

supportingpeople

Eligibility Criteria

April 2007

What is Supporting People?

The Supporting People programme aims to help vulnerable people improve their quality of life by providing a stable environment that enables them to live more independently. Supporting People provides housing-related support services that are cost effective and reliable, high quality and strategically planned. It is a working partnership of local government, service users and service providers.

What are the Eligibility Criteria?

This booklet sets out the criteria for determining the activities and services that are eligible for Supporting People Grant in Birmingham.

They were formally agreed on 1 April 2006. The Commissioning Body will review this booklet regularly to take account of changes in government guidance, Supporting People Grant Conditions, and best practice.

Eligible Client Groups

Supporting People Grant can be used to fund services to people who may be vulnerable, including:

- older or frail elderly people
- people with mental health problems
- people with physical or sensory disabilities

- people with learning disabilities
- people at risk of offending
- teenage mothers or pregnant teenagers
- young people at risk
- young people leaving care
- young single homeless people with support needs
- homeless families with support needs
- people with HIV or AIDS
- women escaping domestic violence
- people vulnerable due to drug or alcohol problems.

Only adults are eligible for Supporting People services. However, where there is an identified housing-related support need, 16 and 17 year olds will be included as eligible.

People may be receiving a range of services but we can only use Supporting People funding to pay for the parts of services that cover housing-related support.

Housing-related Support

Housing-related support focuses on enabling people to live as independently as possible in their accommodation.

To do this, they need to be able to:

- pay for their accommodation
- meet the other responsibilities of having a tenancy or owning their home
- know how to get all the necessary services into their accommodation (gas, for example)



- deal with repairs and/or improvements to the property
- keep their accommodation warm, safe, and comfortable
- look after themselves, with appropriate care or support services when necessary
- get on with their neighbours
- access community services when needed
- not feel trapped or isolated in the accommodation to the point where they no longer wish to live there.

Ancillary (occasional) Welfare Services

Supporting People Grant can be used to pay for 'other welfare services' if they are 'occasional' and if they are 'ancillary to housing-related support services'.

These services must be ad-hoc (specifically for that service user) and essential to the delivery of the housing-related support.

They could include:

- help with shopping and cooking
- help in maintaining a garden, where this is the service user's responsibility
- help with personal hygiene, for example, running baths
- arranging transport for the service user or accompanying them to activities in the community
- advocacy with health professionals over medication and related matters
- advising service users on substance misuse problems
- communicating with employers on behalf of the service user
- helping service users to take advantage of educational opportunities
- family mediation
- advice and help with maintaining relationships
- storage and distribution of prescribed medication.

Childcare

The government's Supporting People Briefing Note 4 on Women's Refuges defines where childcare might be eligible for Supporting People Grant:

Circumstances that:

- enable the client to access confidential individual support sessions in the refuge

- help her with move-on activities
- help her contact professionals or other bodies with an interest in her welfare
- help the household to understand and maintain the safety and security of the refuge and/or alternative accommodation
- deal with any issues relating to children's behaviour that breach the occupancy agreement and put the household at risk of losing its accommodation (unless they are covered by a statutory duty).

Statutory Duties

Any service:

- involving the provision of services by the administering authority to meet a statutory duty placed on that authority
- enforcing specific requirements imposed by a court of law are not eligible for Supporting People Grant.

This means that Supporting People Grant cannot be used for any services that Social Care and Health must fund for:

- adults under community care legislation
- young people under the Leaving Care Act.

Housing Management

Housing-related support is often provided with housing management and other accommodation-related services. This is either because the landlord provides the support to residents or because the landlord has employed the same agency to provide housing management and housing-related support.

Housing management includes:

- setting, collecting and accounting for the rent and service charges
- setting up, issuing and enforcing the licence or tenancy agreement
- organising the inspection, repair, improvement or replacement of the property or the contents supplied by the landlord
- organising the provision of any accommodation related services
- ensuring that residents are aware of, and receive, their rights according to housing law, Housing Corporation guidelines, and contractual commitments through the licence/tenancy.

These are all clear landlord functions and are not eligible for Supporting People Grant.

Supporting People Grant will not usually pay for night-time cover because this is not housing-related support. The exceptions to this are services that provide planned support sessions with service users who are not available during usual office hours.

