

Supporting People Information for Tenants

What is it & how does it affect Me?

From 1st April 2003 a new funding arrangement is being introduced for Support Services provided by Wardens, Community Alarms, Support Workers, or arranged by the Council. This included sheltered housing.

Up to April 2003 if you received Housing Benefit support costs were paid for these services by Housing Benefit Office and included with the payment that you received towards the cost of rent for your home.

From April 2003 the payment that you receive from the Housing Benefit Office will reduce and only be paid towards the cost of your rent, not support. The support costs will be paid separately by The Supporting People Team at The Vale of Glamorgan Council directly to your landlord or support provider.



NO-ONE SHOULD PAY MORE FOR THEIR SUPPORT CHARGES BECAUSE OF THESE NEW CHANGES BEING INTRODUCED IN APRIL 2003

The Supporting People Team will send a payment to your landlord or support provider monthly in advance to cover the cost of the support that you receive, as long as you have provided proof that you are in receipt of Housing Benefit. Every year on 1st October this proof will be requested again so that your support payments can continue.

IF AT ANY TIME YOUR HOUSING BENEFIT STOPS YOU MUST NOTIFY THE SUPPORTING PEOPLE TEAM IMMEDIATELY ON TELEPHONE NUMBER (01446) 709793

If you currently pay your own support charges or are not eligible for Housing Benefit at any time, you can apply for a Fairer Charging Assessment to be carried out on your details by the Supporting People Team. Please contact them on (01446) 709793 for a claim form. If you are unable to visit the office a home visit can be arranged. You can also request help to complete the form if required. If you do not wish to divulge information about your savings and income you can opt not be financially assessed and pay the support costs in full.

Supporting People - Information for Tenants

Vale of Glamorgan Council
Housing & Community safety Division
Supporting People Team
2—8 Holton Road
Barry
Vale of Glamorgan CF63 4HD

TELEPHONE (01446) 709793
FAX (01446) 421481



New Tenants from 1st April 2003

Any new tenant who makes a claim for Housing Benefit **MUST** provide the Supporting People Team with a copy of their notification letter as soon as it is received.

- If Housing Benefit is awarded to you, payment will be sent to cover the cost of the support direct to your landlord or support provider from the award date or start of tenancy (whichever is applicable)
- If Housing Benefit is not awarded, you will be assessed under the Fairer Charging Policy using the details included on your notification letter and if you qualify for financial assistance this will be paid to your landlord or support provider back to the date that your application for Housing Benefit was made
- Failure to qualify for Housing Benefit and financial assistance under the Fairer Charging Policy will require you to pay the support costs yourself direct to your landlord or support provider.

Vale of Glamorgan Council Tenants only

- Existing Tenants of the Vale of Glamorgan Council who already receive the services of the Vale Community Alarm Service or of a Warden have until now been protected from support charges by different accounting arrangements,

which can no longer continue under Supporting People.

- These existing tenants will continue to be 'protected' so that the rents will remain unchanged, apart from the normal inflationary increases.
- New tenants **will not** however be protected and will have to meet the support costs in full unless they receive Housing Benefit or a positive financial assessment under the Fairer Charging Policy.
- If you are an existing tenant receiving the services and are protected from the charge, you will continue to receive protection if you move tenancies within Council owned accommodation.

TENANTS HAVE A DUTY TO NOTIFY THE SUPPORTING PEOPLE TEAM AND THEIR LANDLORD/SUPPORT PROVIDER OF ANY CHANGES IN CIRCUMSTANCES THAT ARE RELEVANT TO THEIR APPLICATION. FAILURE TO DO THIS COULD RESULT IN ANY PAYMENT MADE TOWARDS SUPPORT COSTS BEING RECLAIMED AND THE TENANT BEING LIABLE TO MAKE UP THESE CHARGES.