Supporting People Programme Eligibility Criteria

Eligibility Criteria for Supporting People funding in Oxfordshire (March 2012)

INTRODUCTION

- Oxfordshire Supporting People programme commissions essential preventative services for 11,500 vulnerable people who need support to secure and sustain a stable home and lead independent lives for as long as possible.

- The eligibility criteria define what we mean by housing related support in Oxfordshire. It also defines what type of support services are eligible for funding through the Supporting People programme in Oxfordshire. This document does not define the support which is eligible at an individual level. This is done through the commissioning plan for the Supporting People programme.

- The vision statement for the programme is 'working together to enable people of Oxfordshire to:
  - Access and sustain a stable home of their choice
  - Live independent and healthy lives
  - Make an active contribution to society'

- The focus of the programme is to deliver needs led, value for money, high quality housing related support services for vulnerable people which:
  - Are accessible to those who need them
  - Enable people to take control over their lives
  - Deliver personalised positive outcomes
  - Continuously improve within the Quality Assessment Framework
  - Complement services delivered by statutory and non-statutory agencies

ELIGIBLE SERVICES

Housing Related Support Services

- Housing related support services have a strong focus on delivering positive outcomes for people who receive them. Services should find out which aspects of their lives are important to service users, what goals and aspirations they have and support them in reaching these personal goals.

- Housing related support is a distinct set of activities, different from health care and social care, different too from routine housing management carried out by social landlords for their tenants.

- Housing related support services have prevention at their heart and is defined as 'Support services which are provided to any person for the purpose of developing that person's capacity to live independently, or sustaining his capacity to do so, but are not subject to registration with the Commission for Social Care Inspection' (Department of Communities and Local Government). Early intervention will enable people not to become in need of statutory provision for as long as is possible in their circumstances.

- A short term service (such as a hostel for homeless people) will develop the capacity to live independently and may need to be more intensive to achieve this. A short term service aims to bring about independent living or to increase the capacity for independent living through a package of short term (time limited) housing related support. A long term service (such as the Alert service for vulnerable people) will sustain independent living and is not expected to be time limited.

- See Appendix 1 for a list of examples of housing related support tasks.

Occasional Ancillary Services

- It is generally agreed that an ancillary service is one that is provided occasionally and for a limited time to maintain independent living (eg help with collecting benefits or assistance with domestic tasks during a period of illness).

- The expectation is that the service user will develop or regain the skills to carry out these tasks without supervision after a short period of time.

- An ancillary service is eligible if the predominant amount of assistance is legitimately housing related support ie if at least 80% of support on average is housing related support and less than 20% on average is occasional ancillary services.

- An ancillary service is eligible if it is not regularly and consistently provided for all service users

- See Appendix 1 for a list of examples of tasks which could be regarded as occasional ancillary services

<u>NON-ELIGIBLE SERVICES</u>

The following are services which are not housing related support and therefore not eligible for Supporting People funding:

- Services which are provided in a residential care establishment registered under the Care Standards Act 2000;

- Services provided by a person required to register under the Care Standards Act 2000 in his or her capacity as a registered provider of care;

- Nursing or personal care services;

- Services by the administering authority in satisfaction of a statutory duty placed on that authority;

- Building works (including any adaptation, improvement or repair in relation to a building) other than advice and assistance in obtaining grants for such works or personal support services during the works;

- Provision of equipment unless the equipment is used to deliver the particular service in question;

- Psychological therapy or programmes of therapeutic counselling;

- Services to enforce specific requirements imposed by a court of law;

- General housing management services

Exclusion of Statutory duties

- Historically there has been a clear requirement that Supporting People funds are not used to discharge statutory duties, particularly under community care and homelessness legislation and this should remain the principle whilst recognising that those receiving statutory support may also be eligible for support from Supporting People funded services.
- It is however possible for housing related support providers to provide services which meet statutory requirements, but this element of the service provided should not be funded by Supporting People.

Exclusion of General Social Care

Social Care is defined as activities that are intended to help people with their day to day lives and are not primarily intended to allow people to gain access to accommodation or to maintain their accommodation. Where a service user requires a high level of supervision, needs support all of the time in day to day living tasks and the help does not reduce, it is an indication that the person needs support in respect of their entire life and not just in respect of accommodation.

