



Kirklees Supporting People Eligibility Criteria March 2007

This document explains the types of services that are eligible for funding from the Supporting People programme.

It is for support providers and for service users. It explains the type of support that can be expected from support services funded by Supporting People.

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1.0 Introduction to Supporting People

Supporting People is a government funded programme, managed locally, to help vulnerable people live independently in their own homes.

Local Authorities are responsible for delivering the Supporting People programme in partnership with Housing, Adult Services, Health, Probation and providers of housing related support services.

The programme pays for housing related support to help people manage their home and improve their quality of life. The outcomes it hopes to achieve for vulnerable people are:

- Achieve economic wellbeing
- Enjoy and achieve
- Be healthy
- Stay safe
- Make a positive contribution

2. Housing related support

Housing related support services help people to help themselves live independently. It is low level support and must be an enabling service rather than a doing for service. It should complement or add to existing services and not replace them.

2.1 Support package

Service providers must provide a package of support for service users which helps them live independently in their home. The eligibility task list should therefore be read alongside our Good Practice Guide 1 – Support Planning issued in October 2006. The guide shows how individual support needs are identified and delivered.

The support package should contribute to the wider outcomes of Supporting People, these relate to:

- accommodation
- finance
- health
- daily living skills
- emotional well-being
- safety & security
- economic well-being
- parenting skills

2.2 List of support tasks eligible for funding

The following task list gives examples of the type of support which would be eligible for Supporting People funding. The support must be part of a package of support and not be based on individual tasks only.

Help in setting up and maintaining the home

- Finding out what the service users support needs are, and involving other services that are able to help.
- Providing immediate refuge to homeless people or people at risk of violence.
- Supporting service users to find, and have the ability to move to, more appropriate accommodation.
- Advising on following a tenancy agreement and on keeping a tenancy.
- Supporting the service user to arrange for gas, electricity, water to be connected.
- Advising and helping buy or rent important household items.
- Advising and assisting on managing money and applying for benefits. (Excluding power of attorney – taking control of someone's finances).
- Assisting service users to prevent debt and deal with arrears.
- Helping to find local services such as doctors, council offices, job centre plus offices, post offices and so on.
- Supporting activities to help the service user settle into an area, for example finding a school for their children. Then to help them live independently in that area.
- Offering advice and support to organise repair work or home improvement work.
- Managing a handyperson service for small repairs and maintenance, usually as part of a Home Improvement Agency. This includes things like fitting handrails, burglar alarms, changing light bulbs. The support should be no more than 16 hours a week and tools and materials are not included.

Safety and security of the accommodation

- Assessing the risk to the service user of living on their own or in supported housing or with floating support in the community. The risk assessment can be enhanced for service users at risk of offending.
- Advising and helping to make a property safe e.g. fire exits, gas safety, emergency contacts etc.
- Advising and helping with personal safety e.g. reminding the service user to lock doors, check callers identification etc.
- Assisting clients to look out for things that are dangerous in their home and helping them to deal with them e.g. faulty appliances, worn / torn carpets, safe use of kitchen equipment, using public transport safely.
- Advising and helping to arrange adaptations to the property, e.g. grab rails, stair lifts, level access shower etc.

Maintaining health and well-being

- Supervising and monitoring the health and well-being of the service user.
- Emotional support, counselling and advice. (Excluding specialist counselling or therapy.)
- Supervising and monitoring of medication. (Excluding administration of medication.)
- Assisting service users to overcome feeling lonely and being alone in their home by signposting to community and leisure facilities. (Excluding on-going accompanying of service users to such facilities.)
- Helping and encouraging service users to arrange social activities so they do not get lonely – usually as part of a sheltered housing service.
- Supporting people with treatment e.g. reminding them to order prescriptions and keep appointments, advising on how to get rid of out of date medication.
- Where appropriate notifying responsible agencies of concerns in relation to a person's health, well-being, medication.

- Occasional accompanying of service users to hospital.
- Monitoring of service users mental health.
- Advising service users on how to deal with problems with drugs and alcohol and signposting to specialist agencies.

Developing life skills

- Support to enable the service user to use equipment in the home, e.g. cooker, microwave, washing machine etc.
- Advising and helping the service user to develop their skills in
 - meal preparation and healthy eating
 - cleaning, laundry, personal hygiene
- Enabling service users to shop sensibly and buy essential items.
- Developing service users skills to carry out daily living tasks such as shopping, cleaning, laundry, personal hygiene and so on.
- Supporting service users to address and deal with any problems with their neighbours and keeping good neighbour relations.
- Support to engage with intensive behaviour management programmes, e.g. complying with drug treatment and testing orders.
- Helping service users understand the consequences of their behaviour.
- Mediation between service users and their family.

