

Oxfordshire Supporting People

‘Supporting vulnerable adults to enable them to live independently’



Oxfordshire Supporting People is a partnership of the county and district councils, the probation service and primary care trusts

What is Supporting People?

Everyone wants their own home, somewhere warm and in good repair, somewhere you feel safe and secure, where you belong and feel in control of your life. Many people need help to be able to live and stay independent in their home. Some people need help for a long time, others only for a little while, some need a lot of help, and some need it occasionally.

This is what Oxfordshire Supporting People does. It manages support services for vulnerable people to enable them to move into and continue to live in a place which is home. It helps to prevent problems that can lead to people becoming homeless, needing to go into hospital or moving into care and helps people move back into independent living.

Who can Supporting People help?

Supporting People can help many different people

- older people
- people with physical, sensory or learning disabilities
- people with mental health problems
- people fleeing domestic violence
- homeless people
- young people at risk or leaving care
- teenage parents
- people with drug and alcohol problems
- ex-offenders
- refugees

What help does Supporting People give?

Supporting People provides services that help you do things for yourself rather than have them done for you. You may be living somewhere like a sheltered housing scheme, shared accommodation, a hostel or a refuge and the support may be part of the service. You may be living in your own home and receive support from an outside agency. The sorts of services you might receive include:

An emergency alarm

Help filling in claim forms or arranging for professionals to call

Help maintaining the safety and security of your home

Help and support to move on to accommodation with less support

Help with budgeting and managing your tenancy

Supporting People does not pay for personal care services that need to be done for you regardless of where you live (like bathing, laundry or having your meals prepared)



Can I get help and will I have to pay?

If you receive, or are applying for Housing Benefit and need the help of Supporting People services then you should be able to get help. The cost of the service will be paid directly to whoever provides the service to you. Short-term services are always free of charge but you may have to pay towards permanent services (those intended to last more than two years).

If you do not receive Housing Benefit you can still receive help but you may be charged for this. If you apply for a Fairer Charging Assessment you may get some help with payment.

How can I be sure I get a good service?

The Oxfordshire Supporting People Team monitors each service to make sure the people providing the service meet certain standards. If you are unhappy with the service provided, you can complain. You should have guidance from the organisation that provides the service about how to do this. If you would rather not complain to them direct for any reason, you can contact the Oxfordshire Supporting People Team.

Case studies

Mr A used LIBRA, SMART, Oxford Night Shelter, Simon House and Luther Street Surgery

Mr A suffered long-term depression, anxiety, alcohol and drug problems and had been homeless for a long time. Over a period of eighteen months the Supporting People services for homeless people helped deal with the homelessness issues.

Mr A says

‘the support the staff gave me helped me to be more positive and to have hope about the future after a very long period of hopelessness. I am looking forward to moving into a new home soon and to starting college. I think the next year will be one of good health and positive activities, building on the progress made in the last eighteen months.’

Miss B used the South and Vale Connection Floating Support Team.

Miss B had difficulties in budgeting and dealing with debts and long term depression made it harder to cope without support. The Supporting People services helped with managing benefits and sort out her debts.

She says

‘having someone to talk to in times of distress helped me overcome the depression and to gain self confidence. Now I no longer need benefit support but can work regularly and manage money independently. I hope to return to full-time work in the future.’

Contact information

For more information on what Supporting People does in Oxfordshire

Write to:

Oxfordshire Supporting People Team
Foxcombe Court
Wyndyke Furlong
Abingdon Business Park
ABINGDON
OX14 1DZ

Telephone:

01235 469765

Email:

supporting.people@oxfordshire.gov.uk

To apply to receive Supporting People payments

Write to:

Financial & Management Accounting
Supporting People Payments Team
Shared Services
Oxfordshire County Council
Unipart House
Garsington Road
Oxford OX4 2GO

Telephone:

01865 797455

Email: sppayments@oxfordshire.gov.uk

Directories of Supporting People accommodation-based or floating support services are available through the Oxfordshire Supporting People Team or

On line at:

www.oxfordshire.gov.uk/supportingpeople