

Services for all



Supporting People

Who we are and what we do



What is Supporting People?

Every day there are many people in the community who need help. Maybe they want to find a job, but don't know the best way to find one. Or maybe they can't pay their rent and worry that they will have to leave their home.

Haringey Council, together with other people, is ready to help you with these problems and other ones you may have. The other helpers are from the Haringey NHS Teaching Primary Care Trust and London Probation Service.

The name for this help is Supporting People. If you have a problem or somebody you know does, read on to see if we can help.

What can Supporting People help with?

We can help with these life challenges:

- You want to find somewhere to live and set up your home.
- Maybe you are very worried because you haven't paid your rent. You worry that you will have to leave your home.
- You want to look after yourself and not have to ask for help from friends and family. You want to learn how to do this.
- Maybe you need more benefits or don't know how to get them.
- Maybe you live alone. You'd like somebody to visit you to see that you are safe and in good health.
- You are keen to get a job. You know you need training and help to get work.
- Perhaps you feel unsafe in your own home and you want an alarm to call for help if you need it.



What kind of people do we help?

If you, a friend or relative have any of the following problems, the council is ready to help.

- You don't have anywhere to live.
- You are living with mental health needs.
- You are an older person who needs help.
- You need help with learning new things.
- You or a friend or relative has HIV or Aids.
- You are a young person with no family to turn to, or are leaving a place where you have been looked after.
- Support for people who have committed crime and want to stop.
- Maybe somebody in your family has treated you badly by hitting you or has threatened to harm you.
- Maybe your neighbours have used hateful or threatening language against you.
- Your problem could be using drugs or drinking too much alcohol.
- You are a refugee.
- Teenage parents often need help.
- You have left your country for a safer life and you are recognised as a refugee
- Maybe you don't hear or see well.

Case study

Floating support services – putting people first.

Together with Supporting People's service HAIL, Lolita, Pauline and Lydia (pictured in order from right to left) started a dating and friendship service called Stars in the Sky. They realised



the difficulties they and fellow service users were having meeting new people. It is now successful company enabling members to meet people across London, develop and sustain

friendships and relationships and enjoy leisure activities throughout the capital.

They have also challenged the opinions of people who feel sexuality and relationships are not part of supporting people with learning difficulties.

They have scooped two top awards and won £15,000 at the prestigious national Community Care Awards 2005 awards.

What services provide this help?

There are two kinds of help.


Floating support services

The first is called floating support. It is available to people wherever they live. To people who may live on their own, they may also rent council property or could be living in Housing Association or privately rented property. Or maybe people who own their own homes.

Floating support help is free. You can access it yourself, or with the support of someone else. If you need it, call the following numbers:


HARTS

For families:

 0845 303 2350


Sixty Plus

For people over 60:

 0800 652 6100


Key Support

For 16-59 year-old single people or couples without children:


 020 8347 2327

The Corporate Voluntary Sector Team


This is a special floating support help for people from some Ethnic communities. To learn more about this help contact:

 020 8489 6931

Haringey Council's **Safe and Sound Team** will give you an alarm that you can use in your own home to call for help if you have an accident or you are the victim of a crime.


 020 8489 2365

or visit our website on

 www.haringey.gov.uk

Metropolitan Care and Repair, who we help fund, is ready to help you too.

- Do you need something fixed in your home?
- Perhaps you need help with gardening.
- If you cannot walk on your own or are old, you may need changes made in your home.
- They will also tell you how to keep safe from crime.

 020 8829 8310

Case study

Accommodation based services – putting people first

Clive Lloyd House is a sheltered scheme for African Caribbean older people with medium support needs, funded by Supporting People and managed by Presentation Housing Association.

It has five computers but a lot of the residents didn't know how to use them. So the scheme manager, Eric Da Silva, contacted the College of North East London (CONEL) to find out about IT training courses. With the aid of a grant from the Learning and Skills Council (LSC), CONEL is now teaching residents new IT skills.

“It is great,” said Ken Chung, secretary of the Tenants' Association.

“I'm now looking forward to learning more.”



Accommodation based support – achieving excellent services

The other kind of help you can get is called accommodation based services. This means the help is given at the place where you live. Some of these services will give you help 24 hours a day, seven days a week. The help could include:

- sheltered housing for older people
- supported hostels for the homeless, offenders (people who have done something against the law) and people who are getting better after taking drugs and drinking too much
- refuges (safe homes) for people who have been treated badly (hit) by somebody in their family
- supported housing for people living with mental health needs
- supported housing for people with learning disabilities
- supported housing for people who are living with mental or physical disabilities. Maybe it is difficult to get around or arrange things
- supported housing for people who are hearing or visually impaired
- supported training flats for young people who are moving out of a place where they are looked after and other young people who have no one to turn to.

You can't always access these services yourself. For some services the person who is responsible for your care or helps you will refer you. This may be a social worker, housing worker, a mental health advisor or a doctor, for example. To learn more about these services please contact us, our details are on page 11.



Do I have to pay for help, and how do I complain?

If you get help for less than two years, it is free. If you get help over a long time (over two years) you may have to pay for it.

If you are on Housing Benefit the services are free.

When you apply for help, you will be told if you must pay. There is another leaflet with details on how to apply for free or reduced cost services called "How is my Supporting People service paid for". Please contact us for a copy.

If you are unhappy about a Supporting People service, tell your support worker or manager of the service. If you are not happy with the result contact the Supporting People Team. There is also a leaflet with more details of how to disagree with a decision or complain about a service, please contact us for a copy.

To learn more about this or if you have any other problems, please contact us.

Supporting People Team

✉ 40 Cumberland Road
London N44 7SG

☎ 020 8489 3344

@ supporting.people@haringey.gov.uk

Supporting People does not provide some services

We do not give help with:

- personal care or help with washing or dressing
- preparing meals, shopping or cooking on a daily basis
- childcare
- healthcare
- specialist counselling (talking to somebody about problems).

However if you want to find out more how Haringey Council can help you contact:

Social Services

☎ 020 8489 0000

Supporting People has information on services that can help you cope with life challenges. For a free copy in your own language, please 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 përballoni sfidat e jetës. 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. 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. 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। আপনার নিজের ভাষায় এটার কপি পাওয়ার জন্য, ফর্ম পূরণ করুন এবং নিচের ঠিকানায় ফেরত পাঠান।

Kurdish



Supporting People (Piştewanîya Mirovan) li ser xizmetên ku dikarin ji bo dijwarîyên jîyanê alîkarîya we bikin agahdarî heye. Ji bo kopîyeke bêpere bi zimanê we, ji kerema xwe formê tîje bikin û ji navnîşana jêrîn re bişînin.

Turkish



'Supporting People', yaşamın zorluklarıyla başa çıkabilmeniz yardımcı olabilecek hizmetler konusunda 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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