

# Derbyshire Supporting People Partnership

## Eligibility Criteria

### What Services will Supporting People funding pay for?

#### 1. Introduction

The eligibility criteria for supporting people funding in Derbyshire has been updated in line with the Communities and Local Government Strategy for Supporting People released in the summer of 2007.

This paper summarises the vision for Supporting People Services and the expectations of how services should be provided in Derbyshire.

#### 2. A Vision for Supporting People

The government's vision for Supporting People is to support **independence and opportunity**.

The strategy restated the role of Supporting People in ensuring that individuals, through housing related support, have:

- the life skills they need to live independently
- support in gaining and maintaining settled accommodation
- help to identify training and job opportunities
- support to access utility services eg gas and electricity
- help to claim the right benefits
- support to ensure their existing accommodation meets their accessibility and/or safety needs

Providers are therefore required to provide housing related support that ensures that at least one of the above statements is being achieved through the provision of an individual's support plan.

### **3. Keeping people that need services at the heart of the programme**

The provision of Housing Related Support is flexible to reflect the different circumstances and needs of each individual. Support packages should be personalised to the individual to ensure that all interventions are tailored to meet individual need.

#### **Person with History of Substance Misuse**

I could not have come as far as I have without the support of my Provider. I am looking positively into the future and feel confident that I can build on the achievements that I have made over the past two years. I have regained contact with my family and my relationships with them are slowly improving and developing. I am tackling my debts and able to save. I have secure and comfortable accommodation that I take pride in. I have increased in confidence and know where to get help when I need it.

### **4. Service User Involvement**

Providers are encouraged to ensure Service Users are meaningfully involved in all aspects of development, planning and delivery of services. This is re-enforced in the adoption by Derbyshire of the supplementary Service User Involvement QAF. Providers are requested to keep evidence of this involvement.

Examples of where Providers have involved Service Users include:

- Service Users on interview panels
- Commenting on organisational policies and procedures
- Setting rules and guidelines in hostels.

## 5. Our Expectations of Providers

The continued successful delivery of Supporting People will require a positive contribution from Providers working in partnership with Service Users other Providers and Commissioners.

Providers will be expected to ensure services represent value for money and to promote change and challenge provision. This may include partnership and collaboration between Providers. Developing consortium approaches can provide opportunities to streamline delivery and improve efficiency through reduced overheads.

### **Single Homeless Man**

I was given support to move into my flat, I was given support around budgeting my money and paying my debts. I was given emotional support about making decisions and thinking more clearly.

## 6. Supporting People Outcomes Set

A set of five high-level Supporting People outcomes have been introduced during 2007 to improve service delivery and support local performance management. The five high level outcomes are measured through a small basket of supporting indicators specifically related to supported living. The five high level outcomes are:

- Achieve Economic Wellbeing
- Enjoy and Achieve
- Be Healthy
- Stay Safe
- Make a Positive Contribution

Providers are currently required to complete either the short term or long term outcome monitoring form. Details of this arrangement are available from the Supporting People Team.

### **Individual with Mental ill Health**

I have increased independence, confidence, stronger as a person.  
I am paying bills regularly on time.  
I attend a computer course.  
I have decorated  
I have been involved in volunteer work.

## 7. Housing Related Support

Housing related support entails enabling, reminding or assisting e.g. helping with an activity, as part of a planned programme with the aim of achieving greater independence. Support is intended to mean assisting someone so that they can work through an activity or process and gain the skills to achieve this independently at some point in the future. It also means assisting someone to maintain independence as far as is possible.

## 8. Support as Part of Care Package

The support offered to Service Users has to be a part of a package of support agreed with the Service User. This must result in some form of written plan, which both parties agree, containing a statement of the objectives that the support service will assist the Service User in achieving. It is anticipated that this will be delivered over a finite period rather than on a one-off basis and that regular reviews of this plan with the Service User are built in to the process.

This requirement distinguishes SP-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 with that Service User.

Support Planning should focus on positive outcomes on behalf of the Service User in line with the adoption of the five high level outcomes identified in the first part of this document.

## 9. Length of Service Provision

“**Short term**” SP-funded services are aimed at enabling people to acquire the opportunity and ability to live independently (either while living in less independent residential settings or while living in independent accommodation). Support may be more intensive than in long term support as it is over a shorter period of time and largely provided to people who are relatively independent compared to users of long term services.

Short term Services include Hostel and Move-On accommodation and Floating Support Services for a range of primary client groups including People with Complex Needs, Single Homeless and Teenage Parents

“**Long term**” SP-funded services are designed to help Service Users move towards independence, without any necessary expectation that they will ever be able to achieve it fully, or to minimise the reduction in independence due to increasing age or infirmity.

Long Term Services include Community Alarm Provision and Warden Support, Floating Support in Independent Living settings. This includes support for Older People, People with Learning Disabilities and People with Mental Ill Health.

## 10. Requirements for an Eligible Service

**Support can only be provided by organisations that have been accredited by Derbyshire Supporting People Team. Listed below are eligible and ineligible tasks and discussion around some of the areas for service flexibility to ensure positive outcomes for service users.**

The issue of whether particular tasks can be considered as eligible for Supporting People funding must be considered within the framework of the broader principles and aims of the Supporting People programme. The Derbyshire Supporting People Team try to consider the whole of a support service when determining whether it is eligible for supporting people funding. We will look at the wider context of a service's activities when considering whether particular tasks are eligible.

### Main Eligible Tasks

Evidence and reasoning will be required for each of these eligible tasks.

- Development of support plans and regular assessments
- Dealing with finances – only if client meaningfully involved
- Claiming Welfare Benefits
- Security of dwelling – enable client to prevent inappropriate access
- Managing Health and Safety – enable client to ensure environment is safe
- Assistance at appointments – limited
- Occasional Welfare Services/Life Skills – limited, ad hoc provision
- Neighbour disputes – limited
- Advice and assistance of responsibilities in maintaining a home
- Assistance to overcome social isolation
- Prompting with medication – This does not include the storage or dispensing of medication, or maintaining medication logs.
- Support to furnish a property – apply for loans/access low cost sources of furniture
- Minor repairs at home or equipment - supporting the service user to arrange repairs to be carried out
  - This is a primary task for Home Improvement Agencies

## 11. Services that are Ineligible for Supporting People Funding

The following list is to provide guidance, it is not exclusive.

### **Services that are the responsibility of the Statutory Sector.**

Services Provided under Section 47(1) for the NHS Community Care Act 1990.

Service provided where a service user is classified as disabled under the National Assistance Act 1948 and Section 2 of the chronically Sick and Disabled Person Act where statutory funding provides:

- Practical assistance in the home
- Assistance to access education and leisure

Care leavers where Children's Services have responsibility for their housing and support costs.

Where a service is provided as aftercare under Section 117(2) Mental Health Act 1983, then supporting people funding is not eligible.

### **Ineligible tasks include:**

- Gardening schemes
- Crèche facilities
  - Except where the parent is receiving housing related support at the time the child is being looked after.
- Personal care
- Employment, education, day services
- Counselling
- Housing management – tasks that are eligible for Housing Benefit
- Meal preparation
- Domestic chores (ironing, cleaning, washing up)
- Social chatting
- Social outings
- Administering medication
- Supporting long term access to education, leisure and employment
- Shopping
- Drop In advice centre
- Accompanying people on holiday
- Accompanying people on social activities
- Supervision of people

### **Eligible versus ineligible**

Supporting someone to undertake their own shopping (as part of a support plan with the clear goal that they will be able to shop independently at some point in the future) is an eligible task, whereas shopping **for** them is not.

Supporting someone to learn the skills to cook a meal is an eligible task, however cooking **for** them is not.

Accompanying someone to the GP surgery (as part of a support plan with the aim of them eventually being able to go unaccompanied) is an eligible task.

Accompanying them because they are not safe or will not realistically be able to learn the skills needed to go on their own would be viewed as a social care task and therefore not eligible.

## The Provision of Occasional Welfare Services

SP can 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 if they are **ancillary** to housing-related support services. These services have to be **ad-hoc** in their nature and integral to the delivery of the housing-related support.

Such assistance is therefore eligible if the predominant amount of assistance provided is legitimately housing-related support, **and** if it is not regular and consistently provided as a matter of course for all Service Users. Ancillary assistance should under normal circumstances constitute no more than around 5% of the total costs of the support service provided.

This provision could include the following types of assistance – to be evidenced and reasoning provided:

- Active assistance with shopping and cooking
- Transport of Service User or accompanying them to activities in the community (appropriate insurance and risk assessments in place)
- Advice to Service Users on substance misuse problems
- Direct engagement with employers on behalf of Service User
- Assistance to Service Users to take advantage of educational opportunities
- Family mediation
- Advice and assistance in relation to maintaining relationships
- Sleep-in – Limited eligibility have to identify the principal focus of provision

## 12. Impact on Individual Service Provision

### Services for older people

- Service users will have a support plan which is regularly updated, this plan alone will determine eligibility for Supporting People
- Occupation of a particular property does not passport the occupier to receive Supporting People funded support
- Services are tenure neutral – the same level of service/charge is offered in both the rented and private sector.
- Choice and flexibility is promoted by Providers moving from provision of hard wired to dispersed community alarms
- It is preferable if Providers ensure that Community Alarm provision is compatible with Telecare technology
- It is preferable for warden visits to match support plan needs rather than historical forms of provision.
- Community Alarm monitoring, call and response will be covered in the Supporting People payment

## **Services for People with Learning Disabilities**

- An assessment tool has been developed with Providers to better understand the level of housing related support required.
- It is preferable for support packages to be no greater than 21 hours per week

## **Nomination Rights**

Access to a service should not be limited by the nomination rights to a service being held by a third party organisation unless explicitly agreed by the Supporting People Partnership.

## **Out of Area Referrals**

Service Users don't always recognise local administrative boundaries. It is therefore important that we ensure that local boundaries and differences don't become obstacles to choice and service user control when accessing accommodation based schemes.

## **Leaseholder Schemes**

In April 2003 some Leaseholders on low income were incorporated into the Supporting People framework. The position of Leaseholders is significantly different to that of many other people who receive Supporting People funding in that:

- Leaseholders access the service by purchasing a property
- The payment of the support charges is arranged between the Administering Authority and the Leaseholder
- The provider of the support does not have any part to play, and there is no contract with the support provider.
- The support service is not subject to service review provisions.

Before April 2003, any Leaseholder who was eligible for Supporting People payments was given transitional protection. Hence, any leaseholder receiving payments at that date would continue to receive payments. Derbyshire Supporting People Leaseholder Policy states that any new eligible applications from leaseholders will only be considered from within the current 14 identified leaseholder schemes, this equates to a maximum of 369 units.

## **Extra Care Schemes**

Derbyshire Supporting People Team and Derbyshire Social Services have jointly commissioned three extra care schemes across the county. These schemes offer a mix of owner occupier accommodation and rented accommodation. Supporting People funding for housing related support is available (on a means tested basis) to the tenants of rented accommodation and owner occupiers within these schemes.

## No Recourse to Public Funding

Derbyshire Supporting People do not want women fleeing domestic violence with no recourse to public funding unable to receive appropriate housing related support services. Women's Refuges occasionally accept referrals for women and their families with out any recourse to public funding and in such instances they have to formally write to the Supporting People Team requesting that the placement is funded by Supporting People.

