

Bracknell Forest Supporting People Eligibility Criteria

1.0 Introduction

1.1 Supporting People Grant is intended for the provision of “housing-related support”. As an Excellent Authority, Bracknell Forest is able to use Supporting People grant monies for the purpose of providing, or contributing to the provision of, welfare services as defined in S93 of the Local Government Act 2000 from the grant conditions laid out for 2008 -2009.

1.2 Services in receipt of the grant are expected to provide (wholly or in part) ”support services which are provided to any person for the purpose of developing that person’s capacity to live independently in accommodation or sustaining his/her capacity to do so” provided that:

a) The service user:

- has specific and identifiable vulnerabilities that renders him or her in need of support services, and that the support service is therefore allocated on the basis of a defined selection / admission criteria that the individual applicant is assessed against.
- is aged 16 years or older, except where the support is provided as part of a package for their parent(s) or carer(s) and the support provided to the under 16 year old(s) has a direct impact on the effectiveness of the support provided to the parent(s) or carer(s); and

b) The support service provided:

- is principally focused on enabling the service user to establish him or herself in accommodation and or maintain him or herself safely and securely in his or her accommodation. Where accommodation is short term in nature this includes being enabled to move on successfully to permanent accommodation.
- is the subject of a formal support plan.
- is not the responsibility of a statutory body to fund from budgets other than Supporting People Grant.
- is not designed to enforce an order of the court.
- is supplementary to any housing management service.
- does not include any element that would be defined as personal or health care or seen as personally intrusive.

1.3 The eligibility criteria is outlined in this document but must also be considered with the other relevant documents including the Value for Money methodology, Fairer Charging Policy and eligibility criteria that are specific to individual services or service types in order to ensure that services delivered through the Supporting People programme are cost effective, of quality and are strategically relevant.

1.4 The SP Team is responsible for assessing whether a service is eligible for SP funding and will do so annually through the Contract Compliance Monitoring Process.

2.0 Housing-related support Eligibility Criteria

2.1 There are four main groups of eligible activities:

- Help to maintain the safety and security of the dwelling, e.g. health and safety, repairs, community alarms;
- Help setting up or maintaining the home or tenancy, e.g. benefits and finances, being a good neighbour
- Advice, advocacy, liaison and personal tasks, e.g. signposting to health, social care, cultural and other services, developing life skills
- Other tasks, e.g. referrals and assessments, service user consultation and empowerment, occasional social events

2.2 Appendix 1 gives a summary of eligible tasks.

2.3 The following tasks are not housing-related support, and are not eligible for SP funding:

- Housing management (e.g. lettings, collecting rent, issuing or enforcing occupancy agreements)
- Cleaning of communal areas
- Provision of any statutory services
- Provision of personal, social care, or health care including:
 - personal care such as washing, dressing and bathing or supervision of these activities
 - administering of medication
 - specialist counselling and or therapy. or
 - the provision of any other medical support that would require a service to be registered with the Care Quality Commission (CQC)
- Preparation or provision of meals

2.3.1 *Housing Management*

2.3.1.1 Providers of housing related support services often have housing management functions to deliver, either because they are a landlord directly providing support to their residents or because the landlord has an agreement with the same agency as holds the contract for housing-related support to provide the housing management

2.3.1.2 Housing Management in this context includes the following tasks :

- 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
- 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

2.3.1.3 These are all clear housing management functions, and as such are ineligible for Supporting People funding. This list is not exhaustive and there may be other tasks that could be considered as housing management for example showing users how to use equipment provided on first entering the tenancy on a one off basis.

2.3.2 *Department of Health Definition of "Care"*

2.3.2.1 The DH paper *Supported Housing and Care Homes - Guidance on Regulation* (August 2002) provided the following definitions of four levels of "care"

- 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

2.3.2.2 Level 1 and 2 are described as personal care. In all circumstances Level 1 and 2 Care are ineligible for Supporting People funding i.e. any assistance that involves intimate bodily contact on a regular basis is outside the definition of housing-related support.

2.3.2.3 The extent to which activity under Level 3 can be eligible for SPG is dependent on the task. Although prompting or encouraging someone to undertake a task, or advising them on how or when to, could all be seen as eligible housing related support, physically supervising someone to undertake tasks in relation to basic bodily functions e.g. taking a bath, will always fall within the remit of care and therefore is ineligible.

