

HEREFORDSHIRE SUPPORTING PEOPLE ELIGIBILITY CRITERIA

1.1 Introduction

Supporting People is committed to ensuring that vulnerable people have the opportunity to live more independently. Through working partnerships with local government, support agencies and service users, it promotes straightforward, cost effective and reliable housing-related solutions, which complement available care services and support independent living.

Central Government has issued a significant amount of guidance in relation to the definition of housing-related support. However, Administering Authorities have developed their own guidelines based upon the statutory guidance provided. In Herefordshire these guidelines are being revised and developed in partnership with other members of the West Mercia Cross Authority Group (CAG) which consists of Herefordshire, Shropshire, Telford & Wrekin and Worcestershire.

1.2 The Aims of Supporting People

Supporting People is defined within the Supporting People Grant Conditions, 2006 / 2007 as:

“Support services which are provided to any person for the purpose of developing that persons capacity to live independently in accommodation or sustaining his capacity to do so”.

The aim of Supporting People in Herefordshire is to ensure that these services offer good quality, housing - related support to vulnerable people throughout the county. It will do this in several ways: -

- By focusing provision on local need
- By improving the range and quality of services
- By integrating housing-related support with wider local strategies
- By monitoring quality and effectiveness
- By introducing effective decision making and administration

1.3 Accessing Services

Service users can access Supporting People services via various routes including self-referrals, housing officers, social workers etc.

Supporting People contracts are awarded to provider organisations, these determine the amount of service that can be delivered.

The support provider is responsible for assessing the need for housing-related support, determining the level required and organising delivery in negotiation with the service user.

It is the responsibility of the support provider to prioritise referrals and ensure that support hours are reallocated as they become available.

1.4 Eligibility of Service users

Supporting People services are low-level, housing-related support services that are available to people over the age of 16, who are vulnerable on account of disability, life experience or illness, or, who are at risk of losing their home due to an inability to cope with the responsibilities associated with maintaining their tenure.

1.5 Eligibility of Tasks

Supporting People services are those that support the most independent living arrangements by focussing on enabling a service user to secure or maintain appropriate accommodation. They are **not** general health or personal care services.

- e.g.
- Assisting an individual to access public transport for themselves is an eligible task, providing transport for that individual is not.
 - Assisting someone to cook or prepare a meal is an eligible task; cooking or preparing the meal for them is not.

Housing-related support services are classified as short or long-term according to their aims and objectives. Short-term services enable individuals to move on to more independent living and / or increase their ability to live independently. These services have a maximum intended duration of up to two years.

The housing-related support services offered will be based on an assessed need as agreed with the prospective service user. A support plan must be devised which clearly states the aims and objectives that the support service will assist the service user to achieve, the anticipated timescales and the date when the plan will next be reviewed.

This requirement distinguishes Supporting People funded services from advice services, help-line services, and drop-in services, where relevant support may be provided but where there is no ongoing agreement to work to a particular set of support plan objectives.

1.6 The Provision of Occasional Welfare Services

The Grant Conditions allow Supporting People Grant to be used to fund “other welfare services” (i.e. those that fall outside of the definition of housing-related support) **if** they are “occasional” **and** they are “ancillary to housing-related support services”. The extent of this type of provision is a matter of local discretion. The Supporting People Guidance makes it clear that these services have to be “ad-hoc” in their nature and integral to the delivery of the housing-related support. They must have the specific purpose of enabling a service user to retain their tenure, and must only be provided in response to an unplanned occurrence that puts the tenure at risk.

The approach in Herefordshire is to assess whether there would be a statutory duty to provide these services in the absence of the Supporting People funding. This means that the funding of welfare services in situations where there is joint-funding with Social Care or Health would be excluded, but limited use of ad-hoc welfare services where a service user has no recourse to other funding sources could be allowed, subject to the conditions identified above.