Care

Housing-related support is not care. There are different types of care, including personal, social, health or domestic care.

The Department of Health paper Supported Housing and Care Homes – Guidance on Regulation (August 2002) defines four levels of ‘care’:

- level 1 – help with bodily functions such as feeding, bathing, and toileting
- level 2 – care which falls just short of help with bodily functions, but still involving physical and intimate touching, including activities such as helping a person get out of a bath and helping them to get dressed
- level 3 – non-physical care, such as advice, encouragement and supervision relating to levels 1 and 2. For example, prompting a person to take a bath and supervising them during this
- level 4 – emotional and psychological support, including the promotion of social functioning, behaviour management, and assistance with cognitive functions.

Personal Care

Levels 1 and 2 are personal care and are not eligible for Supporting People Grant.

Health Care

The administration of medication, including storing and issuing prescribed medication to service users regularly, specialist counselling and therapy services are not eligible for Supporting People Grant.

Domestic Care

The provision of domestic services is not classed as housing-related support. In certain circumstances, where domestic assistance was made eligible for Transitional Housing Benefit, Supporting People will continue to pay for it.

Culturally Specific Services

These activities are eligible for Supporting People Grant in Birmingham:

- culturally specific counselling and/or emotional support and access to local community organisations
- signposting to culture specific legal services
- signposting to culture specific health and/or treatment services
- translation and interpreting costs.

Tables of Categories of Eligible and Non-eligible Support

Eligible support	Non-eligible support
<p>Help in setting up and maintaining a home or tenancy</p>	
<p>Assessing the service user's support needs related to coping in the accommodation.</p>	<p>Managing the service user's support needs and income by power of attorney.</p>
<p>Advising and helping on fulfilling licence/tenancy/mortgage conditions.</p>	<p>Issuing and enforcing occupancy agreements.</p>
<p>Advising and helping to obtain essential household items. Temporary help with shopping, errand running and good neighbour tasks to promote independent living skills.</p>	<p>Ongoing help with shopping or accompanying the service user on shopping trips.</p>
<p>Advising and helping to ensure the connection of utilities, such as electric, gas and water. Temporary budgeting assistance to help service users pay bills and maintain services.</p>	<p>Continued help with budgeting and paying bills. Administering the service user's finances and paying bills on their behalf.</p>
<p>Providing information on community facilities and the location of essential services in the neighbourhood, such as health services, council offices, Department of Works and Pensions offices, places of worship, post office. Temporary help with accessing essential services in the neighbourhood.</p>	<p>Continued help with accessing essential services the neighbourhood.</p>
Safety and security of the accommodation	
<p>Risk assessment covering the service user living independently in supported housing or with floating support in the community.</p>	<p>Risk assessment covering personal care activities.</p>
<p>Advising and helping service users with:</p> <ul style="list-style-type: none"> • safety procedures, such as fire exits, emergency contacts and gas safety. 	<p>Locking windows and doors regularly because the service user is unable to do it themselves.</p>
<ul style="list-style-type: none"> • security, such as locking doors, testing personal and fire alarms, checking identification of callers. 	<p>Repeated guidance to service users on how to use equipment in their home safely.</p>
<ul style="list-style-type: none"> • recognising and dealing with issues that represent potential hazards to themselves or to others, such as faulty appliances, worn/torn carpets. 	<p>Carrying out repair or maintenance work.</p>

Eligible support	Non-eligible support
Developing skills	
<p>Advising and helping service users in their dealings with statutory and voluntary agencies concerned with housing and housing-related issues.</p>	<p>Personal care. Rehabilitation following an illness or accident. Help and/or assistance following an illness or accident.</p>
<p>Initial advice and guidance to service users on essential toilet daily living tasks related to maintaining their tenure – such as cooking, cleaning, budgeting, dealing with correspondence – with a view to them being able to undertake these tasks independently for themselves. Advice and guidance to carry out personal care tasks for themselves, for example, bathing, shaving, washing hair. Advice and guidance on using cooking utensils safely.</p>	<p>Help with personal hygiene such as using the washing, bathing, shaving.</p>
<p>Helping service users to manage their health and well-being, for example, supporting access to advice and information as part of a package of support. Occasionally accompanying service users to medical appointments/assessments and monitoring their well being, for example, including advising service users on how to deal with substance misuse problems, and advocacy with health professionals over medication and related matters.</p>	<p>Administering medication and continued help in attending appointments and accessing health professionals.</p>
<p>Working with the service user to review and update support plans.</p>	<p>Physical assistance with mobility in the home. Assistance with feeding.</p>
<p>Occasional advice on provision and preparation of meals.</p>	<p>Providing and preparing meals or regularly helping service users to cook their meals.</p>
<p>Occasional advice on washing and ironing.</p>	<p>Washing and ironing for service users.</p>
<p>Providing occasional help and advice with domestic tasks.</p>	<p>Regular cleaning of the service user's home.</p>
<p>Helping and advising service users on how to travel to appointments.</p>	<p>Regularly accompanying service users on social outings or holidays.</p>

