

## Frequently asked questions

### Is there a charge for Housing with Support?

You will need to pay rent and this might include service charges. You may qualify for Housing Benefit, which will pay for some or all of the rent, depending on your circumstances. Ability has a policy of charging affordable rents for Housing with Support.

There is no charge for support in Short-stay services.

In Long-stay services, there may be a charge for the service if you do not receive Housing Benefit. The amount you will be asked to pay will depend on your circumstances and the charging policy of your local authority. Ability can assist and advise you with claiming benefits and managing your money.

### Who can access the service?

Disabled people, including people who have a physical impairment, a learning difficulty, mental ill-health or sensory needs.

Most of our Housing with Support is for single people but in certain locations, we provide Housing with Support for couples or small families.

### Will you hold personal information about me or my circumstances?

Our Housing Support Workers will keep records relating to the work that they are doing with you and you have the right of full access of any of this information.

### Is the service confidential?

Yes – Ability is a registered data controller under the Data Protection Act . There may be a need to discuss your circumstances with other service providers. If this is the case, we will always ask you to give your consent for information to be shared.



The map shows the areas in which Ability works:

**OXFORDSHIRE:** Cherwell, South Oxfordshire. **BERKSHIRE:** Bracknell, Reading, Slough, Windsor & Maidenhead, Wokingham. **HAMPSHIRE:** East Hampshire, Gosport, Havant, New Forest, Test Valley. **DORSET:** Bournemouth, Poole. **SURREY:** Mole Valley, Spelthorne, Waverley. **WEST SUSSEX:** Adur, Arun, Worthing. **GREATER LONDON:** Croydon, Ealing, Kingston, Merton, Tower Hamlets. **ESSEX:** Epping Forest.

## How to contact us

Contact our Head Office, who will put you in touch with your local office.



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## Equal Opportunities

In fulfilling its objectives, Ability Housing Association actively seeks to achieve equality of opportunity and fair treatment for all persons.

Any of our written information can be produced in different languages.

हमारी किसी भी लिखित जानकारी को विभिन्न भाषाओं में प्रस्तुत किया जा सकता है।

माझी वेळी वी लिखती माळवारी वेंच-वेंच भाषां हिंच मिल् सवली वै।

Mid kasta oo ka mid ah macluumaadkeenna qoran waxaa lagu soo saari karaa luqado kala duwan.

ہماری کوئی سی بھی تحریر شدہ معلومات مختلف زبانوں میں پیش کی جا سکتی ہے۔

# Housing with Support from Ability

Supporting independent living for disabled people, including people who have a physical impairment, a learning difficulty, mental ill-health or sensory needs.



## Promoting Independent Living



## What is Housing with Support?

Housing with Support is housing that is made available to disabled people together with an agreement to provide you with a support service.

Ability provides two types of Housing with Support:

In **Short-stay services** you can stay for up to two years. The aim of a short-stay service is to provide you with intensive support to prepare you to move on to a permanent home. Ability will assist you to find a permanent home and often will still provide support after you move.

In **Long-stay services** there is no time limit on your length of stay, but you can still be helped to find a more independent home if you wish. The amount and type of support that you need may change over time and your support plan will be reviewed at least once every six months and your support may be varied.

Most of our Housing with Support is provided in self-contained flats or bungalows, although some of it will be in shared housing or studio apartments with some shared facilities. Each scheme is different and you will be provided with details of your local scheme when you apply.

The support will be tailored to your individual needs to assist you to manage your home and to develop the skills you will need to live independently. Our Housing Support Workers are specially trained to provide you with this type of support.

Your Housing Support Worker will discuss your support needs with you and draw up a plan with you that sets out what support we will provide, and how and when that support will be delivered. The level of support can increase or decrease as your needs change.

## How can I access Housing with Support?

You must register for housing with your local authority. You can apply directly to Ability or through your care manager, social worker or occupational therapist, but we will still advise you to register with your local authority.

Once you have registered with the local authority, you will need to tell them about your disability and why you think you need Housing with Support. You should ask them to nominate you to Ability.

Once you have been nominated to Ability, a Housing Support Worker will visit you to talk to you about the kind of housing that you need and about the support that you need.



## What type of support does Ability provide?

The team provides support that promotes independent living, including:

- Assistance with learning independent living skills
- Advice and assistance with claiming welfare benefits and Housing Benefit
- Advice and assistance with budgeting and managing your bills
- Advice on aids and adaptations
- Assistance with reporting repairs to your home and managing your tenancy
- General counselling and support with day to day living
- Assistance with arranging personal care and contacting other agencies involved in your care and welfare.

We regret that our Housing Support Workers cannot provide personal care directly, but can help and advise you with making suitable arrangements for your personal care.