2.3.2.4 Level 4 may only be defined as housing-related support where the focus is developing or enabling maintenance of independence in their accommodation and reducing social exclusion.

2.4 Occasionally eligible tasks

2.4.1 Some tasks would not be eligible if carried out on a regular basis, but can be eligible if carried out on an occasional basis. They are likely to relate to specific client groups, to be related to a common law “duty of care” and or to be integral to delivering other aspects of the service. As a guideline, these tasks should account for no more than 10% of total hours.

2.5 *The table at Appendix 2 sets out in some detail those tasks which are eligible, those which are not eligible and those which are occasionally eligible.*

3.0 Duration and Level of Support

3.1 Supporting People Grant should fund low level housing related support services.

3.2 In Bracknell Forest “Short-term” services are aimed at enabling people to acquire the opportunity and ability to live independently either while living in less-independent accommodation or while living in independent accommodation.

3.2.1 Short term services are meant to last for up to two years. People in short term services are expected to move on at the end of two years but it is accepted that moves may be delayed if suitable housing is not available. People not ready for complete independence after 2 years should be referred to another service, either short or long term for continued support.

3.3 “Long-term” services are aimed at helping service-users retain their independence or move towards greater independence, without any necessary expectation that they will ever be able to achieve full independence. This includes minimising the loss of independence due to increasing age or infirmity.

3.3.1 Long Term services are expected to last for more than 2 years

3.4 The level of support provided within the majority of long-term housing-related support services will either remain stable or reduce over time as service users achieve higher levels of independence. We would for example expect the level of support needed for service users resettling from higher care or support settings into their own homes to decrease relatively. However the support

needed by other people may remain the same or fluctuate depending upon for instance their state of health. Where support needs increase due to increasing age or infirmity it will be important to ensure that Supporting People funding does not become diverted to provide support and care that should be funded by statutory services.

Appendix 1 – Eligible housing related support tasks

- ✓ Advice and support on repair work / home improvement work
- ✓ Provision of Handyman services, excluding paying for works carried out.
- ✓ Provision of community or social alarms
- ✓ Help maintaining the safety and security of the dwelling
- ✓ Help finding other accommodation
- ✓ Advice, advocacy and liaison in respect of housing issues including dealing with and avoiding homelessness
- ✓ Help in setting up and maintaining home or tenancy including assistance to resolve neighbour disputes
- ✓ Help in establishing personal safety and security
- ✓ Developing domestic/ life skills
- ✓ Developing social skills including appropriate social and civic behaviour
- ✓ Help to manage finances including:
 - Managing and maximising benefit claims
 - managing debt
- ✓ Support to find employment or access formal education or vocational training where this is part of a wider housing related support package.
- ✓ Non specialist short-term counselling and emotional support including culture-specific support
- ✓ Access to local community organisations
- ✓ Help in establishing social contacts and activities
- ✓ Peer support and befriending
- ✓ Help in gaining access to other services
- ✓ Liaison with Probation
- ✓ Signposting to and support to use legal services including culture specific legal services
- ✓ Signposting to health or treatment services including culture specific services
- ✓ Liaison with advocacy services including those serving the same ethnic group
- ✓ Risk assessment
- ✓ Security support related to racial harassment where this is not the responsibility of crime reduction or detection services.
- ✓ Supervision and monitoring of health and well being including
 - Monitoring medication

What services can not be funded by the Supporting People grant?

- ✗ Personal and social care services like getting washed and dressed or actual preparation of meals
- ✗ Actual day to day management of personal finances
- ✗ Actual administration of medication
- ✗ Health care including
 - Psychiatric support
 - Community nursing care

- Drug or alcohol abuse treatment
- ✗ Specialist counselling services
- ✗ Meals on wheels.
- ✗ Shopping delivery services
- ✗ Housing management
- ✗ Specific formal education or training

