



**PLYMOUTH SUPPORTING PEOPLE PARTNERSHIP**

**SUPPORTING PEOPLE ELIGIBILITY CRITERIA**

**SUPPORTING PEOPLE ARE COMMITTED TO PROMOTING EQUALITY OF OPPORTUNITY, GOOD RACE RELATIONS AND ELIMINATING UNLAWFUL DISCRIMINATION BY BUILDING EQUALITY INTO ALL ASPECTS OF THE SUPPORTING PEOPLE PROGRAMME IN PLYMOUTH.**

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## **WHAT IS SUPPORTING PEOPLE?**

The Supporting People Programme is a funding and strategic framework that pays for housing related support to prevent problems that can lead to hospitalisation, institutional care or homelessness. It also helps people to develop the skills to become more independent.

The Programme funds support services that are low-level and enabling and not part of the social care framework nor covered by rent or housing benefit.

## **THE VISION IN PLYMOUTH**

Our aim for the Supporting People programme in Plymouth is:

"To sustain, develop and improve good quality housing support services, which are guided by the needs of users, and help people who are vulnerable or have a disability to live as independently as possible in their communities".

To achieve this vision the Supporting People programme in Plymouth, in line with the South West's Supported Housing Strategic Review and Position Statement, is committed to delivering the following outcomes:

- Preventing homelessness and events leading to homelessness.
- Maintaining quality of life, independence and inclusion.
- Rebuilding lives.
- Promoting and enabling opportunities for independent living.

Running through these four strands is a commitment to improve the strategic relevance, quality, service delivery and value for money of all Supporting People Services.

## **GRANT CONDITIONS**

Supporting People Grant is paid for the provision of 'housing related support'. This is defined by the Department for Communities and Local Government (CLG) in the Supporting People Grant Conditions (2006) 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.'

The grant conditions make it clear that Supporting People funding cannot be used to provide health, social care or statutory personal care services, but rather services whose aim is to support more independent living arrangements.

Guidance to enable a consistent application of SP eligibility criteria has been issued to SP Teams by CLG. However it is clear that there is still significant room for negotiation on the definitions of eligible support services within the criteria at a local level.

Although the Grant Conditions provide guidance for Supporting People Authorities in terms of eligibility for funding, there is an expectation that Administrative Authorities establish and agree their own more detailed criteria that further distinguish housing related support from other types of assistance. Therefore the purpose of this document is to set out clear definitions and guiding principles for Supporting People funded services, in line with CLG guidance, for both current and newly commissioned services in Plymouth. The criteria will:

- Ensure consistency and transparency in carrying out contract monitoring of different services across client groups
- Facilitate service procurement
- Ensure providers are clear about which tasks are eligible
- ensure service users, carers and referring agencies are clear about what they can expect to receive / be provided

- Ensure that the key strategic aims of the Plymouth Supporting People Commissioning Body are adhered to.

## **AUDIT COMMISSION**

In October 2005, the Audit Commission published a national report that reviewed the state of the Supporting People programme.

The report highlighted the key role service eligibility criteria play in ensuring the appropriate targeting of Supporting People Grant on services that are strategically relevant, provide value for money and are outcome focussed.

## **PURPOSE OF THE ELIGIBILITY CRITERIA**

The aim of these Criteria is to provide guidance to everyone about what tasks can be funded via the Supporting People programme in Plymouth.

Whilst the Criteria provide guidance on which tasks are eligible, it should be noted that every individual has different circumstances and ultimately the service provided should focus on enabling service users to achieve positive outcomes and live more independent lives. The Criteria therefore list desirable outcomes to which service providers and users can aspire.

## **ELIGIBLE WELFARE SERVICES**

### **1. Housing Related Support**

Housing related support services are defined by CLG as services with the purpose either of developing or sustaining an individual's capacity to live independently in accommodation.

Whilst the development of integrated packages of support is good practice, to be eligible for Supporting People funding, a service must be specifically connected to the housing aspects of supporting independence and enable or sustain independent living.

