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Policy on Eligibility Criteria
for
Supporting People Funding

1. Introduction

The Supporting People programme commenced in April 2003 and is a government initiative within the overall responsibility of the Office of the Deputy Prime Minister aimed at providing support to vulnerable people to enable them to maintain a home in the community.

This policy has been produced to assess whether it is appropriate to pay Supporting People Grant. It should be of assistance to providers of existing services and will also provide useful information to organisations wishing to secure Supporting People Grant for new services.

2. What is Supporting People?

Supporting People is a government initiative aimed at enabling vulnerable people with housing related support needs to live independently in the community. Without this support a person might be unable to manage their accommodation on their own.

Supporting People is targeted at *vulnerable* people, including the homeless, people with mental health needs and/or substance misuse problems, people with learning disabilities, older people, young people, rough sleepers, women fleeing domestic violence, ex offenders and a number of other needs groups.

The money used to fund Supporting People is made up of a number of different funding streams, operated by a number of organisations. The largest of these was Transitional Housing Benefit. Each of the former funding streams assessed the eligibility of services using their own criteria. Assessment of eligibility thus differed between funds, organisations, client groups, service types and landlord type. This policy on eligibility criteria seeks to establish a single set of eligibility criteria for housing related support.

A range of support services may be provided as long as they fall within the definition of housing related support. Housing related support services may be classified as short or long term according to their aims and objectives. Short-term schemes have a maximum intended duration of up to two years with the intention of moving people onto independent living and/or increasing the ability to live independently.

3. Funding Arrangements

Funding under the Government's Supporting People programme is paid as a grant to each Administering Authority (e.g. Worcestershire County Council on behalf of the Worcestershire Supporting People Partnership), to allow them to enter into contracts for the provision of "housing-related support". This is defined on a statutory basis in the Schedule attached to the *Supporting People 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."

It is implicit within the same Schedule that other services that are eligible for Supporting People funding from April 1st 2003, due to their being in receipt of one of the legacy funding streams, may not be receiving Supporting People Grant for providing housing-related support alone or at all. The Statutory Supporting People 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 is anticipated therefore that Supporting People Administering Authorities will achieve the above through the ongoing Service Review process, within the overall context of the management of the total Supporting People budget. The definition of housing-related support, which can distinguish it from other types of assistance provided in SP-funded services, is therefore critical to this process. A significant amount of guidance has been issued on this matter by central Government, but this is still far from clear and individual Administering Authorities have had to develop their own more comprehensive guidelines based upon the statutory guidance already given.

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The main challenge is that the distinctions between “support” and other forms of assistance such as advice, care and housing management are often unclear or cross-over one another. 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. However, under current funding arrangements, it is necessary to distinguish between the two in order to understand which funding source should pay for which element of each service.

Some SP-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 will have been apportioned between the various income streams and the Administering Authority will need to be able to unpick the way that this has been done, in order to assess the validity of the approach taken. This is separate but related to the mechanisms to assess the ‘reasonable-ness’ 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 SP-funding, any Administering Authority also needs a flexible approach in order to get from theoretical distinctions to actual funding decisions – without breaching the terms of the funding or causing unnecessary hardship to a vulnerable person.

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The process of assessing SP-funding eligibility therefore has three stages:

- Defining the nature of **Housing-Related Support** as distinct from **Housing Management**, **Personal Care** and other forms of **Non Housing-Related Support**;
- Defining the cost inputs that can be funded through the local SP programme and the legitimate approaches that can be taken to the apportionment of total scheme costs to SP, thus leading to a recommended price for differing types of housing-related support services;
- Producing criteria and tools for applying the above principles to Services through the commissioning, contraction and procurement process.

This policy statement addresses the first of these stages. It will be subject to regular review through the governance process of the Worcestershire Supporting People programme, in the light of evolving ODPM guidance and the experience of applying this policy.

