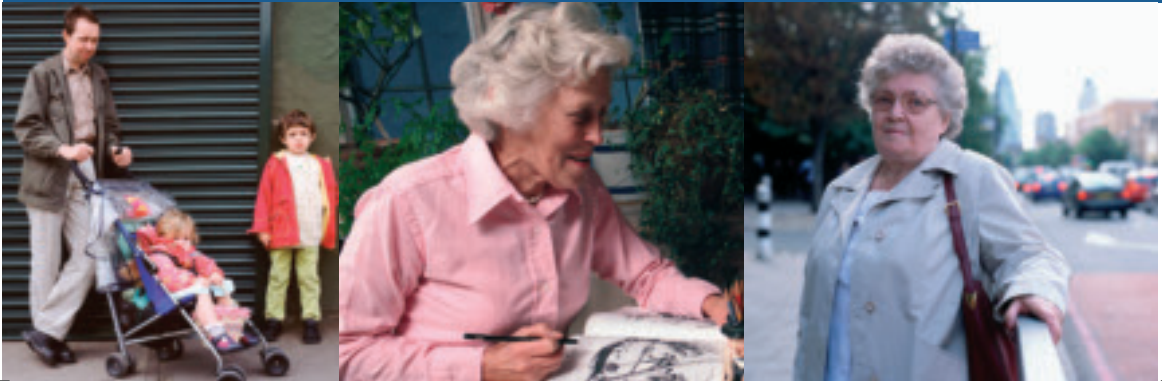
If you are currently receiving short-

term housing related support (up to 2 years), your support provider will fund your housing-related support costs. If it is long-term and you get housing benefit, you should automatically get your housing-related support costs paid for by Supporting People. If this is not happening, please let us know.

*If you do not get housing benefit you can apply for a financial assessment, which could mean that Supporting People pay for some or all of your housing-related support costs.*

To apply for a financial assessment please call 020 8545 4036.

# How can I tell you what I think?



If you would like to make a comment, compliment or complaint about the service you get, you should contact the organisation that provides the service first. All service providers should have a written complaints procedure. You can also contact us at the address below.

When we review services you can get involved. We want to talk to the people who use the services, carers and anyone else involved in the service, to find out what they think about it. We will use the information you give us to make a plan for improving the service in the future.

## Contact Details

You can contact us at:  
Merton Supporting People,  
Merton Civic Centre,  
London Road, Morden, SM4 5DX  
020 8545 3844  
[supportingpeople@merton.gov.uk](mailto:supportingpeople@merton.gov.uk)  
[www.merton.gov.uk/supporting-people](http://www.merton.gov.uk/supporting-people)

Or  
For information about other Supporting People programmes around England, you can visit: [www.spkweb.org.uk/](http://www.spkweb.org.uk/)  
[supporting.people@odpm.gsi.gov.uk](mailto:supporting.people@odpm.gsi.gov.uk)

If you would like more information in your own language, please contact us at the address below:

**Albanian** Nese deshironi me shume informacion ne gjuhen tuaj, ju lutemi te na kontaktoni ne adresen e dhene ne kutine me poshte.

**Arabic** إذا أردت معلومات إضافية بلغة الأصلية الرجاء الاتصال بنا في العنوان المذكور ضمن الإطار أدناه.

**Bengali** যদি আপনি আরও বিস্তারিত জানতে চান তবে আমাদের সাথে যোগাযোগ করুন, উল্লিখিত ঠিকানা আমাদের কাছ থেকে।

**Chinese** 如果你需要用中文印成的资料，请按低端方格内提供的地址与我们联系。

**Farsi** اگر مایل به اطلاعات بیشتر به زبان خود هستید، لطفاً با ما از طریق آدرس زیر تماس بگیرید.

**French** Pour tout renseignement complémentaire dans votre propre langue, veuillez nous contacter à l'adresse figurant dans l'encadré du bas.

**Gujarati** જો તમને તમારી પોતાની ભાષામાં વધારે માહિતી જોઈતી હોય, તો કૃપા કરીને નીચે અંતમાં આપેલા ખાનામાં દર્શાવેલા સરનામે અમારો સંપર્ક કરો.

**Punjabi** ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਹਿੱਸਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਖਾਨੇ ਵਿਚ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

**Somali** Hadii aad u baahan tahay faahfaahin intaa kabadan oo ku soobsan afkaaka hooyo ama Af Somali fadlan lana soo xira cinwaanaka hoos ku qoran.

**Spanish** Si usted desea más información en su propia lengua, por favor contáctenos en la dirección al pie del formato.

**Tamil** உங்கள் மொழியில் மேலும் தகவலைப் பெற விரும்பினால், கீழ்க்கண்ட முகவரிக்கு தொடர்பு கொள்ளவும்.

**Urdu** اگر آپ اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو براہ کرم  
میں سے اس پتے پر رابطہ قائم کریں جو کہ نیچے کے جگہ میں درج ہے۔

If you would like a copy of this leaflet in Braille, audio or in large print, please telephone 020 8545 3475.

Supporting People Team,  
Merton Civic Centre, Morden, SM4 5DX  
Phone: 0208 545 3844