Examples of eligible “occasional welfare tasks” in Herefordshire includes:

- Pre-engagement (i.e. prior to discharge from hospital, release from prison when this is imminent)
- Gardening where the service user’s tenure is in jeopardy (not routine maintenance/ upkeep) – via proposed designated handyperson service only
- Cleaning where there is an immediate risk to health and safety (not routine housework) - via proposed designated handyperson service only
- Advocacy with health professionals over medication and related matters

1.7 Exclusion of Statutory Duties

Supporting People Grant Conditions rule that any services that involve the provision of: “*services by the administering authority in satisfaction of a statutory duty placed on that authority*” and “*services to enforce specific requirements imposed by a court of law*” are ineligible for Supporting People funding.

This precludes funding any service for adults, which Social Care have a statutory duty to fund under Community Care legislation and services for young people under the terms of the Leaving Care Act.

1.8 Exclusion of Housing Management

In accommodation-based services, housing-related support is often provided alongside housing management and other accommodation-related services. This is either because the landlord also provides the support to their tenants or because the landlord has employed an agency, which holds a contract to provide housing-related support, to undertake housing management tasks on their behalf.

Housing Management in this context includes the following:

- Setting, collecting and accounting for the rent and service charges
- Establishing, 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

1.9 Exclusion of Care Services

As highlighted in section 1.7 above, Supporting People Grant Conditions precludes the funding for any adult services that Social Care have a statutory duty to fund under Community Care legislation.

This includes Personal Care which is defined in 'Supported Housing and Care Homes - Guidance on Regulation' (DoH August 2002) in four levels:

- Level 1 - assistance with bodily functions such as feeding, bathing, and toileting
- Level 2 - care which falls just short of assistance 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 the foregoing, such as 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

1.10 Charging

Guidance from the Department for Communities and Local Government (DCLG) dictates that there should be no charges made for short - term services, (i.e. those envisaged to last less than two years). In respect of "long-term" services, the guidance states that there should be no charge to people who are in receipt of housing benefit.

At present all Supporting People funded services in Herefordshire are fully subsidised and there is no charge to service users regardless of the duration of the housing – related support services they receive.

However, in view of the anticipated further reduction in Government funding, this policy will be kept under regular review.

1.11 Definition of Service Types with Schedules of Eligible Tasks

Type of Service – Tier 1 - Tenure Securement	
Service Aims –	To provide advice and assistance to enable vulnerable people to address the immediate risk of homelessness
Duration of Service -	Short Term (up to six weeks)
Service Levels -	High – (up to 10 hours per week)
Eligible Tasks	
<ul style="list-style-type: none"> • Advice and assistance to enable service users to fulfil licence/tenancy/mortgage conditions • Advice and assistance to enable service users to resolve neighbour disputes/avoid conflict situations • Advice and assistance to enable service user to claim appropriate benefits and maximise their income (particularly Housing Benefit and Council Tax Benefit) • Advice and assistance to enable service users to resolve or prevent housing debts or other debts that affect their ability to pay for housing • Advice and assistance with household budgeting especially payment of rent, service charges, utilities • Advice and assistance to enable service users to comply with landlord/service provider requirements in relation to internal hazards/hazardous materials (<u>via proposed designated handyperson services only</u>) • Advice and assistance to enable service users to comply with Provider's requirements in relation to external hazards (<u>via proposed designated handyperson services only</u>) • Advice and assistance to enable service users to organise and arrange structural repairs e.g. facilitating contact with Home Improvement Agencies • Advice and assistance to enable service users to recognise and address issues that represent potential hazards to themselves or others e.g. faulty appliances, worn/torn carpets • Advice and assistance to enable service user to access information about options available in relation to community or social alarms • Signposting service users to legal/health/ treatment services which are appropriate for their cultural needs • Signposting service users to liaison, advocacy and support services which are appropriate for their cultural needs e.g. Herefordshire Council Race Relations Officer, Traveller Liaison • Signposting service users to counselling/emotional support groups which are appropriate for their cultural needs e.g. travellers health project, interpretation services • Signposting service users to providers of specialist advice e.g. CAB, Welfare Rights, Advocacy Services • Supporting the service user in their dealings with statutory and voluntary agencies concerned with housing and housing-related issues • Gardening where the service user's tenure is in jeopardy (not routine maintenance/upkeep) – <u>via proposed designated handyperson service only</u> • Cleaning where there is an immediate risk to health and safety (not routine housework) – <u>via proposed designated handyperson service only</u> • Advocacy with health professional over medication and related matters • Signposting to other Supporting People services 	