4. Definition of “housing-related” support

This has a number of aspects, including:

1. A focus on the support package
2. A focus for the Service on specific defined groups
3. A focus on adults
4. A focus on housing
5. Inclusion of “ancillary welfare services” (only the limited provision of childcare within an accommodation-based domestic violence service is currently allowed locally under this heading)
6. Exclusion of statutory duties
7. Distinction from Housing Management
8. Distinction from different forms of Care
9. An assumption of increasing independence

4.1 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. 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 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.

4.2 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”. SP-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 SP-funding. It is assumed that there will 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 SP-funding.

The Supporting People Guidance contains a list of factors that may constitute specific vulnerabilities that make services eligible for SP-funding. This should be interpreted as providing examples, not as exhaustive.

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4.3 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 SP-funding, 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, at the discretion of the Supporting People team, be eligible for SP-funding as follows:

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;

4.4 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. *Supporting People Guidance* states in Para 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 or ownership) with all the rights and responsibilities that flow from that, and the maximum degree of control over their living environment and whom they share it with.

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

- Pay for their accommodation

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- 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” SP-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” SP-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 SP-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

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“Principally” is the key word here as it is explained in Paragraph 4.5 below.

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4.5 The provision of Occasional Welfare Services

The *Grant Conditions* allow for Supporting People Grant 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 Supporting People 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 extent of this type of provision will be a matter of local discretion. The approach in Worcestershire is to assess whether would be a statutory duty to provide these services in the absence of the Supporting People funding. This means that the SP team is likely to exclude the funding of welfare services in situations where there is joint-funding with Social Services or Health, but to allow limited use of the clause where a service user has no recourse to other funding sources.

The provision of occasional welfare in Worcestershire currently included only one task;

- ❖ Limited provision of childcare within an accommodation-based domestic violence service e.g. a refuge

However, subject to the agreement of the Supporting People team, occasional welfare might also include the following types of assistance:

- ❖ 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

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- ❖ 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 SP-funding under this provision because the support is provided under the terms of a statutory duty, as set out in Para 4.6 below. Other activity is always ineligible for SP-funding as set out under Para 4.7 and 4.8 below.

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4.6 Exclusion of Statutory Duties

Supporting People 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 that are a statutory duty of which 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 SP-FUNDING. Any in-house provider that carries out an assessment role on behalf of the Authority would also be unable to claim SP-FUNDING for such activity.

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2. Where the service user is classified as disabled, then under Chronically Sick and Disabled Persons Act 1970 (Section 2 Para 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

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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 SP-FUNDING. 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 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 SP-FUNDING 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 SP-FUNDING 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 SP-FUNDING 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 SP-FUNDING.

4.7 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:

- 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 SP-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

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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 SP-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 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.

4.8 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.

Personal Care:

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

Level 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

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ineligible for SP-funding i.e. any assistance that involves intimate bodily contact on a regular basis is outside the definition of housing-related support.

Social Care:

Level 3 & 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 SP-funding 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.

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 Para 4.5.

The Supporting People Guidance also explicitly excludes specialist Counselling and therapy services from eligibility. 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.

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Domestic “Care”:

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 service chargeable. Such service charges are not HB-eligible (although an element of the costs may find their way into HB eligible service charges) and are also outside the eligibility criteria for Community Care funding as well. Services provided separately from the landlord function have no obvious funding source. In one specific case domestic assistance i.e. cleaning of personal space where the tenant was considered unable to do this for himself or herself, was made eligible for Transitional Housing Benefit and therefore is included in the legacy funding handed over to *Supporting People*.

Supporting People has inherited an essentially illogical situation. The rationale behind the inclusion of direct cleaning services within the provision of housing-related support is partly that maintaining the condition of the property is likely to be a tenancy condition and therefore if this is not done the tenant will be putting their accommodation at risk. The same however would apply to maintaining the garden, and this is explicitly stated as being outside the terms of housing-related support in *Supporting People Guidance*. The other rationale would be on the basis of health and safety considerations – a dirty flat or house would ultimately prejudice someone’s ability to maintain themselves in independent accommodation. On the other hand, the implications of not eating would be far more immediate and far more deleterious to maintaining independence, and yet the provision of food has not previously been eligible. Greater consistency is needed.