Appendix 2 – Table Summarising Eligibility

| Task | Eligible Support Activities | Non-eligible Activities | Occasionally Eligible if only total of 10% of overall activity |
|--|--|--|--|
| <p>Help Maintaining safety and security of the dwelling</p> | <p><i>Security</i></p> <ul style="list-style-type: none"> • Staffing where required to monitor or restrict access to certain individuals, or where health and safety requires more than one member of staff to be on duty due to the nature of client group. This can include the provision of waking night staff where access to the building needs to be controlled. <p><i>Safety</i></p> <ul style="list-style-type: none"> • Advice and assistance in relation to the safety and security of accommodation • Advice and support on how to report and arrange repairs or home improvements • Support to arrange for adaptations to cope with disability, improve mobility • Arranging for repairs and alterations where this is a service provided by an HIA or Handyperson service • Arranging for gardening provided through a Handyperson service • Provision of minor repairs and installation | <p><i>Security</i></p> <ul style="list-style-type: none"> • Locking windows and doors if client is unable to do it themselves. • Double cover due to the personal care or health needs of the client group • Installation of door entry systems and other security devices • Provision of security systems, community or social alarms where this is the responsibility of the police or other part of the criminal justice system <p><i>Safety</i></p> <ul style="list-style-type: none"> • Reporting or arranging repairs or home improvement work, actual repairs or adaptations (except where this is part of the service being provided by an HIA or Handyman service) • Programming or carrying out maintenance work, (except where this is a part of the service being provided by an HIA or Handyperson services) • Actual cost of repairs or | |

| Task | Eligible Support Activities | Non-eligible Activities | Occasionally Eligible if only total of 10% of overall activity |
|--|---|--|--|
| | <p>of minor adaptations where this is provided by a Handyman service</p> <ul style="list-style-type: none"> • Advice on using cooker, iron etc <u>to avoid health and safety risks</u> • Provision of community or social alarms for general personal safety. • Help establishing personal safety and security with regard to the dwelling | <p>maintenance work</p> <ul style="list-style-type: none"> • Actual cost of gardening • Provision of fire safety equipment • Provision of community or other monitoring systems where the purpose is to monitor health or requirements for personal care delivery. • Cleaning of communal areas including communal windows | |
| <p>Help in setting up and maintaining a home or tenancy</p> | <p><i>Legal and financial</i></p> <ul style="list-style-type: none"> • Signposting service users to legal advice on occupancy matters • Support to prevent and or resolve housing debts or other debts that impinge on ability to pay for housing and or move into more suitable accommodation • Help with budgeting/debt advice • Signposting to specialist debt management services • Advice on claiming welfare benefits • Support to deal with neighbour disputes, and assistance to develop life skills to avoid disputes and or deal with such situations • Support with resettlement activities necessary to enable the client to move towards more independent living • Support to enable service users to move | <p><i>Legal and financial</i></p> <ul style="list-style-type: none"> • Actual legal advice • Control over client's income i.e. power of attorney over benefits. • Regular and ongoing completion of forms • Paying bills and rent where there is no possibility that the person will eventually be able to do this unaided and • Controlling money on a regular basis | <p><i>Legal and financial</i></p> <ul style="list-style-type: none"> • Completing forms (e.g. benefits) with the aim that service users will develop skills to do this themselves |

| Task | Eligible Support Activities | Non-eligible Activities | Occasionally Eligible if only total of 10% of overall activity |
|---|---|--|--|
| | <p>to more appropriate accommodation</p> <p><i>Day to day occupancy matters</i></p> <ul style="list-style-type: none"> • Advice in relation to ensuring connection to utilities • Risk assessment with regard to housing issues and maintenance of the tenancy • Advice in areas such as kitchen hygiene, advice on basic food preparation and storage | <p><i>Day to day occupancy matters</i></p> <ul style="list-style-type: none"> • Utility connection fees and running costs • Installation of telephone lines • Provision of meals, or regular assistance with meal preparation where it is not expected that the person will eventually be able, for whatever reason, to carry out the complete meal preparation him or herself. • Domestic tasks <ul style="list-style-type: none"> ○ Cooking, ○ Meal preparation, ○ Laundry ironing, ○ Cleaning etc. ○ Window cleaning • Shopping and or collecting benefits on a regular basis. • Allocation of or finding alternative accommodation | |
| <p>Advice, Advocacy liaison and personal tasks</p> | <p><i>General</i></p> <ul style="list-style-type: none"> • Help to access to other services e.g. <ul style="list-style-type: none"> ○ legal services ○ local community organisations, ○ health / social care • Signposting to culture specific services | <p><i>General</i></p> <ul style="list-style-type: none"> • Direct provision of legal advice • Direct provision of culture specific legal services or health/treatment services • Activity related to compliance with a | <p><i>General</i></p> <ul style="list-style-type: none"> • Occasional support in court <i>where this is related to the reason that the person is in the service</i> e.g. <ul style="list-style-type: none"> ○ Victims of domestic |

| Task | Eligible Support Activities | Non-eligible Activities | Occasionally Eligible if only total of 10% of overall activity |
|------|---|---|---|
| | <ul style="list-style-type: none"> ○ legal services or ○ health or treatment services ○ social and cultural organisations <p><i>Personal Welfare</i></p> <ul style="list-style-type: none"> ● Monitoring of health and well-being for the purposes of signposting and or alerting other services ● Liaising with health or social care agencies ● Prompting to take medication ● Developing domestic/social skills ● General advice on behaviour required e.g. <ul style="list-style-type: none"> ○ adhering to tenancy conditions ○ avoiding anti-social behaviour ○ staying safe from harm ● General emotional support ● Provision of on call services for service users 'Good Neighbour' tasks such as welfare checks, particularly in sheltered accommodation | <p>court order such as supervision that is not directly related to a housing related support service e.g.</p> <ul style="list-style-type: none"> ○ monitoring of curfews <p><i>Personal Welfare</i></p> <ul style="list-style-type: none"> ● Risk assessment with regard to personal social care or health care ● Direct provision of health, social care or other community services ● Supervision and monitoring health that would otherwise need to be undertaken by a professional ● Dispensing or administering medication or other medical treatment ● Specialist therapeutic or support services including: <ul style="list-style-type: none"> ○ Behavioural management ○ Substance abuse treatment ○ Alcohol abuse treatment ○ Group Therapy ○ Specialist bereavement counselling ● Domiciliary home care ● | <p>violence</p> <ul style="list-style-type: none"> ○ Child custody <p><i>Personal Welfare</i></p> <ul style="list-style-type: none"> ● Occasional collection of prescriptions i.e. during illness ● Occasional shopping i.e. following an illness, occasional collection of pension ● Occasional accompanying of service user to hospital ● Advice to service users on how to deal with substance misuse problems ● General emotional support |

| Task | Eligible Support Activities | Non-eligible Activities | Occasionally Eligible if only total of 10% of overall activity |
|--------------------|--|--|--|
| Other tasks | <p><i>Reducing Social Exclusion</i></p> <ul style="list-style-type: none"> • Support to set up social events with the aim to prevent social exclusion • Signposting to community facilities and services (e.g. advocacy services, social and leisure services, employment services, training services and parenting classes) • Support to gain employment where this is part of a wider programme of housing related support • Service user or stakeholder consultation and empowerment • Parenting activities to ensure children can adapt to living in temporary accommodation. <p><i>Service management</i></p> <ul style="list-style-type: none"> • Assessment of potential service users prior to a service being taken up and related work e.g. referral, follow up and interagency work • Ongoing assessment and review of assessed needs/support plan • | <p><i>Reducing Social Exclusion</i></p> <ul style="list-style-type: none"> • Organising and providing regular social events and or other activities for service users where the outcome of the activity does not increase the ability of the service user to carry out the activity in the future. • Organising or accompanying service users on holiday • Accompanying service users to day care or hospitals • Assessment of service users on behalf of social services in relation to community care • Ongoing assessment and review of other needs e.g. personal care • Group therapy • Provision of formal education | <p><i>Reducing Social Exclusion</i></p> <ul style="list-style-type: none"> • Chatting with residents and guests particularly in permanent accommodation • Social activities on request from the service user group where the social activity is used to keep service users active and maintain well-being • Service user trips or outings • Support to service users in taking up employment • Liaison with schools, colleges and health visitors <p><i>Service Management</i></p> <ul style="list-style-type: none"> • In shared accommodation with communal facilities – informal security, screening visitors etc |