

## **WILTSHIRE SUPPORTING PEOPLE PARTNERSHIP SUPPORTING PEOPLE GRANT ELIGIBILITY FRAMEWORK**

### **1. Supporting People Grant is payable where the client:**

- Has specific and identifiable vulnerabilities that render them in need of support which are assessed against a service's eligibility criteria
- Is 16 or over

#### **And where the service provided:**

- Is provided as part of a package of support services agreed between the Administering Authority (Wiltshire County Council) and the service provider

**and**

- Is provided to people living independently or homeless people who are working towards living independently and upholds the principles of independent living – i.e tenancy rights & responsibilities, leasehold responsibilities, owner occupation

**and**

- Is principally focused on enabling the service user to secure or maintain their accommodation

**and**

- Is the subject of a formal support plan (which links to the client's wider needs)

**and**

- Distinguishes between short-term support and longer-term maintenance in support planning terms

**and**

- Is not the responsibility of a statutory body to fund from other budgets

**and**

- Includes no element that could be defined as personal care or seen as personally intrusive

#### **And where the aims of the service are**

- To Promote quality of life, independence and inclusion

**and/or**

- To prevent homelessness and events leading to homelessness

**and/or**

- To rebuild lives

**and/or**

- To promote and enable opportunities for independent living  
*See appendix 1 for more detailed consideration of service outcomes*

## 2 Eligible services

- Assessments with a view to deciding whether or not the service can accommodate and support the person concerned
- Assistance to clients to help them resolve or prevent housing or other debts that affect their ability to pay for their housing
- Assistance to service users to claim appropriate benefits & maximise their income
- Advice & assistance in relation to fulfilling tenancy obligations
- Advice in relation to maintaining essential utilities (gas, electric etc)
- Guidance on the safe use of domestic equipment within the home
- Advice in relation to the safety and security of a client's accommodation and communal areas
- Advice in relation to organising repairs to a client's accommodation and arranging servicing of appliances, including core Home Improvement Agency services
- Advice and assistance to enable service users to move to more appropriate accommodation, including resettlement
- Mediation in neighbour disputes
- Advice on maintaining independent accommodation, including budgeting, catering and managing the property and tenancy
- Providing information and advice on the location and availability of community facilities and services of relevance to clients
- Liaison with other agencies in relation to the client's welfare to ensure s/he receives the services necessary to maintain him/her in his/her accommodation
- Assistance to clients to help them overcome social isolation in their accommodation. This includes encouraging people to take part in social and community activities. It also includes facilitating (but not taking sole responsibility for arranging) outings or activities.
- Prompting to take medication
- Arranging adaptations to a property for people with physical or sensory impairments
- Community or warden alarm services
- Monitoring of health and well-being for the purposes of signposting to other services

## 3 Ancillary services

The following ancillary services may also be eligible for Supporting People Grant if they are provided occasionally and do not amount to more than 10% of the support service provided and the cost payable. These tasks should be provided as short term, time limited support and should be evidenced by individual support plans. The expectation is that service users will develop the skills to carry out these tasks without supervision after a short period of time. Where these tasks would need to be provided on an ongoing basis and there is no expectation that support needs would reduce, they are not eligible for Supporting People Grant.

- Shopping or collecting pension for client

- Advice and encouragement in relation to personal care tasks, e.g., washing, shaving
- Help in maintaining a garden where it is a condition of occupancy
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- Advocacy with health professionals over medication and related matters, including registering with health & GP services
- Advice (signposting) to service users on substance misuse problems
- Support to clients in taking employment opportunities
- Mediation between service users and their family
- Advice and assistance in relation to making, managing and maintaining relationships
- Crisis support
- Assistance with accessing training, education, work experience and employment
- Peer support and befriending
- Emotional support
- Arranging appointments with other agencies
- Facilitating service user involvement and participation in their service

**The value of these support activities as a percentage of the total support cost may be negotiable in services where service users have complex needs and are assessed as ineligible for support from statutory agencies.**

#### **4 Ineligible services:**

Supporting People Grant will not fund any service that should otherwise be the responsibility of the statutory sector. Statutory sector funding would flow from either or all of the following:

- S.47 (1) of the NHS & Community Care Act 1990 wherein assessments are undertaken of people who may need community care services which are then funded through the same piece of legislation
- If a client is classified as disabled (as in the National Assistance Act 1948) s.2 (1) of the Chronically Sick & Disabled Persons Act 1970 allows funding to be provided for:
  - Practical assistance in the home
  - Ongoing assistance to access education and leisure
  - Organising and accompanying clients on outings and holidays
  - Transporting or accompanying clients to make use of service outside the home
  - Providing meals
  - Making assessments which assist clients to adapt or improve their home
- S.117 (2) of the Mental Health Act 1983 requires statutory authorities to provide “after care” (which is not defined). HSC 2000/03: LAC (2000)3 requires health and local authorities to draw up “the criteria for deciding which services fall under s.117 and which authorities should finance them”. Activities that are funded through these pieces of legislation would not be fundable through Supporting People Grant.