Type of Service – Tier 2 - Re-settlement

Service Aims – To provide advice and assistance to enable vulnerable people to obtain and “set-up” home in accommodation appropriate for their needs

Duration of Service – Short-term (up to 6 weeks)

Service Levels – Medium (up to 7 hours per week)

Eligible Tasks

- Advice and assistance to obtain appropriate housing
- Advice and assistance to obtain ‘move-on’ accommodation
- Advice and assistance to arrange connection of utilities e.g. electric, gas, water, etc
- Advice and assistance in acquiring essential household items e.g. cookers, furniture
- Advice and assistance to access essential services in the neighbourhood e.g. Post Office, GP surgery
- Advice and assistance to enable service users to fulfil licence/tenancy/mortgage conditions
- Advice and assistance to enable service users to resolve neighbour disputes/avoid conflict situations
- Advice and assistance to enable service user to claim appropriate benefits and maximise their income (particularly Housing Benefit and Council Tax Benefit)
- Advice and assistance to enable service users to resolve or prevent housing debts or other debts that affect their ability to pay for housing
- Advice and assistance with household budgeting especially payment of rent, service charges, utilities
- Advice and assistance to enable service users to comply with landlord/service provider requirements in relation to internal hazards/hazardous materials (via proposed designated handyperson services only)
- Advice and assistance to enable service users to comply with provider’s requirements in relation to external hazards (via proposed designated handyperson services only)
- Advice and assistance to enable service users to organise and arrange structural repairs e.g. facilitating contact with Home Improvement Agencies
- Advice and assistance to enable service users to recognise and address with issues that represent potential hazards to themselves or others e.g. faulty appliances, worn/torn carpets
- Advice and assistance to enable service users to establish security routines that minimise risks e.g. locked doors, testing personal and fire alarms, safe use of appliances etc
- Advice and assistance to enable service users to become familiar with safety procedures e.g. fire exits, neighbourhood watch, community alarms, emergency contacts, etc
- Advice and assistance to enable service users to establish safety routines which minimise the risk of exploitation e.g. assessing advice from community safety officer, checking the credentials of callers
- Advice and assistance to enable service user to access information about options available in relation to community or social alarms
- Advice and assistance to enable service users to comply with treatment e.g. plans for ordering repeat prescriptions, remembering and attending appointments
- Advice and assistance to enable service users to access community facilities and services
- Advice and assistance to enable service users to access education/training opportunities
- Signposting service users to legal/health/ treatment services which are appropriate for their cultural needs
- Signposting service users to liaison, advocacy and support services which are appropriate for their cultural needs e.g. Herefordshire Council Race Relations Officer, Traveller Liaison
- Signposting service users to counselling/emotional support groups which are appropriate for their cultural needs e.g. travellers health project, interpretation services
- Signposting service users to providers of specialist advice e.g. CAB, Welfare Rights, Advocacy Services
- Supporting the service user in their dealings with statutory and voluntary agencies concerned with housing and housing-related issues
- Pre-engagement (i.e. prior to discharge from hospital, release from prison when this is imminent)
- Advocacy with health professional over medication and related matters
- Signposting to other Supporting People services