Exclusion of Personal Care and Health Care

- Personal Care includes assistance with bodily functions such as feeding, bathing and toileting and other physical care which involves physical and intimate touching, such as helping a person to get dressed. All these activities are excluded.
- Most health care is clearly distinct from housing related support, apart from the provision of specialist counselling and the administration of medication but all health care activities are non-eligible for Supporting People funding

- Although 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 be eligible if it is regarded as an ancillary function.

Exclusion of Housing Management

There needs to be a distinction between housing-related support and the landlord function of housing management (not eligible for Supporting People funding), although these two functions may be carried out by the same staff.

Tasks Table

The table below indicates which sorts of activities will be eligible for Supporting People funding and which will not. It does not mean that all Supporting People service providers will carry out all of the support activities listed and the guidelines are intended to be applied flexibly and with common sense. Each contract will indicate the housing related support expected from each service along with levels of support.

Housing related support should create and promote opportunities for finding out which aspects of service user's lives are important to them and what goals and aspirations they have and support them in reaching these personal goals and delivering positive outcomes.

Personalisation - as services become more personalised the range of activities that count as housing related support may change but the focus of these should be in line with the ethos of enabling and developing independence. There is recognition that the development of personalisation initiatives will need sustained staffing input.

In order to make the table more meaningful to providers and service users, the list of tasks has been related to the Supporting People Service User Outcomes Framework and the Quality Assessment Framework.

Supporting People Service User Outcomes

The table highlights the tasks that relate to the individual service user outcomes. The list has been prioritised with the task which relates to all five outcomes right down to the one outcome.

The service user outcomes are as follows:

1. Achieve economic wellbeing
2. Enjoy and Achieve (Meaningful use of time, faith and culture)
3. Be Healthy
4. Stay safe (Self harm, move on and offending)
5. Making a positive contribution

Further information on Supporting People Service User Outcomes can be found on the Sitra website using the following link:

http://www.sitra.org/outcomespolicy/

Quality Assessment Framework (QAF)
The table also highlights which QAF objective each task relates to. The five QAF objectives are as follows:

C1.1 Assessment and Support Planning
C1.2 Security, Health and Safety
C1.3 Safeguarding and Protection from abuse
C1.4 Fair Access, Diversity and Inclusion
C1.5 Client Involvement and Empowerment

Further information on the individual standards of each QAF objective plus guidance can be found on the Sitra website as follows:

http://www.sitra.org/the_qaf_refresh_2009/

The table distinguishes when activities in the middle column may be eligible as ancillary and when they may not:

Ancillary	Not Eligible
Occasional	Regular
For particular service users	For all service users
For a limited time	Consistent
Maximum of 20% of support hours on average	More than 20% of support hours on average

There is no linear connection of tasks across the rows in most cases.

Activities always eligible for Supporting People funding, if part of a package of support for an eligible service user	Activities eligible for Supporting People funding, if provided as ancillary to housing-related support	Activities never eligible for Supporting People funding unless stated otherwise	Service user outcome and the QAF Objective that these tasks relate to
The following tasks relate to all five outcomes.			

Advice on how to manage in independent accommodation, including budgeting and catering	Assistance with domestic tasks including shopping for service users or collection of pension	Cost of food	All five outcomes QAF C1.1.2 C1.1.3 C1.1.4
Provision of information on community facilities and services available	Staff time involved in or active help in preparing meals		All five outcomes QAF C1.5.4
Provision of outcomes-focussed support and risk management plans for all service users which are reviewed on a systematic basis			All five outcomes QAF C1.1.2 C1.1.3
Support and encouragement to enable service users to participate in the wider community ie employment, training, education, social and leisure activities outside of the service	Accompanying service users to appointments and interviews		All five outcomes QAF C1.5.4
Advice and assistance to enable service users to move to more appropriate accommodation with commitment to ensuring fair exit	Cleaning of a person's room and/or windows		All five outcomes QAF C1.4.3