## **2. Leaseholders**

(Please also make reference to the Plymouth Supporting People Leaseholder Policy)

Existing Leaseholders (as at 1<sup>st</sup> April 2003) who receive Supporting People (SP) services and are in receipt of a qualifying benefit, (that is, Pension Credit or Income Support), are reimbursed out of the Supporting People grant for relevant services on a yearly basis.

New leaseholders since this date can apply for financial help to pay towards the SP charge. Those not in receipt of Income Support/Pension Credit, may be deemed eligible for SP Grant through low income. They can request a Fairer Charging assessment and will be referred to the local Finance and Benefits Team who will assess eligibility for SP Grant. Each application will be assessed on its merits.

Payments for eligible leaseholders will be backdated to the date they apply for assistance (to a maximum of 6 months). This may not be the same date that they became liable for the charge.

Leaseholders must notify the SP Team of any change in circumstances, including any change to the breakdown of service charges following review.

Leaseholders will only be paid financial support to cover elements of the service charge that relate to Supporting People tasks.

The housing related support element of the service charge will be paid by the Administering Authority where evidence is provided of the charge breakdown and the service users is assessed as eligible for financial help.

Where evidence is not provided or agreement over the charge breakdown cannot be reached then the payment will cover 100% of the charge for emergency alarms (excluding repairs and maintenance) and 30% of the

service charge for the scheme manager. Proof would include a job description for the scheme manager and time sheets to demonstrate time spent on eligible tasks.

### **3. Telecare**

(Please refer to Appendix 3)

Supporting People grant may only be used on the revenue elements of Telecare. It should however be noted that lifeline pendants, which are usually rented, should be counted as a revenue cost. Charging for ongoing revenue which will include the rental of the pendants and monitoring of equipment will be subject to Supporting People Charging policy.

NB. The eligibility requirements detailed below, such as the support being provided to a vulnerable person and as part of a wider package of support apply.

### **4. The provision of occasional welfare services**

The Grant Conditions also allow services that do not fit exactly within a rigid set of definitions to be eligible for supporting people grant.

Supporting People Grant can be used to fund 'occasional welfare services'. These are services provided on an ad hoc basis and considered to assist in the provision of the housing related support. This provision is intended to cover services that it may be necessary from time to time to provide in order for the main package of support to be delivered to the service recipient.

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.

Refer to appendix 4 for examples.

## INELIGIBLE SERVICES

Supporting People Grant cannot be used for any of the following:

- Activities of a political or exclusively religious nature
- Supporting People can not fund services where the recipient has a statutory right to the service; i.e. under community care and homelessness legislation, aftercare services following hospital discharge, provision under the mental health Act 1983 section 117 (2) and for young people defined as a care leaver under the Children (leaving care) Act 2000. Where a right to support exists under legislation, CLG grant conditions require that this is funded through a source other than Supporting People Grant.
- **NB.** Young people aged 16 or 17 who are care leavers as defined under the Children (leaving care) Act 2000 are not eligible to receive Supporting People funding. Under the Act these young people are the financial responsibility of the Local Authority until their 18<sup>th</sup> birthday. In order to ensure care leavers have equal access to services, arrangements have been made with Plymouth Leaving Care Team to recharge for the Supporting People element of service provision where necessary.
- Building works (including any adaptation, improvement or repair in relation to a building) other than handypersons services and advice and assistance in obtaining grants for such works
- Provision of equipment unless the equipment is used to deliver the particular service in question
- Psychological therapy nor programmes of therapeutic counselling
- Services to enforce specific requirements imposed by a court of law
- General housing management services
- Personal, health or social care.

NB. Supporting People services provide enabling services rather than doing-for services.

**DEPARTMENT FOR COMMUNITIES AND LOCAL GOVERNMENT**  
**ELIGIBLE REQUIREMENTS**

The CLG have issued guidance on the use of Supporting People Grant and detail a range of general requirements:

**1. Services must provide housing related support**

Housing related support services are defined by CLG as services with the purpose either of developing or sustaining an individual's capacity to live independently in accommodation.

Whilst the development of integrated packages of support is good practice, to be eligible for Supporting People funding, a service must be specifically connected to the housing aspects of supporting independence and enable or sustain independent living.

Services must relate specifically to the housing aspects of supporting independence.