The most consistent approach would be to say that time spent assisting the service user to organise the provision of any form of domestic assistance would be eligible including time spent assisting them to fund such a service and time spent assisting the service user to complain about the service provided or in liaison with the agency over the service provided should all be eligible. Time spent (and materials used) actually cooking, cleaning gardening or other forms of domestic assistance should not be eligible

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unless they meet the criteria set out in Para 4.7. Moving to such a clear-cut position may take some time, as individual service users would be clearly disadvantaged by a withdrawal of funding. As an initial step the following approach could be adopted.

- ❖ All new services could be expected to comply with this definition from the start

- ❖ Legacy funded services providing cleaning in service users own personal space could retain such funding only to the extent that it can be clearly demonstrated that this directly contributes to the individual service users ability to maintain their independence

4.9 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 (subject to further guidance and clarification received from the ODPM)

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 Para 4.2*)
- ❖ 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 Para 2.3*).

and that the **support service provided**

- ❖ is principally focused on enabling the service user to secure or maintain their accommodation (*see Para 4.4*)
- ❖ is the subject of a formal support plan / agreement (*see Para 4.1*)
- ❖ distinguishes clearly between short-term resettlement and ongoing support maintenance where the service is anticipated to be long-term (*see Para 4.9*)
- ❖ is not the responsibility of a statutory body to fund from other budgets than Supporting People Grant (*see Para 4.6*)
- ❖ is not designed to enforce an order of the court (*see Para 4.6*)
- ❖ is supplementary to any housing management service provided by the same provider to the same service user (*see Para 4.7*)
- ❖ includes no element that would be defined as personal care or seen as personally intrusive (*see Para 4.8*)
- ❖ includes the provision of cleaning services where these are not a landlord responsibility, **and** where the provision is essential in order to ensure that the service user is able to retain their accommodation ,**and** where this service was in receipt of legacy funding (*see Para 4.8*)
- ❖ includes the provision of non-housing-related support on an occasional basis, provided it is not regularly and consistently provided as a matter of course for all service users (*see Para 4.5*).

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CATEGORIES OF ASSISTANCE

<i>Services always eligible for SP-FUNDING, assuming that they are a part of a package of support and that the users are adults who fall within a specific defined group</i>	<i>Services eligible for SP-FUNDING if provided as ancillary to housing-related support (i.e not regularly and consistently provided as a matter of course for all service users)</i>	<i>Services eligible for SP-FUNDING if provided as ancillary to housing-related support and service user is not assessed as needing these services through Community Care Assessment / Section 117 Assessment</i>	<i>Services eligible for SP-FUNDING if previously funded through Legacy Funding streams and service user is not assessed as needing these services through Community Care Assessment / Section 117 Assessment</i>	<i>Services never eligible for SP-FUNDING</i>
Assessment of service users with a view to deciding whether to offer them a housing-related support service.	Shopping for service user's or collection of pension etc	Transporting service users	Cleaning of personal space if based on individual assessment that the service user is unable to do for themselves	Issuing and enforcing occupancy agreements
Assistance to service users to resolve or prevent housing debts or other debts that impinge on their ability to pay for their housing	Advice and encouragement in relation to carrying out personal care tasks for themselves e.g bathing	Organisation, facilitation and accompanying of service users on outings or holidays	Internal window cleaning if based on individual assessment that the service user is unable to do for themselves	Collection of and accounting for rent
Assistance to service users to claim appropriate benefits and maximise their income	Assistance in maintaining a garden where this is the service users' responsibility	Assistance to service users to take advantage of educational opportunities		Organising and repair of properties or their contents where this is a landlord responsibility, and carrying out the repair under all circumstances
Advice and assistance in relation to fulfilling licence/tenancy/mortgage conditions	Monitoring service users' health	Accompanying of service users to medical appointments		Organising the provision of housing-related services where these are the responsibility of the landlord