Consultation with service users on significant proposals which may affect their own plans and their service			All five outcomes <u>QAF</u> C1.1.4 C1.5.2 C1.5.3
Provision of community alarm service		Domiciliary and Home Care	All five outcomes <u>QAF</u> C1.2.1 C1.2.2 C1.2.3 C1.3 (ALL)
The following tasks relate to four out of the five outcomes.			
Liaison with other agencies in relation to service users welfare to facilitate them receiving necessary services	Accompanying service users to medical appointments	Cost of vehicle and fuel for transporting clients	Outcomes 1,3,4,5 <u>QAF</u> C1.3.5
Advice and assistance in relation to fulfilling licence/tenancy/mortgage conditions (does not apply to tenants of Social Landlords)	Advice/encouragement to service users in relation to carrying out personal care tasks for themselves	Services provided for the wellbeing of children under the age of 16	Outcomes 1,2,4,5 <u>QAF</u> C1.1.5 C1.2.3 C1.3.4 C1.4.1 C1.4.3
Assistance to service users in order to help them to overcome social isolation in their accommodation and encouragement and promotion of links with friends and family where appropriate	Advice and assistance in relation to maintaining relationships	Collection of and accounting for rent – including assistance with Housing Benefit in accommodation -based services	Outcomes 2,3,4,5 <u>QAF</u> C1.4.1 C1.5.4

Support and advice to service users on how to deal with alcohol or substance misuse problems		Specialist counselling aimed at behavioural change e.g. counselling and psychosocial interviewing for alcohol addiction or substance misuse problems	Outcomes 2,3,4,5 QAF C1.1 (ALL) C1.3.5
The following tasks relate to three out of the five outcomes.			
Assistance to claim appropriate benefits and maximise their income – excluding Housing Benefit in accommodation-based services (does not apply to tenants of Social Landlords)	Monitoring service users health	Personal care – both those tasks which involve direct touching and those that could be seen as intrusive (e.g. supervised bathing)	Outcomes 1,4,5 QAF C1.3.5
Assistance to resolve or prevent housing debts or other debts that affect ability to pay for housing (does not apply to tenants of Social Landlords)	Advocacy with health professionals over medication and related issues		Outcomes 1,4,5 QAF C1.3.5
The following tasks relate to two out of the five outcomes.			
The needs and risk assessment of service users to decide their eligibility for a housing-related support service and ensure fair access and signpost to relevant support	Emotional support	Providing advice and support on an ad-hoc basis without a formal support plan	Outcomes 1,4 QAF C1.1.1 C1.4.1 C1.4.2 C1.5.1

Advice and assistance to service users in relation to safeguarding and protection from abuse and the safety and security of their accommodation, self and others	Childcare in order, for example, for a service user to take part in a support session	Closed circuit television systems and/or uniformed security guards	Outcomes 3,4 QAF C1.2.1 C1.2.2 C1.2.3 C1.3 (ALL)
Prompting to take medication	The storage and distribution of prescribed medication	Administration of prescribed medication on a regular basis	Outcomes 3,4 QAF C1.1 (ALL) C1.2.1 C1.2.2
Advice to service users on how to use equipment in their own homes (does not apply to tenants of Social Landlords)	Staff time involved in transporting service users	Provision of equipment

Building works (other than advice in obtaining grants) | Outcomes 3,4 QAF C1.1.1 C1.1.2 C1.1.5 C1.2.2 |
| Provision of a clear complaints procedure with a tool for appropriate action and service improvement | | | Outcomes 4,5 QAF C1.5.5 |

The following tasks relate to one of the five outcomes.			
Advice and assistance to service users in relation to organising repairs or improvements to their home (does not apply to tenants of Social Landlords)	Staff time spent in relation to handyperson and decorating services, and gardening	Cost of materials for handyperson and decorating services and gardening	Outcome 4 <u>QAF</u> C1.1.1 C1.1.2 C1.1.5 C1.2.2
Mediation in service users' neighbour disputes	Mediation between service users and their family	Supervision of court orders	Outcome 4 <u>QAF</u> C1.2.1 C1.2.2 C1.2.3 C1.3 (ALL)

Review Date: This Eligibility Criteria will be reviewed no later than March 2015.