

HOW TO ACCESS SUPPORTING PEOPLE SERVICES

Introduction

Bristol is fortunate to have Supporting People Grant awarded by the government (the ODPM) to improve quality of life and promote independence by providing housing-related support to people living in the community.

Supporting People services are commissioned by Bristol City Council (BCC) to maximise the benefit to the community. Many services are currently funded under temporary contracts and are subject to review.

There is not enough funding to meet every need. There is no right to a Supporting People service. Bristol City Council does not have to provide a Supporting People service, even if you can demonstrate a clear need for a service. This is because Supporting People funding is for discretionary welfare services.

How to get a service

At present, you can contact a Supporting People service provider for housing and/or support. Each provider has its own eligibility criteria and can assess if you are suitable. Many providers will not have a current vacancy, but they may have a waiting list. Support often requires you to be housed with that provider, which may take a long-time.

If you are homeless and housed in a Direct Access Hostel, you will automatically receive support. When you move-on from the hostel, you will be referred by the hostel staff to any support services you need.

If you are a tenant and need support, you could contact your landlord to see if any support is available. If your landlord is not a Supporting People provider, it may be possible to 'float' in another service. Otherwise you may have to move home to access support. Many Housing Associations and BCC are Supporting People providers.

If you are already a client of Social Services and Health, they can direct you to a support provider.

The Supporting People Team

The BCC Supporting People Team does not place people in services. The team make sure that the providers have fair and open access systems and that they are well managed. The Team can tell you which Supporting People services and providers are in Bristol.

The Future

In the future, BCC will have a Housing and Support Register. Once this is up and running, if you want to get support you will need to register your need. Providers will offer services to people on the register.