

Services for all



Supporting People

Housing Support Charges



- Who we are
- What services we offer
- Information on how to get them free of charge
- How to appeal a decision

What is Supporting People?

Supporting People is a group of people who want to help you make your life easier and happier.

Haringey Council has got together with people from other organisations to help you have a better life. So they need to hear about your problems and help you to solve them by providing services such as help with finding a place to live, keeping your home and finding a job.

The other organisations are the Haringey NHS Teaching Primary Care Trust and London Probation Services.

Supporting People want to teach others to help themselves so they can look after themselves as much as they can.

There are two types of services: short-term services and long-term services.

All short-term services are free. We charge only for long-term services. This leaflet tells you which services are long-term. Read on and find out how you pay for them.

You may not have to pay long-term service charges. This leaflet tells you who does not need to pay, and how to get them free.



Whatever your circumstances, you must fill in a Social Services Fairer Charging Assessment form. You can get one from your landlord, support provider, or direct from us:

✉ **Supporting People Team**

2nd Floor
40 Cumberland Road
London N22 7SG

☎ **020 8489 3379**

✉ **supporting.people@haringey.gov.uk**

Supporting People housing support service charges

Your charges for your support services will often be paid with your rent.

What are long-term support services?

Help given for more than two years is long-term help. Short-term services will give you help for two years or less and are free.

Long-term help includes:

- sheltered housing for older people
- some services for people who have mental health needs

- some services help people who have learning disabilities
- help for people who are living with mental or physical disabilities
- services for people with drug and alcohol problems
- services for people with HIV or AIDS.

What do Haringey housing support services do to help?


- We teach skills that will make life easier for you in your home, at work and when you meet other people.
- We can help you apply for benefits, and advise how to spend money wisely and not get into debt.
- We are ready to help you if you are looking for a place to live, and we can also help you settle in.
- If you need to see a doctor, health visitor or other people, we will help you do so. We will also help you to meet other people so you won't feel alone.
- If you need a job or training, we can also help you get them.
- We can arrange for somebody to come to your home and see that you stay safe.
- We'll give you alarms in case you have an accident at home or get ill or feel unsafe.
- We'll also help you to go to college.

Who does not need to pay for long-term support services?

People on Housing Benefit pay nothing at all. Haringey Council will pay your support charges, directly to your landlord or support provider. You need to fill in a simple form called a **Fairer Charging Assessment form**.

Please see page 3 for details.

To apply for Housing Benefit contact:

 0845 071 2800

Or go to

 www.haringey.gov.uk

If you are not on Housing Benefit you may have to pay some or all of your support service charges.

The council may still pay your service charge or other benefits for you. You need to fill in a simple form called a **Fairer Charging Assessment form** so we can work out how we can help.

What is a Fairer Charging Assessment?

If Housing Support and Care Services arranged housing support or care services for you, a Fairer Charging Assessment combines the total costs of these and works out a fair amount to charge you. So you won't pay more than you can afford.

To get a fair amount, you must fill in a **Fairer Charging Assessment form**.

How we decide what is a fair charge

The Fairer Charging Assessment is a means test. We look at how much money you have each week, and how much money you spend each week.

You will need to show us proof of:

- your weekly household income, or how much you have coming in. For example, earnings from a job, or you may have a private pension or get a state benefit
- your own, or a shared joint capital, including savings
- how much you spend weekly. For example, how much you pay for rent, mortgage and Council Tax.

Queries and appeals

You will get a letter after a decision has been made about how much we will charge you.

If you think this is the wrong amount, you can check the decision by asking the Finance Assessment Team. If you still disagree with the decision, you should tell us and a senior officer will look at your case.

If you want more information about Supporting People Services or you want to make a general complaint, please contact us, details on page 3.



How to appeal

If you are not happy with a decision, you can tell us. Please write or email us at our address on page 3.

You should give us your name and explain why you think we are wrong. A panel including people from the council and someone from an outside organisation who knows about community care will hear your case.

If you cannot appeal yourself, ask your support worker or anyone else to help you.

How long will an appeal or query take?

If possible, the council will reply two weeks after a request for a review of the decision.

If a case goes to an appeal panel, we will try to have a hearing within six weeks of receiving the request.

You will be told the result in writing shortly after the hearing. If the panel decides that the charge is wrong, you will be sent a new statement showing the new charge.

If you are still not happy

You do not have a further right of appeal through the council system. However, if you think you have been treated unfairly, you can complain in writing to:

✉ **The Local Government Ombudsman**
21 Queens Gate
London
SW1H 9BU

Supporting People has information on services that can help you cope with life challenges, how you can access them free, and how to appeal a decision. For a free copy in your own language, fill in the form and return to the address below.

Albanian



Mbështetja e Njerëzve (Supporting People) ka informata mbi shërbimet që mund t'ju ndihmojnë t'i përballojë sfidat e jetës, si t'i qaseni atyre falas, dhe si të apelonit ndaj një vendimi. Për një kopje falas në gjuhën tuaj, ju lutem plotësoni formularin dhe kthejeni tek adresa e mëposhtme.

French



Supporting People contient des informations sur les services qui peuvent vous aider à faire face aux épreuves de la vie, comment les obtenir gratuitement et faire appel. Pour en obtenir un exemplaire gratuit dans votre langue, veuillez remplir ce coupon et le renvoyer à l'adresse ci-dessous.

Somali



Taageerista dadka (Supporting People) ayaa haysa macluumaad ku saabsan adeegyada oo kaa caawin kara inaad inaad la qabsato wixii nolosha kaa hor yimaadda, sidii aad lacag la'aan ugu heli lahayd, iyo sida racfaan looga qaato go'aan. Si aad u hesho koobbi ku qoran luqaddaada, fadlan buuxi foomka oo ku soo celi cinwaanka hoose

Bengali



'সাপোর্টিং পীপল্'এর মধ্যে এমন বিভিন্ন ধরনের সেবা সম্পর্কে তথ্য দেওয়া আছে যেগুলি জীবনের নানা সমস্যার মোকাবেলায় আপনাকে সাহায্য করতে পারে, কিভাবে আপনি বিনা মূল্যে এগুলি পেতে পারেন, এবং কিভাবে সিদ্ধান্তের জন্য আবেদন করতে পারেন তা বলা আছে। আপনার নিজের ভাষায় এটার কপি পাওয়ার জন্য, ফর্ম পূরণ করুন এবং নিচের ঠিকানায় ফেরত পাঠান।

Kurdish



Supporting People (Pîştevanîya Mirovan) li ser xizmetên ku dikarin ji bo dijwanîyên jîyanê alîkarîya we bikin, ku hun çawa dikarin xwe bigihînin wan, û ku hun çawa dikarin li biryarekê îtiraz bikin, agahdarî heye. Ji bo kopîyeke bêpere bi zimanê we, ji kerema xwe formê tije bikin û ji navnîşana jêrîn re bişînin.

Turkish



'Supporting People', yaşamın zorluklarıyla başa çıkabilmenize yardımcı olabilecek hizmetler, bunlardan ücretsiz nasıl yararlanabileceğiniz ve bir karara nasıl itiraz edileceği konularında bilgiler içermektedir. Kendi dilinizde ücretsiz bir kopya için lütfen formu doldurup aşağıdaki adrese gönderin.

Please tell us if you would like a copy of this leaflet in any of the following formats, and send the form to the freepost address below.

In large print On disk On audio tape In Braille

In another language, please state:

Name:

Address:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ



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