- The Children (leaving care act) 2000 requires statutory authorities to provide accommodation and personal and financial support to young people defined as relevant children or former relevant children under the act. Activities that are funded through this legislation would not be fundable through Supporting People Grant

**The following are also ineligible tasks for Supporting People Grant:**

- Transporting clients
- Organising and accompanying clients on outings and holidays
- Assistance to access education and leisure
- Accompanying clients to medical appointments
- Active help in preparation of meals
- Storing and distributing prescribed medication
- Active help with domestic tasks
- Community supervision
- Caretaking and concierge services
- Building works
- Provision of equipment
- Psychological therapy or programmes of therapeutic counselling
- Services to enforce specific requirements imposed by a court of law – except assistance to keep to court orders to maintain a tenancy, e.g. suspended possession order to repay rent arrears
- General housing management services
- Supervision and monitoring health e.g. mental health for the purposes of providing specialist advice/counselling or as part of an assessed package of care

## **5 Reasonable levels of support**

Services will be eligible for Supporting People Grant within the level of support agreed for each type of service. The decision about which category a service falls into will be agreed by the provider and the Supporting People Team.

*More detail is in appendix 2*

## 6 Reasonable cost of support

Services will be eligible for Supporting People Grant up to the levels agreed by the Supporting People Partnership Board for each type of service. Where there are reasons why a service should be funded outside of these levels, this will be by agreement with the Supporting People team.

*More detail is in appendix 3*

## 7 Local Connection

We are committed to ensuring that Supporting People Grant is targeted towards meeting local needs. However, we recognise that we need to maintain and create opportunities for people who need to move across county boundaries and recognise patterns of movement across the region and between neighbouring authorities. Services receiving Supporting People Grant should give priority to people with a local connection to Wiltshire and should be able to demonstrate that at least 80% of clients taking up their services each year have a local connection with Wiltshire. This will be monitored via client record form returns and providers will be expected to produce information about new clients on request.

Referrals are encouraged from local agencies, in particular:

Housing advice teams

Voluntary housing agencies

Social care – adult care teams, after care team, CTPLD, CMHT

Health services, including hospitals and psychiatric hospitals

Probation service & youth offending service

Self referrals may be accepted if this is agreed as part of the service specification, as well as referrals from other administering authority areas where there are cross authority agreements in place.

**This requirement may be negotiated with specific services where the aims of the service require different referral arrangements. Examples include women's refuges and direct access hostels. Further negotiations between the SP team and providers will be necessary where accommodation may be "difficult to let" and where landlords need to allocate accommodation via other referral routes in order to maximise rental income.**

## 8 Outcomes

Performance against service outcome targets will be monitored through service reviews and performance indicators and will inform decisions about the value for money of services and future funding of services. Full details of service outcomes and the approach to measuring outcomes are at appendix 1.

## APPENDIX 1

### Service Outcomes

Service performance is currently measured by considering inputs – i.e. staffing and support tasks – and compliance with the contract rather than concentrating on the performance of services and assessing what services are achieving with the SP grant they receive.

### Why use outcomes for SP?

- proving the benefits of the programme as a whole (to external audiences);
- improving quality and cost effectiveness;
- better commissioning choices (makes it easier to move towards joint commissioning);
- outcomes mean more to individual users than outputs;
- accountability;
- easier re-commissioning and service redesign; and
- easier to move in an agreed direction.

