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 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.
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
www.merton.gov.uk/supporting-people

Or
For information about other Supporting People programmes around England, you can visit: www.spkweb.org.uk/
supporting.people@odpm.gsi.gov.uk
If you would like more information in your own language, please contact us at the address below: