

ADULT CARE SERVICES



ACS

Policy Statement on eligible services and tasks

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This document has been signed off by Denise Radley

Authorising Signature :

A handwritten signature in black ink that reads "Denise C. Radley". The signature is written in a cursive style and is positioned to the right of the "Authorising Signature" label. A thin vertical red line is located to the right of the signature.

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Hertfordshire Supporting People Programme Policy Statement on eligible services and tasks

1. Introduction

Supporting People Grant (SPG) is paid for the provision of "housing-related support". This is defined on a statutory basis in the Schedule attached to the *SP Grant Conditions* as follows:

"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 capacity to do so."

The following definition, used by the National Housing Federation, will also help to ensure provision of only eligible services.

"Support which entails enabling, reminding and non-professional counselling (which has a dictionary definition of 'advising') with the aim of achieving greater independence or maintaining sufficient independence, for example to retain a tenancy."

It is implicitly acknowledged in the same Schedule attached to the *SP Grant Conditions* that other services which are eligible for SPG from April 1st 2003, due to their being in receipt of one of the legacy funding streams, may not be receiving SPG for providing housing-related support alone or at all. The Statutory SP Guidance issued at the same time states in paragraph 58 that

"by the end of the interim period as far as possible all SP funded services should be delivering only what is covered by the definition of eligibility set out in Grant conditions. This will exclude services which were eligible simply as a consequence of these transitional provisions".

It was anticipated that SP Administering Authorities (AA) would achieve the above through the Service Review process, within the overall context of the management of the total Supporting People budget. The definition of housing-related support which distinguishes it from other types of assistance provided in SPG funded services is therefore critical to this process. A significant amount of guidance has been provided on this matter by central government, but this is still far from clear and it is the responsibility of individual A As need to develop their own more comprehensive guidelines based upon the statutory guidance already given.

The problem is that the distinction between "support" and other forms of assistance such as advice, care and housing management are very fine academic distinctions. In reality on a day to day basis staff delivering support services find it difficult to distinguish between whether they are offering someone housing-related support or housing management for example. Such a distinction is only truly valuable in

order to make an assessment as to who should be contributing to the service financially and how much.

Some SPG-funded services will only involve the provision of housing-related support. In other cases the same provider and the same service may provide the following combinations:

- Housing-related support and housing management services
- Housing-related support and other forms of support
- Housing-related support and some form of “care”
- Any other combination of the above

In these circumstances costs must be apportioned between the various income streams and the AA will need to be able to unpick the way that this has been done in order to assess the validity of the approach taken and accredit the provider. This is separate but related to the mechanisms to assess the reasonableness of the costs themselves, and forms part of the assessment of strategic relevance at Stage 1 of the service review process.

It is impossible to be scientifically accurate in such calculations and therefore as well as broad definitions of eligible activities for SPG, any AA also needs pragmatic mechanisms necessary for moving from theoretical distinctions to actual funding decisions.

The process of assessing SPG eligibility therefore has three stages:

- Defining the nature of housing-related support as distinct from housing management, care and other forms of support.
- Defining the costs that can be funded through SPG and the legitimate approaches that can be taken to the apportionment of total scheme costs to SPG.
- Producing criteria and tools for applying the above principles to services through the review process.

This policy statement addresses the first of these stages. It will be subject to regular review by the Programme Development Group in the light of evolving DCLG guidance and the experience of applying this policy.

2. Definition of “housing-related” support

In order to be classed as housing related support a service must demonstrate the following:

- A focus on the support package
- A focus on specific defined groups
- A focus on adults
- A focus on housing
- Inclusion of “ancillary welfare services”
- Exclusion of statutory duties
- Distinction from housing management
- Distinction from different forms of care

- An assumption of increasing independence

2.1 Support as part of a package

The support offered to service users has to be a part of a package of support agreed with the service user and which may or may not form part of the occupancy agreement. This must result in some form of written plan, which both parties can 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 of time rather than on a one-off basis, and that reviews of this plan with the service user are built in to the process.

This requirement distinguishes SPG-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.

2.2 Focus on Specific Groups

The SP Grant Conditions say that the service user has to have

“vulnerabilities which render them in need of support services”.

SPG-funded services are not supposed to be open to the “general public” but to be targeted at groups who for some specific reason are in need of the support on offer. Agreeing the target client group is therefore key to assessing the eligibility of any service for SPG. There must be a statement of criteria for admission to the service and a process of assessing potential service users against these criteria.

