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## Supporting People

### What is Supporting People?

Supporting People is a Government programme which provides housing related support to people to enable them to live more independently. Supporting People grant is paid to Hanover on behalf of some residents for support related services. It is means tested but if you qualify for Housing Benefit, then you would usually qualify for Supporting People grant as well.

If you live in a property which is managed by Hanover then some of the services provided such as responding to individual emergency alarm calls, regular visits to certain residents and discussing any adaptation requirements (such as needing a shower instead of a bath) would fit into the Supporting People definition of support.

Hanover identifies any support costs on a rented service charge schedule as a separate item. We don't normally do this for homeowner service charges, but can do so if you need to make a claim for Supporting People grant.

Any Supporting People grant payments Hanover receives on your behalf are shown on your rent and service charge statement as a credit called "SP Grant Direct". Not all residents receive Supporting People grant.

Hanover provides other housing services which are not support based, such as gardening, and possibly window cleaning. If a resident qualifies for financial help with these services, this is called Housing Benefit. Homeowners cannot receive Housing Benefit but may be eligible for help with the cost of these housing services through Income Support or Pension Credit.

If you are not entitled to Housing Benefit and have a limited income and capital, you may still get some help towards your support costs. For this you will need to complete the Supporting People authority's 'Fairer Charging' application form. If you want to

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apply for this, your Estate Manager will help you find the forms you need to fill in and can also help you to complete them. Any entitlement to help will be assessed by the Supporting People team.

## **Your Support Plan**

Your Estate Manager will meet with you to identify what kind of support you need. This should first happen when you move to a Hanover property and they will review your needs from time to time. As part of the conditions of receiving Supporting People grant, your Estate Manager will record this in a support plan and you will receive a copy.

## **Eligibility**

Supporting People grant is means tested. If you qualify for Housing Benefit, then you usually qualify for Supporting People grant as well. Eligibility is set by each Administering Authority and eligibility will usually be determined by a means test.

## **Opportunity to be Locally Involved**

The Supporting People Authority may want to give residents the opportunity to influence the services they receive. From time to time you may be asked for your view on the support service. Supporting People Authorities sometimes set up older people's "user groups" in an area so that they can talk about issues affecting them. If you want to be involved in these groups you should contact your Estate Manager.

## **Inspections**

To ensure that Hanover is providing value for money, Supporting People Authorities sometimes carry out an inspection of the services. This is called a "validation inspection". This would normally involve your Estate Manager. Part of this inspection involves Hanover's services being assessed against national standards, known as a Quality Assessment Framework.

## **More Information**

If you need more information about Supporting People, please ask your Estate Manager.