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Services always eligible for SP-FUNDING, assuming that they are a part of a package of support and that the users are adults who fall within a specific defined group	Services eligible for SP-FUNDING if provided as ancillary to housing-related support (i.e not regularly and consistently provided as a matter of course for all service users)	Services eligible for SP-FUNDING if provided as ancillary to housing-related support and service user is not assessed as needing these services through Community Care Assessment / Section 117 Assessment	Services eligible for SP-FUNDING if previously funded through Legacy Funding streams and service user is not assessed as needing these services through Community Care Assessment / Section 117 Assessment	Services never eligible for SP-FUNDING
Advice to service users in relation to ensuring their connection to utilities.	Advocacy with health professionals over medication and related matters	Active assistance with the preparation of meals		Provision of meals
Guidance to service users on how to use equipment in their own home	Advice to service users on how to deal with substance misuse problems	The storage of and distribution of prescribed medication		Personal Care
Advice and assistance to service users in relation to the safety and security of their accommodation	Support to service users in taking up employment opportunities	Provision of assistance with domestic tasks		Assistance with personal care activities that does not involve direct “touching” but still could be seen as personally intrusive (e.g supervising bathing)
Provision of community alarm service	Mediation between service users and their family	Supervising service users while out in the community		Childcare
Advice and assistance to service users in relation to organising repairs or improvements to their home (property or contents)	Advice and assistance in relation to maintaining relationships			Specialist counselling aimed at behavioural change e.g in connection with alcohol addiction

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<i>Services always eligible for SP-FUNDING, assuming that they are a part of a package of support and that the users are adults who fall within a specific defined group</i>	<i>Services eligible for SP-FUNDING if provided as ancillary to housing-related support (i.e not regularly and consistently provided as a matter of course for all service users)</i>	<i>Services eligible for SP-FUNDING if provided as ancillary to housing-related support and service user is not assessed as needing these services through Community Care Assessment / Section 117 Assessment</i>	<i>Services eligible for SP-FUNDING if previously funded through Legacy Funding streams and service user is not assessed as needing these services through Community Care Assessment / Section 117 Assessment</i>	<i>Services never eligible for SP-FUNDING</i>
Advice and assistance to service users to enable them to move to more appropriate accommodation				Supervision of court orders e.g. monitoring of curfews
Mediation in service users' neighbour disputes				Participating in Drug Treatment and Testing Orders
Advice and guidance on how to manage in independent accommodation, including budgeting, catering and management of property				Assisting in Probation programmes
Provision of information on community facilities and services available to service users.				Therapeutic programmes
Liaison with other agencies in relation to service users' welfare to ensure that service users receive the services necessary to maintain them in their accommodation.				Provision of formal education in any other area other than the skills required to manage and maintain accommodation
Assistance to service users in order to help them overcome social isolation in their accommodation				Assessment of service users on behalf of social service authorities in relation to their need for community care services

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<i>Services always eligible for SP-FUNDING, assuming that they are a part of a package of support and that the users are adults who fall within a specific defined group</i>	<i>Services eligible for SP-FUNDING if provided as ancillary to housing-related support (i.e not regularly and consistently provided as a matter of course for all service users)</i>	<i>Services eligible for SP-FUNDING if provided as ancillary to housing-related support and service user is not assessed as needing these services through Community Care Assessment / Section 117 Assessment</i>	<i>Services eligible for SP-FUNDING if previously funded through Legacy Funding streams and service user is not assessed as needing these services through Community Care Assessment / Section 117 Assessment</i>	<i>Services never eligible for SP-FUNDING</i>
				Operating a formal employment placement or befriending service.
				Administration of prescribed medication
				Providing advice or support on an ad-hoc basis without a formal support plan