Open-access services without any form of selection criteria are therefore not eligible for SPG funding.

The S P Guidance contains a list of factors which may constitute specific vulnerabilities that make services eligible for SPG in paragraph 52. This should be interpreted as providing examples not as exhaustive.

2.3 Focus on Adults

Housing-related support has to be provided to adults, as only adults have the capacity to hold an interest in a property and thereby satisfy the criteria for increasing or maintaining independence. Many Services however cater for households with children, and many of these will provide some form of support to the children. This activity will not generally be eligible for SPG, except in the circumstances set out in the Government’s Supporting People Briefing Note 4 on Women’s Refuges. This defined the circumstances in which “childcare” might be eligible for SPG. This may be where it:

- enables the client to access confidential individual support sessions in the refuge
- assists her with “move on activities”

- assists with contact with professionals or other bodies with an interest in ensuring her welfare
- helps the household to understand and maintain the safety and security of the refuge and/or alternative accommodation
- addresses any issues relating to children's behaviour that constitute a breach of the occupancy agreement and put the household at risk of losing their accommodation

Social Services Children's Services also have a responsibility to ensure 'care leavers' or young people who have been 'looked after' have their needs met. These duties should not be discharged through SP, although it is accepted that former clients may end up in SP services.

2.4 Focus on Housing

The definition provided in the Grant Conditions makes one important distinction from the definition used in earlier documents. Instead of referring to help to live independently in the "community", it now clearly says help to live independently in "accommodation". Housing related support is therefore focused on enabling people to sustain the maximum degree of independence in their accommodation. *SP Guidance* states in paragraph 50 that the key question is as follows:

"would this person be unable to move to more independent housing, or be at risk of losing their home and moving to less independent care, if this housing-related support was not available"?

It is clearly possible to argue that almost any assistance could be described as enabling service users to maintain their accommodation, but this criterion is harder to satisfy. Support that enables people to lead more rounded and satisfying lives in all kinds of ways may be highly desirable but not necessarily essential to their maintaining independent accommodation. This aspect of the definition requires some consensus to be in place as to what counts as "greater independence" in relation to housing, and what people need to be able to do in order to maintain that independence.

Independence in housing could be defined as accommodation where the user has an "interest" in the property (through a tenancy, licence or ownership) with all the rights and responsibilities that flow from that, and the maximum degree of control over their living environment and who they share it with.

In order to be able to maintain independence they need to be able to:

- Pay for their accommodation
- Fulfil other responsibilities inherent in a tenancy or owner-occupation
- Know how to ensure that they get all the necessary services into their accommodation (utilities etc)

- Know how and be able to deal with repairs and/or improvements to the property
- Be able to keep their accommodation warm, safe, and comfortable
- Be able to look after themselves with the addition of 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

“Short-term” SPG-funded services are aimed at enabling people to acquire the opportunity and ability to live independently in this way (either while living in less-independent residential settings or while living in independent accommodation).

“Long-term” SPG-funded services are designed to help service-users move towards this 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.

The type of help that people need to achieve greater independence or avoid a need to move to less independent accommodation will take many forms.

According to this aspect of the definition support that is aimed **principally** at enabling service users to achieve other goals should not be eligible for SPG funding. These would include support aimed at helping people to:

- look after their health
- be meaningfully and enjoyably occupied
- make friends and build lasting relationships
- avoid becoming involved in criminal and other anti-social behaviour

“Principally” is the key word here as it is explained in paragraph 2.5 below.

2.5 The provision of occasional welfare services

The *Grant Conditions* allow for SPG 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 if they are “ancillary to housing-related support services”. The SP 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.

Such assistance is therefore eligible if the predominant amount of assistance provided is legitimately housing-related support, **and** if it is not regularly and consistently provided as a matter of course for all service users. The definition of “predominance” is clearly down to local

discretion. The Hertfordshire criteria is that ancillary assistance should under normal circumstances constitute no more than around 10% of the total costs of the support service provided.

This provision could include the following types of assistance, but would be subject to agreement with the SP team:

- Active assistance with shopping and cooking
- Assistance in maintaining a garden where this is the service user's responsibility
- Active assistance with personal hygiene e.g. running baths
- Transport of service user or accompanying them to activities in the community
- Advocacy with health professionals over medication and related matters
- 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
- Storage and distribution of prescribed medication

Some of these activities will not be eligible for SPG under this provision because the support is provided under the terms of a statutory duty, as set out in paragraph 2.6 below. Other activity is always ineligible for SPG as set out under paragraphs 2.7 and 2.8 below.

2.6 Exclusion of statutory duties

SP Grant Conditions rule as ineligible 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

This would preclude funding any services for adults which are a statutory duty of Social Services to fund under community care legislation and for young people under the terms of the Leaving Care Act.

A detailed definition of Social Services duties under community care legislation is difficult to pin down, but the following is an attempt to do so.

1. Social Services have a duty under the terms of the NHS and Community Care Act 1990 Section 47 (1) and a number of other pieces of specific legislation to carry out assessments of all those who

they feel may be in need of community care services. In some Authorities arrangements have been made within certain circumstances for these assessments to be carried out by a voluntary sector provider e.g. direct access hostel, and this activity would be specifically ineligible for SPG. Any in-house provider that carries out an assessment role on behalf of the Authority would also be unable to claim SPG for such activity.

2. Where the service user is classified as disabled, then under Chronically Sick and Disabled Persons Act 1970 (Section 2 paragraph 1) certain services ought to be provided for someone assessed as being in need of such services, In particular this would include the following, which may sometimes be provided in a supported housing setting

- Providing practical assistance in the home (this is assumed to mean domestic assistance)
- Providing assistance to take advantage of educational or leisure facilities
- Organising, facilitating and accompanying service users on outings or holidays
- Transporting service users or providing other assistance (e.g. accompanying them) to enable them to make use of services outside the home.
- Providing meals
- Assisting service users to make adaptations or improvements to their home

The first of these is further underlined by the requirement under the NHS Act 1977 to provide a home help service to people who are disabled. The definition of disability must at least include those who are "blind, deaf, dumb, and those with a mental disorder of any kind or those who are permanently and substantially handicapped by illness, injury or congenital deformity" (as in National Assistance Act 1948). This definition can be further extended at a local level.

3. Under the Mental Health Act 1983 Section 117(2) there is a joint duty to be exercised by health and social services authorities to provide "after-care" services to various categories of people who have previously been detained in hospital under a Section. 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 supposed 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".

Services specified in this policy should not therefore be eligible for SPG. It can also be assumed that service users who come within the terms of this section and are in receipt of a supported housing service should demonstrably have the same level of involvement from their ACS 782 HCC Eligibility Policy 2007 13 Feb 2007

care-co-ordinator and the same access to social work support as those who are living in other circumstances.

Many of the specified activities are not eligible for SPG anyway, but some may have been eligible under the ancillary welfare services provision, if they had not been caught by this exclusion. In circumstances where THB was claimed to provide cleaning assistance to service users assessed as being unable to do this for themselves, then this would preclude this service continuing to receive SPG for these users if they had been assessed under the terms of the Chronically, Sick and Disabled Persons Act. Similarly it would also prevent Home Improvement Agencies from receiving funding for such service users as well.

The other aspect of this clause is that it precludes SPG being claimed to pay for the supervision by the support service of any orders issued by a court such as a curfew, condition to reside, electronic tagging, drug treatment and testing orders, or specific programmes

None of this is to say that housing-related support providers cannot provide services that meet these requirements as well as other forms of support which do fall within the eligibility criteria as defined here, but simply that this element of the overall service provided is outside the eligibility criteria for SPG funding.

2.7 Distinction from Housing Management

In accommodation-based services housing-related support is frequently provided in conjunction with housing management and other accommodation-related services. This is either because it is the landlord that provides the support to their residents or because the landlord has employed the same agency to provide the housing management as holds the contract for housing-related support.

Housing Management in this context includes the following tasks, but is set out in more detail later in this document:

- 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

These are all clear landlord functions, and as such are ineligible for SPG funding, although sometimes they will be carried out in conjunction with other activities that are eligible.

Landlords do provide other services as well, and these could be determined as housing management or housing-related support depending on the context. This includes such issues as assisting residents to reduce their rent arrears, ensuring that they know how to safely use equipment, providing advice on and facilitating a move to alternative accommodation. If the service is open to all tenants of a particular landlord or on a particular estate then this activity would be regarded as housing management, whereas if it was part of a package of assistance directed at specific groups of “vulnerable” people, then this could be classified as housing-related support. Effectively therefore such assistance is always classified as housing related support in supported housing projects, on the assumption that such projects operate selection criteria that specifies the vulnerable group that the project caters for.

One core housing management function in general-needs housing is the allocation of properties. It is now recognised in supported housing that the allocation of housing is determined by the applicants need for the support service on offer rather than principally their housing need. It is therefore acceptable to regard the selection of residents as a wholly SPG eligible activity.

Historically supported housing has been funded to provide “intensive housing management”. To the extent that this involved providing a broader service than the core management tasks set out above then this has been re-classified as housing-related support. To the extent however that this was just about fulfilling these core tasks in a more intensive (and therefore time-consuming) way then it has not. In the latter case extra resources have to be funded through the rent and service charge. Housing Corporation guidelines for RSL’s on target rent setting to an extent allow for this, with the proviso that supported housing rents only have to come within 10% of the target rent, and the capacity to pool rental income across less intensive provision.

2.8 Distinction from Personal, Health & Social Care

Housing-related support is distinct from care. There are different forms and types of care, taking the form of personal, social, health or domestic care.

2.8.1 Personal Care

In the DoH paper *Supported Housing and Care Homes - Guidance on Regulation* (August 2002) the following definitions were provided for 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

Levels 1 and 2 are described as personal care. Level 1 has to be available if required, for a service to acquire Registered Home status. Level 1 or 2 has to be provided for a service to be classified as Domiciliary Care. In all circumstances Level 1 and 2 Care are ineligible for SPG i.e. any assistance that involves intimate bodily contact on a regular basis is outside the definition of housing-related support.

2.8.2 Social Care

Level 3 and 4 Care in these terms could be said to encompass what is referred to elsewhere in the DoH paper as “Social Care”, although this term is never explicitly defined.

The extent to which activity under Level 3 can be eligible for SPG is not clear-cut. Supervision in relation to basic bodily functions e.g. being present while someone takes a bath is never likely to be within the definition of housing-related support. Advice and encouragement to for example take a bath on a regular basis **could** be eligible within the terms of the occasional welfare activities provision.

Level 4 care is clearly interchangeable with housing-related support where the focus is developing or enabling maintenance of independence in their accommodation. However judgements will be made on the intensity and propensity of this activity as there is a limit on how much can be seen as housing related without falling into ‘care activity’.

2.8.3 Health Care

The definition of health care in terms of Continuing Care criteria is generally an issue for the boundary between health and social care. In most cases it is not likely to be an issue in relation to support i.e. there is unlikely to be any grey areas of overlap. The most pertinent exception to this is the question of medication. The administration of medication, including storing and issuing prescribed medication to service users on a regular basis, should be treated as being outside the definition of housing-related support. It may only therefore be eligible if it is regarded as an ancillary function, if it meets the definition set out in paragraph 2.5.

Specialist Counselling and therapy services are also explicitly excluded from eligibility by the *SP Guidance*. The definition of “specialist” in this sense would seem to be partly about what the objective behind the programme of activity is, and partly as to whether it has to be delivered by someone with specialist expertise or training.

2.8.4 Domestic services

The provision of domestic services is defined as being outside the scope of housing-related support. The provision of cleaning services and the provision of meals if provided by a landlord or body acting as the agent of the landlord is clearly a service charge item.

Cleaning on behalf of a service user is not eligible unless carried out on a very occasional basis if the service user is ill or temporarily incapacitated and there is no one else who can carry out this task on his or her behalf.

2.9 The duration of assistance

There is a general expectation that long-term housing-related support services will over time reduce as service users achieve higher levels of independence (not relevant in terms of short term services), **unless** this is due to increasing age or infirmity. This could be said to be particularly the case where the service is being offered to help service users resettle from higher care or support settings. If the need for assistance does not decrease after a specified period this could well be an indicator that the service that was being provided at the beginning has changed, and that the level of genuine housing-related support as a proportion of the total package of assistance should be reviewed. The important thing in such cases is to be clear as to how much approximately of the initial support even in long-term services is aimed at “resettlement” and how much long-term maintenance. Over time the former should reduce whereas there is no reason why this should be the case in relation to the latter.

Summary Interpretation of Housing-Related Support

Housing-related support is defined as 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 capacity to do so provided:

that the **service user**

- has specific and identifiable vulnerabilities that render them 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 (see *paragraph 2.2*)
- is over the age of 16, 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) (see *paragraph 2.3*).

and that the **support service provided**

- is principally focused on enabling the service user to secure or maintain their accommodation (see *paragraph 2.4*)

- is the subject of a formal support plan/agreement (see *paragraph 2.1*)
- distinguishes clearly between short-term resettlement and ongoing support maintenance where the service is anticipated to be long-term (see *paragraph 2.9*)
- is not the responsibility of a statutory body to fund from other budgets than Supporting People Grant (see *paragraph 2.6*)
- is not designed to enforce an order of the court (see *paragraph 2.6*)
- is supplementary to any housing management service provided by the same provider to the same service user (see *paragraph 2.7*)
- includes no element that would be defined as personal care or seen as personally intrusive (see *paragraph 2.8.1 and paragraph 2.8.2*)
- includes the provision of non-housing-related support on an occasional basis, provided this does not constitute more than around 10% of the total value of the support package (see *paragraph 2.5*).

2.10 SP Eligible tasks.

The following is a more detailed list to enable front line staff to gain a better understanding of what is eligible. It is divided into primary and secondary eligible tasks.

Primary Eligible Tasks

Primary tasks are those tasks which should be considered essential to any housing support service

- Referral work on SP potential service users – assessing support needs, liaison with other bodies, running waiting lists, completing forms etc.
- Helping service users in the letting or support agreement contract process
- Resettlement activity when moving in – including setting up the home: furniture fittings, furniture, utensils, and utilities
- Help in organising the furnishing of service users home.
- Assistance with security of dwelling – where service users need assistance in allowing access/exclusion of visitors and un/locking doors due to incapacity or inability to understand this is necessary
- Help to maintain health and safety of their home and communal areas and facilities
- Advice on use of equipment e.g. health and safety – fire equipment, alarms and communal appliances and appliances in their own home
- Arranging appliance servicing (as above)
- Cleaning - Advising the service user on issues of cleanliness and safety, particularly in terms of enabling the service user to maintain their accommodation

- Minor repairs – management and reporting of / skills teaching but does exclude the cost of doing repairs and cost of materials.
- Assistance with arranging professionals associated with service users' support or care to all.
- Arranging adaptations to property for those with physical or sensory support needs, but not the cost of work or material
- Assistance /advice on budgeting and debt counselling
- Completing benefit forms and follow up
- Dealing with neighbour disputes where the service user has difficulty in understanding that an issue may exist
- Move on activity where the service user or worker has obtained alternative accommodation – this will not normally go on beyond the new tenancy date, although upon application SP may agree a short dual service. This may be a major area of work for direct access hostel workers and will include sourcing accommodation and/or support including visits, form filling and some resettlement work where this is not available from the host accommodation.
- Cultural specific support services providing they are housing related and would include translation and if need be advocacy
- Service user participation in support issue consultation, including translation and if need be advocacy
- Service overheads for SP management, finance and administration or office related cost to no more than 15% of direct support staff cost, but retained within overall agreed grant/contract. Any figure above 15% must be authorised by the SP team.
- Salary and salary related costs of staff providing the SP service either wholly or partly and training on support activity.
- Any disaggregated office running costs in relation to SP activity.
- Emergency call out on SP eligible tasks only.

Secondary Eligible Tasks

A number of tasks can be included as eligible housing support providing they are additional to the primary tasks and do not make up the greater part of the support service provided to the individual. The secondary tasks listed will not be classed as eligible for Supporting People funding unless provided as part of a support package consisting mainly of the primary housing support tasks.

- Assistance with shopping and running errands not related to personal care such as taking a prescription to the chemist or going to the shops with the service user for the weekly shop
- Support and advice on food preparation and storage, kitchen hygiene and safety
- Chatting and social activity – e.g. those applying to sheltered housing or similar – daily checks on well being
- Arranging social events but not the cost of them.
- Reminding and advice on personal hygiene and appearance

- Support to enable access to employment and education, training, daytime activities – identifying opportunities, signposting, support with access
- Advice on personal care
- Support to maintain physical and mental health – access to and engagement with health services, prompting service users to take medication
- Support to engage with the probation service where needed

2.11 Supporting People Weekly Support Bandings - Definitions

In order to benchmark like services for comparison of performance and value for money we will be grouping all services into support bandings. This is recognised as a difficult area to define. Support levels change from week to week and service users have individual needs. These definitions should be treated as a general guide in relation to the service as a whole.

Minimal Support

Staff support hours per service user are on average up to a maximum of 2.5 hours per week.

- Support for users in independent accommodation but in need of support to prevent homelessness
- You may not meet the service user every week but are available if required. Service user is confident to contact you in an emergency and may be relatively independent; just needing help with certain aspects e.g. benefits, or accessing employment.
- Service users may need this level of support for up to 2 years or may very quickly move to independence.
- The majority of your service users receive less than 3 hours support per week.
- Sheltered housing services fall into this category.
- Some support may be delivered on a one to one or group basis.

Low Support

Staff support hours per service user are on average from 3 up to a maximum of 7 hours per week.

- Project staff during week day hours, or part of day with some providing on call / out of hours You are likely to meet with each service user at least twice a week to work through an aspect of the support plan.
- You are also available at other times if needed. Service user is able to contact you in an emergency and may contact you when they could do something themselves but lack confidence. Support plan is likely to address some behavioural issues as well as practical tasks, with a view to the service user gaining more independence.
- Service user likely to no longer need this level of support within 18 months unless they are in sheltered housing.

- The majority of your service users receive less than 8 hours support per week.
- Some support may be delivered on a one to one or group basis.
- Support and care may be part of an integrated package

Medium Support

Staff support hours per service user are on average from 7.5 up to a maximum of 14 hours per week.

- You are likely to meet with each service user at least four times a week to work through an aspect of the support plan. You are also available at other times if needed, and may be called into a “crisis” situation requiring the upper level of support for this category.
- Support staff are available most of the time and often there are 2 staff available at any one time.
- Support plans will address emotional and behavioural issues as well as practical tasks.
- The majority of your service users receive less than 15.5 hours support per week.
- Support and care may be part of an integrated package.

High Support

Staff support hours per service user are on average from 14.5 up to a maximum of 18 hours per week.

- Support is accessible 24/7
- Support is likely to involve repeated prompting on a daily or weekly basis (depending upon tasks) in respect of the same tasks or behaviour.
- Support is likely to be ongoing and the support plan is unlikely to change much over time
- Support may be delivered by two or more staff at the same time from time to time, but hours are not to be divided by the number of staff.
- Individual support hours are fairly stable not varying from one week to another.
- Support and care may be part of an integrated package.

Any support beyond this level will need to be agreed with the SP team.

2.12 Eligible Client Groups

The following is a list of the user groups eligible for SPG as set out in DCLG guidance:

- Older people with support needs
- Older people with mental ill-health and dementia
- Frail elderly
- People with mental health problems
- People with learning difficulties
- People with physical or sensory impairment
- Single homeless people with support needs
- Rough sleepers
- People with drug problems

- People with alcohol problems
- Offenders and those at risk of offending
- Mentally disordered offenders
- Young people at risk
- Young people leaving care
- Teenage parents
- People at risk of domestic abuse
- People with HIV/AIDS
- Refugees
- Homeless families
- Travellers

2.13 Ineligible activities and services

The following is a more detailed list to enable front line staff to gain a better understanding on what is ineligible:

Items for general rent or service charge

- Use of facilities
- Communal cleaning /lighting/ heating /laundry/ lift/ caretaking/ gardening/ refuse – in some supported housing this requires bills to be split on a formulae agreed with Housing Benefit
- Entry phone – usually depreciated over a standard period
- Furniture – usually depreciated over a standard period
- Laundry equipment– usually depreciated over a standard period
- Carpets and curtains– usually depreciated over a standard period
- Bedding
- White goods– usually depreciated over a standard period
- Pots and pans
- Payphone – usually offset by payphone income
- Capital charges on assets – some may be disaggregated to SP based on depreciation rates.

Personal and ineligible charges

- Meals and fuel
- Medical services/administering medication
- Assistance at meal times
- Assistance with personal hygiene
- Professional counselling
- Group or individual therapy
- Baby sitting/child care
- Care leavers under 16/17 services
- Social trips out to the cinema etc
- Services registered with the National Care Standards Commission for care purposes. Providers should note - there is no rule or guidance stating a particular threshold of hours for consideration for residential care.

Basic rent includes

- Repairs and maintenance

- External decorations
- Internal decorations
- Building & content insurance
- Loan interest in relation to building
- Rent to superior landlord
- Entry systems
- Concierge or CCTV Services
- Servicing of central heating
- Sinking funds
- Council tax
- Translation of basic letting and tenancy paperwork
- Void provision
- Housing management policy
- Allocation costs
- Rent collection arrear recovery
- Admin of tenancy including enforcement
- Liaisons with other agencies
- Access control
- Providing information of tenancy related matters
- Staffing training- housing management
- Housing management travel costs
- Tenant consultation
- Development of policy – voids, repairs, improvement and lettings.

Housing Benefit is allowed to reflect heavier use of furnishings, internal decorations and equipment for general rent or in service charges where SP clients are likely to cause above normal costs.