

# Hertfordshire Supporting People Programme

## Defining Eligible Services

This paper provides a brief summary of services that are eligible and ineligible for Supporting People Grant (SPG) in Hertfordshire. It provides a simple overview which is explained in more detail in the full eligibility policy.

### Eligible Client Groups

The following is a list of the user groups eligible for SPG as set out in government 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
- Generic (Other people in need of housing related support not fitting in one of the above categories).

People who are in one or more of these groups may be eligible to receive support services funded by SPG.

### Eligible services

The following is a detailed list setting out what tasks are eligible for SP funding. It is divided into primary and secondary eligible tasks. It should be noted that support may be constant, cyclical or sporadic but this must be agreed in the contracted service specification.

#### 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 & 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

## **Ineligible services**

The following is a detailed list setting out tasks that are ineligible for SP funding.

### **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 off set pay 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.

### **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 in to support bandings. This is

recognised as a difficult area to define. Support levels change from week to week and service users are individuals and have individual needs. These bandings illustrate the typical level of support that service users may expect to receive, although it is acknowledged that from time to time this will vary for individual cases. 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.
- Sheltered housing services fall into this category.
- Support may be delivered on a one to one or group basis.

### **Low Support**

**Staff support hours per service user are from 3 hours up to 7 hours per week.**

- Project is staffed during week day hours, (all or part of day) with some provision of on call / out of hours support
- You are likely to meet with each service user at least twice a week to work through an aspect of the support plan.
- 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 is able to contact you in an emergency and may contact you when they could do something themselves but lack confidence.
- Service user likely to need this level of support for no more than 18 months unless they are in sheltered housing.
- 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 between 7.5 and 14 hours per week.**

- Support staff available most of the time and often there are 2 staff available at any one time.
- You are likely to meet with each service user at least four times a week to work through aspects 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 plans will address emotional and behavioural issues as well as practical tasks.

- Support and care may be part of an integrated package.

### **High Support**

**Staff support hours are on average between 14.5 and 18 hours per week per service user.**

- 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 may either:
  - be ongoing and the support plan is unlikely to change much over time; or
  - be short term and designed to support service users to achieve the stability necessary to move on to more independent accommodation.
- 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.

### **Policy on Eligible Night Cover**

This policy is based on the underlying principle that post review, all activities funded by Supporting People, must be housing related support, and should be able to demonstrate strategic relevance.

The provision of night cover is recognised as an essential element in delivering effective housing related support services in many circumstances. As with many aspects of housing related support however, it is not appropriate in all circumstances. This policy sets out the circumstances where it is considered that provision of such cover represents a cost effective means of delivering housing related support.

### **Appropriate Use of Supporting People Grant**

It is considered to be an appropriate use of Supporting People grant to provide night cover in the following circumstances:

1. Where it is provided in a short term service, which will accept referrals 24 hours a day
2. Where it is provided in other short term services, where the individual accommodation is provided as part of a larger supported housing scheme, which has a high turnover of chaotic service users, of whom little is known about their history, and the accommodation is considered to be first stage

3. In any other accommodation based service, where housing related support is available throughout the day, and a detailed risk assessment has been conducted that has clearly identified the provision of night cover as being primarily required for the delivery of low level housing related support

In all other circumstances where the need for night cover is raised, the provision of an emergency alarm service will be considered the appropriate response, eligible for SP funding.