What is Supporting People and how was my support paid for before?

Since 1st April 2003, the Supporting People programme has been in action. Supporting People is the funding, planning and monitoring arrangements for the housing-related support service that you receive so that you can live an independent life either in Supported or Sheltered Housing, or in your own home.

It covers all forms of accommodation where there is support provided by, for example, sheltered housing wardens, support workers and community alarm services.

Before Supporting People started, the cost of this support was included in your total rent payment and was paid for either by you from your own personal income or through Housing Benefit, if you are entitled to Housing Benefit.

How is my support paid for now?

Since Supporting People started, the cost of your housing-related support has been taken out of your rent payment and is paid for on your behalf by a Supporting People Grant from the Council.

This grant goes straight to your Landlord or Service Provider and they will have done all the work necessary to ensure that this happens automatically.

Prior to Supporting People, you were already paying for your support within your rent, the only difference now is that your rent and your support are now listed as separate items and Supporting People pays for the support part.
Do I have to contribute?

If you are in receipt of Housing Benefit, then you do not have to pay the charge – Supporting People pay this for you, all you have to do is tell your Landlord/Service Provider or our Financial Assessment team that you are in receipt of Housing Benefit and you will not be charged.

What if I pay all my rent myself?

If you pay all your rent from your own income then you must contribute towards the cost of the support being provided to you and you will be liable to pay all or some of the charge depending on your income level.

You can ask for a financial assessment, and this will work out how much of the charge you will have to pay.

This assessment is not obligatory, however if you refuse the assessment then you will have to pay the whole charge.

What is the financial assessment?

The financial assessment will look at your financial circumstances and work out how much of the charge you have to pay.

We would encourage you to have the assessment, as depending on the outcome, you may pay less for your support.

How do I get an assessment?

If you don’t think you should be paying the whole charge or you can’t afford it and you haven’t had a financial assessment, then you should speak to your Landlord/Service Provider and they will arrange with the Council for this to happen, or you can contact the Financial Assessment Team here at the Council who will then work out how much you must contribute.

The Royal Borough of Kensington and Chelsea Income and Client Affairs Financial Assessment Team
Tel: 020 7361 2324
E-mail: hsfateam@rbkc.gov.uk