Type of Service – Tier 3 – (Re) Enablement	
Aim of Service -	To provide advice and assistance to enable vulnerable people to achieve their potential for independent living.
Duration of Service -	Floating Support Services - Short-term (Up to 6 months) Accommodation based services – Short-term (up to 2 years)
Service Levels -	Medium (up to 7 hrs per week)
Eligible Tasks	
<ul style="list-style-type: none"> • Advice and assistance in acquiring essential household items e.g. cookers, furniture • Advice and assistance to enable service users to resolve neighbour disputes / avoid conflict situations • Advice and assistance with household budgeting especially payment of rent, service charges, utilities • Advice and assistance to enable service users to comply with landlord/service provider requirements in relation to internal hazards / hazardous materials (<u>via proposed designated handyperson services only</u>) • Advice and assistance to enable service users to comply with provider's requirements in relation to external hazards (<u>via proposed designated handyperson services only</u>) • Advice and assistance to enable service users to organise and arrange structural repairs e.g. facilitating contact with Home Improvement Agencies • Advice and assistance to enable service users to recognise and address issues that represent potential hazards to themselves or others e.g. faulty appliances, worn/torn carpets • Advice and assistance to enable service users to establish security routines that minimise risks e.g. locked doors, testing personal and fire alarms, safe use of appliances etc • Advice and assistance to enable service users to become familiar with safety procedures e.g. fire exits, neighbourhood watch, community alarms, emergency contacts, etc • Advice and assistance to enable service users to establish safety routines which minimise the risk of exploitation e.g. assessing advice from community safety officer, checking the credentials of callers etc • Advice and assistance to enable service user to access information about options available in relation to community or social alarms • Advice and assistance to enable service users to undertake essential daily living tasks related to maintaining their tenure (with a view to them being able to undertake these tasks for themselves) e.g. cooking, cleaning, budgeting, and dealing with correspondence • Advice and assistance to enable service users to use household appliances • Advice and assistance to enable service users to comply with treatment e.g. plans for ordering repeat prescriptions, remembering and attending appointments • Advice and assistance to enable service users to access community facilities and services • Advice and assistance to enable service users to access education/training opportunities • Signposting service users to legal/health/ treatment services which are appropriate for their cultural needs • Signposting service users to liaison, advocacy and support services which are appropriate for their cultural needs e.g. Herefordshire Council Race Relations Officer, Traveller Liaison • Signposting service users to counselling/emotional support groups which are appropriate for their cultural needs e.g. travellers health project, interpretation services • Signposting service users to providers of specialist advice e.g. CAB, Welfare Rights, Advocacy Services • Pre-engagement (i.e. prior to discharge from hospital, release from prison when this is imminent) • Advocacy with health professional over medication and related matters • Signposting to other Supporting People services 	

Type of Service – Tier 4 - Tenure Sustainment	
Service Aims -	To provide advice and assistance to enable individuals to sustain their tenure and prevent the need for more intensive services by enabling them to undertake essential housing-related support tasks for themselves.
Duration of Service -	Long-term (Not restricted to less than two years)
Service Levels -	Low - (1 – 3 hours per week)
<p>Eligible Tasks</p> <ul style="list-style-type: none"> • Advice and assistance to enable service users to resolve neighbour disputes/avoid conflict situations • Advice and assistance with household budgeting especially payment of rent, service charges, utilities • Advice and assistance to enable service users to comply with landlord/service provider requirements in relation to internal hazards/hazardous materials (<u>via proposed designated handyperson services only</u>) • Advice and assistance to enable service users to comply with Provider's requirements in relation to external hazards (<u>via proposed designated handyperson services only</u>) • Advice and assistance to enable service users to organise and arrange structural repairs e.g. facilitating contact with Home Improvement Agencies • Advice and assistance to enable service users to recognise and address issues that represent potential hazards to themselves or others e.g. faulty appliances, worn/torn carpets • Advice and assistance to enable service user to access information about options available in relation to community or social alarms • Monitoring of alarms (alarm service only) • Advice and assistance to enable service users to use household appliances • Shopping for service user's (<u>via proposed designated shopping service only</u>) • Signposting service users to legal/health/ treatment services which are appropriate for their cultural needs • Signposting service users to liaison, advocacy and support services which are appropriate for their cultural needs e.g. Herefordshire Council Race Relations Officer, Traveller Liaison • Signposting service users to counselling/emotional support groups which are appropriate for their cultural needs e.g. travellers health project, interpretation services • Signposting service users to providers of specialist advice e.g. CAB, Welfare Rights, Advocacy Services • Gardening where the service user's tenure is in jeopardy (not routine maintenance/upkeep) – <u>via proposed designated handyperson service only</u> • Advocacy with health professional over medication and related matters • Signposting to other Supporting People services 	

If you require further information please contact the Supporting People Team:

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**MAXIMUM DURATION FOR PROVISION OF SUPPORTING PEOPLE FUNDED SERVICES
(ELIGIBILITY CRITERIA - APPENDIX 1)**