## Section 117 Funding

### Background

Everyone with mental health needs is entitled to a community care assessment to establish what services they might need. Section 117 goes much further than this and imposes a duty on health and social services to provide aftercare services to certain patients who have been detained under the Act. Section 117 states that aftercare services must be provided to patients who have been detained in hospital:

- for treatment under section 3
- under a hospital order pursuant to section 37 (with or without a restriction order)
- following transfer from prison under section 47 or 48.

This also includes patients on authorised leave from hospital and patients who were previously detained under Section 3 but who stayed in hospital after discharge from section or who are now under a different section, for example guardianship.

### Impact on Supporting People Funding

The SP Grant conditions are explicit about SP grant **not** being used where there is a statutory funding responsibility elsewhere. However Supporting People don't want to prevent people receiving appropriate housing-related support services, in either accommodation-based or floating support.

- people can remain in or move in to SP-funded accommodation/ receive SP-funded floating support provided that the **housing support element is not** a condition of the s.117. If it is, then....either the appropriate funding organisation funds the service, or SP work out a re-charge arrangement with them.
- As part of the joint duty to be exercised by health and social services authorities to provide "after-care" services to people who have previously been detained in hospital under a Section (Mental Health Act 1983 Section 117(2)). This includes the establishment of a **care co-ordinator, social work support and domiciliary services.** (The scope of "after-care" is not defined in the legislation. According to a joint Health / Local Authority Circular (HSC 2000/03 :

LAC(2000)3 health and local authorities were to draw up jointly agreed policies on providing section 117 after-care. This should establish “the criteria for deciding which services fall under section 117 and which authorities should finance them”.) As a minimum there would need to be this joint planning in place for each referral and that you would only be expected to carry out housing related support and not to become the lead support agency.

- no SP charge will apply to s.117 elements
- if anyone in the service becomes subject to a s.117, or if a person is referred who is already subject to a s.117 the Supporting People Team will need to be informed, and to be given confirmation of the split between s.117 and 'other' services - so we can be sure that we are not spending the grant inappropriately.

## **13. Diversity and Fair Access**

### **Fair Access**

Currently Derbyshire has no specialist services for minority ethnic, socially excluded and disadvantaged groups. It is therefore important that all the services that are available in the County are able to ensure that hard to reach groups are aware of services, that the services are easily accessible and once people have entered them that they are responsive to their needs.

### **Exclusion Policies**

We expect providers not to have a blanket exclusion policy for certain offences. Offences such as arson should be viewed on an individual basis, and individual risk assessments should be carried out, rather than have automatic exclusion.

### **Level B of the QAF**

Derbyshire Supporting People Partnership has an expectation that all Providers should be operating at least at level B for the Equality and Diversity QAF. Service Users should be provided with or have open access to information on services for minority ethnic, socially excluded and disadvantaged groups. This information needs to include details on culturally specific organisations and faith groups, as well as other disadvantaged groups including gay/lesbian/bi-sexual/transgender (LGBT) people, organisations for people with physical or sensory disabilities or who have mental health issues.

### **Promotional Activities**

Providers need to look at the accessibility of their services and to review the organisations they send their promotional service information to. Many providers have used the same referral agents and contacts to promote their service for many

years. Although we have no issues with this, this is an ever changing playing field, with new organisations springing up all the time and we would like to see these other avenues explored.

## **Literature**

Literature also needs to be available in the most appropriate format for service users and prospective service users. Work with minority ethnic communities, faith groups and LGBT groups will help you identify any alternative languages or approaches which are required. Leaflets should also be available in large print, Braille, on audiotape and in a pictorial format where possible. We also like to encourage providers to have a question on either their needs assessment or initial risk assessment form, which asks the service user what their preferred method of communication is and whether they have any communication difficulties. This helps to highlight issues such as illiteracy or dyslexia, and will then give you the opportunity to tailor any future correspondence to meet the needs of this individual.

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