



What is Supporting People?



Better Homes • Stronger Communities

What is Supporting People?

Supporting People is a Government programme to help people live more independently and to maintain their accommodation. The programme provides funding for the housing related support that usually comes from Support Officers.

What is Housing Related Support?

Housing related support is the help you get in your home that helps you to live in your home independently.



Supporting you in your home

North Lincolnshire Homes' main aim is for tenants to remain with us for as long as they want to. We know that sometimes things happen which makes this difficult.

To help, we offer a range of housing support which is tailored to meet individual tenants' needs.

We provide specialist housing support for older people, and for young tenants who are managing a home for the first time. We recognise that everyone at some time may need some help. This could be:

- Filling out forms to apply for benefits
- Helping you to get the skills you need to maintain your own tenancy
- Advising and helping you to get other services you need

Housing related support services do not include nursing care, or helping with personal tasks such as bathing and giving medication. If you are having difficulty managing your home or feel you aren't coping, talk to us. We will identify the right help you need and work with other services to help you stay in your home.



Older People's Services

North Lincolnshire Homes actively promotes independent living. We provide a range of sheltered housing which can be a bungalow, a flat or an apartment in a group dwelling.

Residents in sheltered housing can receive visits from Support Officers who can provide support to assist tenants with housing or tenancy related issues.



Care Call Service


A Care Call Service provides a personal pendant alarm system at a small cost. This pendant can be carried around with you in your home by using it as a necklace or bracelet, or even by fixing it to a wheelchair. The pendants are connected to a 24 hour call centre, operated by North Lincolnshire Council.

This call centre can call for assistance for you from your nominated contact, or for medical assistance in the event of an emergency.

Aids and Adaptations

Sometimes people find their needs around their home change. This could be anything from experiencing difficulty with stairs or getting into or out of the bath. If you are having problems, talk to us. We can give you advice and information on different options, including how to get aids and adaptations fitted into your home. Please see our Aids and Adaptations leaflet for more information.

Tenants who receive special services, such as pendant alarms, or support from a Support Officer, pay a charge for that service. Service charge costs are set out separately.





Can I get help with my support charge?

If you are paying your support charge in full and are not eligible for Housing Benefit, you may be able to receive assistance with your housing support costs by applying for a Fairer Charging Financial Assessment. You can also request a full welfare benefits check.



Visit us online
www.nlhomes.org.uk

Young People's Services

North Lincolnshire Homes welcomes young tenants and wants to see them make a success of their new home. Running a home for the first time can be difficult, especially if you don't have much money coming in.

We have staff who specialise in helping young people manage their tenancy. We can help you with household budgets, arrange a bank account and give you advice and guidance to sort out any problems that may put your tenancy with us at risk. If you would like to talk to our Young People's Housing Support Worker, telephone **01724 279900** or visit www.nlhomes.org.uk.





No English?

For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

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Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

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08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats
please call 01724 279900**

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