Help in accessing other services

- Assisting service users to access specialist advice, e.g. CAB, Welfare Rights, Advocacy Services etc.
- Assisting service users to access health, social care and other statutory and voluntary services. e.g. doctors, dentist, optician, chiroprapist etc.
- Supporting service users in dealing with statutory and voluntary agencies.
- Helping service users access their local community, e.g. for leisure, employment, education purposes.

- Liaising with Probation and Youth Offending Teams.
- Supporting service users to engage with Probation and Youth Offending Teams.
- Liaising with Community Mental Health Teams.
- Signposting to education, training and support to find employment.
- Advising and assisting to access culture specific support services or health / treatment services.

Other support activities

- Providing community or social alarms.
- Out of hours cover to meet the needs and protect the risks of service users.
- Providing some childcare to allow parents to have one to one time with support providers.
- Taking into account ethnic needs such as accessing interpreters.
- Working to review and change services to fill gaps and better meet the needs of service users.
- Staff training on housing related support activities.

2.3 Limitations

The eligibility criteria listed above will not cover everything. We will need to look at individual cases but this document gives a framework and guidance on how it should be applied. Contact the Supporting People Team at the contact details below for further guidance.

3.0 Exclusions

The following paragraphs set out what is excluded from Supporting People funding.

3.1 Statutory duties

Supporting People grant conditions exclude any service which involves the provision of:

- services provided by the local authority because that authority has a statutory duty
- services to enforce specific requirements imposed by a court of law.

This includes services for adults who receive support from the local authority under community care legislation or for young people who are supported under the Leaving Care Act.

Supporting People can fund services for people who receive support as part of a statutory duty but these must be housing related support services and must not replace the statutory responsibilities.

3.2 General social care

The Government has said that Supporting People cannot fund services that focus on a person's every day living. The support must help the service user to find and keep their accommodation. There will be some overlap but it is important that evidence is clear in the service user's support plan that the support is housing related. A useful rule of thumb is that housing related support is done with, not done to a service user, or helping service users to do things, not doing things for them.

3.3 Other non-eligible services

Government guidance on Supporting People also defines specific services that are not eligible support services; these are as follows and include housing management services, intensive housing management, health care and general social care.

Non eligible tasks

- day to day repairs
- collection of rent
- decorating services
- domiciliary and home care
- gardening
- health care
- home adaptations to improve accessibility using Disabled Facilities Grants
- personal care

- regular maintenance services
- rehabilitation after illness/ acquired disability
- rehabilitation and specialist counselling
- building works (including adaptation, improvement or repair in relation to a building) other than advice and assistance in obtaining grants for works or personal support services during works
- provision of equipment unless the equipment is used to deliver the particular service in question
- services provided by registered care establishments or by providers registered under Care Standards Act 2000 in their capacity of care provider
- services to enforce specific requirements imposed by court of law
- specialist treatment or counselling
- therapeutic/ intensive behaviour management
- cleaning of own accommodation

4.0 Service specification guidance

The following tables set out the expected support hours across a range of services in Kirklees. The number of hours will include the time allocated to completing support plans and travelling time providing that this is not more than 20% of the total figure. They will not include everything but are a guide to the amount of the services which may be funded through Supporting People.

4.1 Short term

Level and type of service	Guide support hours per week per service user	Typical services included in this category
High accommodation based	12 - 21 hours access to 24/7 cover	direct access hostels, women's refuge, foyer, accommodation for teenage parents
High floating support	4 - 12 hours access to cover 9am – 5pm weekdays and some evening/weekend cover	women fleeing domestic violence offenders, drug users

Medium accommodation based	4 - 12 hours access to cover 9am – 5pm weekdays and some evening/weekend cover	offenders, young people
Medium floating support	4 - 12 hours	tenancy support/move-on support, homelessness
Low accommodation based	0 - 4 hours access to cover Monday-Friday 9am - 5pm	refugees
Low floating support	0 - 4 hours	low level tenancy support/move-on support

4.2 Long term

Level and type of service	Guide support hours per week per service user	Typical services included in this category
High accommodation based	12 - 21 hours access to 24/7 cover	people with learning disabilities, people with enduring mental health needs
High floating support	4 - 12 hours access to cover 9 -5 weekdays and some evening/weekend cover	people with learning disabilities, people with enduring mental health needs
Medium accommodation based	4 - 12 hours access to cover 9 -5 weekdays and some evening/weekend cover	people with learning disabilities, people with enduring mental health needs
Medium floating support	4 - 12 hours	people with enduring mental health needs

Low accommodation based	0 - 4 hours access to weekday 9 -5 cover	sheltered housing for older people
Low floating support	0 - 4 hours	older people
Low alarm service	as accessed	older people

For more information contact the Supporting People Team on:

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