Eligible support	Non-eligible support
Help in accessing other services	
Advising and helping service users to organise repairs or improvements to their home (property or contents) where this is their responsibility.	Organising the provision of housing-related services where it is the landlord's responsibility and carrying out repair and maintenance tasks. Help and guidance to maintain a garden where this is the service user's responsibility.
Advising service users on taking advantage of educational, training and employment opportunities.	Regularly accompanying service users to work, day centres, educational or leisure establishments, or to hospital appointments.
Helping service users to access specialist advice, such as the Citizens Advice Bureau, welfare rights or advocacy services, to ensure that service users receive the services necessary to maintain them in their accommodation.	Specialist intensive or therapeutic counselling on issues such as drug and alcohol misuse, abusive relationships or behaviour modification.
Helping service users to access health, social care, other statutory or voluntary sector service providers and cultural services within the district.	Supervising or monitoring compliance with health improvement plans.
Other support activities/services	
Providing a community alarm service.	
Child supervision as part of a women's/man's hostel in order to enable access to other services and accommodation.	Childcare.
Advising and helping service users to enable them to move to more appropriate accommodation.	
Mediation in service users' neighbour disputes. Occasional liaison and advocacy support.	Supervision of court orders.
Helping service users to help them overcome social isolation in their accommodation. Occasional help in establishing and/or maintaining social contacts and activities.	Operating a formal employment placement or befriending service. Mediation between service users and their family.

Please note that tasks highlighted in bold will be rigorously tested.

The frequency of the tasks, the support hours spent upon the tasks and the effect upon the service user's move towards higher levels of independence may determine whether we continue to fund these tasks.

Evidence of Eligibility for use of SP Grant (* denotes where the evidence is essential)

Related Tasks	Evidence
Individual work/action plans that specify the eligible support activities that must be carried out.	* Job descriptions that demonstrate housing-related support is being provided.
Providers will need to assess the housing-related support needs of service users in line with other Supporting People Providers and either formulate a support plan, which is regularly reviewed, or build support tasks into the person centred plan. Use the housing-related support eligibility table to separate out tasks.	* Support Plans or Person Centred Plans that separate out statutory and support duties.
Crossover into contracts where care services are subcontracted. Clear service level agreements and financial audit trails with other funders.	* Service specifications that identify different areas of activity – housing management, housing support, social care and so on.
Providers will need to ensure that the aims and objectives of the service reflect all areas of activity, including personal and social care and housing-related support. For example, clearly stating the intention that the service must help people to live in a more independent environment than they would otherwise and that the service is intended to help the user to maintain their accommodation.	Aims and objectives that show commitment to independent living.
Training for staff and service users in applying the new terminology associated with Supporting People. Time and motion studies to remind staff to maintain the housing-related support/care/housing management balance.	Staff and service users understand the difference between personal care, social care and basic housing-related support.
In the context of the knowledge gathered on consistency of application across client group, service type and landlord.	Information available from legacy funders, in particular transitional housing benefit.
Evidence that there was a clear support remit to the service, for example it was commissioned by the Housing Department or through the Housing Corporation ADP programme.	Information on why the service was originally commissioned.
Apportionment between personal care, social care and basic housing-related support, wider policy and development work.	* The service budget, including staffing costs.
Practice and outcomes need to reflect the aims and objectives of Supporting People.	* Outcomes and performance monitoring that show the support service and care service being delivered separately.

www.birmingham.gov.uk/supportingpeople

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