

# Supporting People in Plymouth

# 10. Supporting People in Plymouth



# **Housing related support to help people to live independently**

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## **What is Supporting People?**

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Supporting People is a Government programme. It helps fund support services to enable people to live as independently as possible. Services funded by Plymouth include homeless hostels, supported housing, sheltered housing, a women's refuge and "floating support" which is support provided to people in their own homes.

## **Who can help?**

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Supporting People services can help a wide range of vulnerable adults including:

- older people with support needs
- the frail elderly
- people with learning disabilities
- people with physical or sensory impairment
- people with mental health issues
- people experiencing domestic abuse
- ex offenders and those at risk of offending
- people recovering from drug or alcohol problems
- young people leaving care and / or at risk
- homeless people
- teenage parents
- refugees
- people with complex needs
- people with HIV/AIDS

### **How can we help?**

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The aim of the Supporting People programme is to help people live independently within the community. This does not mean just having somewhere to live but being able to live there safely and happily. Supporting People helps people develop the necessary skills and confidence to make this happen.

Support provided by Supporting People services is always related to housing. This support can include:

- helping to develop independent living skills such as cooking, cleaning and dealing with mail
- gaining access to other services such as doctors, social workers or community organisations
- assistance and advice with personal budgeting, debts, and completing benefit forms
- helping people to make and maintain social contacts
- emotional support
- signposting to college or work
- helping people to move on to a new home for further independence
- advice on how to organise repairs and home improvements

### **Can we provide all kinds of help in the home?**

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Supporting People does not provide every kind of assistance that may be needed in the home. Adult Social Services has responsibility for personal care services such as:

- bathing and dressing
- healthcare and medication
- preparing meals

For information ring the Contact Centre on 0800 444000.

If you wish to make any comment about a Supporting People service in the first instance please contact a member of staff or manager of

that service. If your query is not resolved please contact the Supporting People team on 01752 307575.

## **How can services be accessed?**

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People can be referred to services by Social Workers, Probation Officers, Mental Health Workers or other agencies within the community, or people can contact most services themselves.

People receiving any amount of Housing Benefit automatically have their Supporting People (support) charge paid for by Supporting People grant.

There is no charge for support provided by some services such as homeless hostels.

Generally, in other services, people not eligible for Housing Benefit may be required to pay, but a financial assessment can be requested from Plymouth City Council on 01752 307527. This looks at eligibility for financial assistance.

A directory of all services is available on the Plymouth City Council website at [www.plymouth.gov](http://www.plymouth.gov) or by contacting the team.

Email: [supportingpeople@plymouth.gov.uk](mailto:supportingpeople@plymouth.gov.uk)

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### **Plymouth City Council**

Civic Centre

Plymouth

PL1 2AA

Tel: 01752 668000

[www.plymouth.gov.uk](http://www.plymouth.gov.uk)

**Repairs Freephone 08082 306500**

### **Area Offices**

#### **Devonport Office**

Granby Way

Devonport

Plymouth

PL1 4AB

Tel: 01752 304323

#### **North Prospect Office**

91/93 North Prospect Rd

North Prospect

Plymouth

PL2 2NA

Tel: 01752 306436

#### **Estover Office**

Leypark Walk

Estover

Plymouth

PL6 8UE

Tel: 01752 306548

#### **Whitleigh Office**

101 Whitleigh Green

Whitleigh

Plymouth

PL5 4DE

Tel: 01752 304810