### Core Outcomes for all services

- Strategic relevance:
  - partners objectives;
  - five year strategy/annual plan/shadow strategy;
  - fit between supply and need; and
  - funding only eligible activity.
- Fit for purpose:
  - outcomes as defined by users are being delivered:
  - choice
  - inclusion
  - influence
  - developing coping skills
  - promoting safety & security
  - good value services
- Quality, capacity and competence:
  - quality assurance in place;
  - risk identification; and
  - accreditation of providers.
- Value for money

### Service specific outcomes – 1 or more must apply to each service

- 1 Promoting quality of life, independence and inclusion:

- Improved home security and reduced fear of crime
- Improvement in housing conditions (home improvements, repairs)
- Improvements in housing accessibility (adaptations)
- Stronger neighbourhoods through greater participation
- Reduced reliance on residential and nursing home care
- Reduced hospital admissions
- Lower rates of depression and other mental or physical illness
- Increase in training and employment among younger people

2 Preventing homelessness and events leading to homelessness:

- Fewer homelessness applications and split households
- Reduced use of temporary accommodation (with knock-on effects)
- Fewer neighbour disputes, less harassment and anti-social behaviour
- Reduced emergency hospital attendances and admissions
- Reduced substance misuse
- Greater avoidance of loss of home through domestic violence
- Improved health and educational prospects for children

3 Re-building lives:

- Reduced rates of repeat homelessness and property abandonment
- Reduced levels of harassment and anti-social behaviour
- Stronger neighbourhoods through greater participation
- Improvement in housing conditions and accessibility (re-modelling)
- Reduced emergency hospital attendances and admissions
- Improvements in recovery from mental illness
- Increased numbers staying off drugs/alcohol in aftercare
- Reduced levels of crime
- Increased take-up of training, education and employment
- Improved health and educational prospects for children

4 Promoting and enabling opportunities for independent living:

- Improvements in housing accessibility (design/adaptations)
- Reduced reliance on residential and nursing home care
- Fewer emergency admissions due to bereavement/ill health of carers
- Improvement in mental health (self-esteem, control)
- Increased take-up of training, education and employment
- Improved support to family and informal carers
- Improved prospects for carers (employment, social, education)

**Measuring Outcomes**

Inputs	Activities	Outputs	Outcomes
Staff hours etc	Tasks to deliver the support – weighted as per	Results – i.e. performance targets	Benefits to service users and strategic



## Appendix 2

### Reasonable levels of support

#### DEFINITIONS

The definition should be treated as a general guide in relation to the service as a whole. This is recognised as a difficult area to define. Support levels change from week to week because service users have individual and changing support needs. The figures are an average over a period.

#### LOW

**Staff support hours per service user are on average up to a maximum of 2 hours per 7 day week, per service user.**

- You may not meet the service user every week but are available if required. The service user is confident to contact you in an emergency and may be relatively independent; just needing occasional help e.g. benefits, or accessing other services.
- The majority of your service users receive less than 3 hours support per week.
- Sheltered housing services fall into this category.
- Service Users under 65 may need this level of support for up to 2 years or may quickly move to independence.
- Support may be delivered on a one-to-one or group basis.

#### MEDIUM

**Staff support hours per service user are on average between 2 up to a maximum of 4 hours per 7 day week, per service user.**

- You are likely to meet with each service user at least once a week to work through an aspect of the support plan.
- You are available at other times if needed. The 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 2 years unless they are in sheltered housing. The majority of your service users receive less than 4 hours support per week.
- Some support may be delivered on a one-to-one or group basis.

#### HIGH

**Staff support hours per service user are on average between 5 up to a maximum of 10 hours per 7 day week, per service user.**

- 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, and may be called to support through a crisis situation at the upper level of support for this category.
- Support staff 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 10 hours support per week.
- Support and care may be part of an integrated package.

## **INTENSIVE**

**Staff support hours are on average between 11 and up to a maximum of 18 hours per 7 day week, per service user.**

- Support is accessible 24 hours, 7 days a week.
- 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.
- The majority of your service users receive less than 15 hours support per week
- Support and care may be part of an integrated package.

**Any support above 18 hours per 7 day week, per service user. will be subject to specific agreement with the Supporting People Team.**

## Appendix 3

### Reasonable cost of support

No. of support hours		Support	From	To	benchmark cost £
	Learning Disability	L	1	2	50.00
		M	3	4	120.00
		H	5	10	250.00
		I	11	18	360.00
	Mental Health	L	1	2	50.00
		M	3	4	100.00
		H	5	10	230.00
	Older People	L	1	2	3.00
		M	3	4	8.00
		H	5	7	14.00
	Floating Support (excludes LD packages)	L	1	2	50.00
		M	3	4	50.00
		H	5	6	50.00
	Young People	L	1	2	60.00
		M	3	4	100.00
		H	5	10	170.00
	Single homeless	L	1	2	60.00
		M	3	4	100.00
		H	5	10	170.00