Supporting People funded services are not general health, social services or personal care services.

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.

When unclear whether the service is eligible Supporting People Guidance states that it may be helpful to ask the question:

"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 provided?"

I.e. is the purpose of the service is to enable the person to live in more independent accommodation than they otherwise might, or to prevent the loss of that independent accommodation? For example, the service may provide help with life skills such as cooking or budgeting, which are an integral part of living independently in accommodation; or an older person may need the general support of a visiting worker to give them the confidence to sustain their own home.

In Plymouth, the definition of 'more independent' would be evidenced through a measurable increase in the person's independence skills over a 12-month period. If skills are unlikely to increase then, generally speaking, that element of the service would not meet grant criteria.

In relation to 'maintaining' independence, the SP Team would look to fund no more than 7 hours per week for housing related services to enable that person to remain in suitable appropriate accommodation.

**2. Services must be provided as part of an agreed package of support services**

The support provided must be part of a package of support agreed with the service user. It must not have a single focus, for example the provision of benefits advice.

There must be some form of written plan that both parties agree to containing the objectives that the support service will assist the service user in achieving. The plan must be based on an assessment of need and risk.

This will be delivered over a period of time rather than on a one-off basis, and reviews of this plan with the service user must take place on a regular basis.

**3. Services are provided to people who are vulnerable and require support**

Support services should be targeted at groups who for some specific reason (or vulnerability) are at risk of losing their home due to an inability to cope with the demands and requirements of living independently (in a tenancy, as an owner occupier, or as a lodger or other semi-independent arrangement). The service will not be open to the general public.

The service should have a statement of criteria for admission and a process of assessing and prioritising potential service users against these criteria.

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

Appendix 1 details those groups considered as vulnerable by The Department for Communities and Local Government (CLG), and so eligible for Supporting People funded services.

**4. Focus on adults**

Supporting People services are specifically for adults (16+), as only adults have the capacity to hold an interest in a property and thereby satisfy the criteria for increasing or maintaining independence.

**5. Local connection**

Access to Supporting People services must be fair and open and, in respect of short-term services, shall not take account of whether an applicant has a local connection to the Local Authority area.

## **SHORT AND LONG TERM SERVICES**

### **Short term services**

In short-term services the housing related tasks should be very specific and focus on achieving an outcome whereby the service user moves on to more permanent accommodation and greater independence within a 2-year period. It is reasonable to expect that the input of housing related support would be more intensive than in long-term services as it is over a shorter period of time. Services will be provided largely to people who are relatively independent or have the potential to develop their independence skills within the service timescale.

### **Longer term services**

In longer-term services the housing related support should be aimed at sustaining independence (although it can also promote people to move on) and is likely to be for service users with more complex needs, such as people with a learning disability. It is reasonable to expect that the provision of support would be less intensive but given over a much longer period of time.

Longer term services are also provided for people being supported to maintain their independence, such as older people with support needs.

## **OUTCOME FOCUSSED SERVICES**

The distinction between housing related support and other forms of assistance such as advice, care and housing management are often very fine, and in reality support staff provide a range of services and tasks which overlap. The Plymouth Supporting People Partnership recognises this and, rather than focussing on eligible tasks, places a strong emphasis on outcomes / outputs for service users.

Appendix 4 provides a guide to identifying which tasks should be provided via Supporting People Grant and the type of outcomes / outputs that might be expected.

The guidance provided focuses on the five high-level outcomes adopted by CLG for the Outcomes Framework:

- Achieve Economic Well-being
- Enjoy and Achieve
- Be Healthy
- Stay Safe
- Make a positive Contribution

### **CHARGING**

People receiving any amount of Housing Benefit automatically have their Supporting People (support) charge paid for by Supporting People Grant.

There is no charge for support provided by short-term services, such as homelessness hostels.

Generally in other services people not eligible for Housing Benefit may be required to pay but a financial assessment can be requested from Plymouth City Council. This assessment is referred to as 'Fair Access To Care' (FACS) and looks at eligibility for assistance.

Please also refer to the Supporting People Charging Policy.

## **Appendix 1**

### **Vulnerable Groups Identified by the CLG as Eligible for SPG**

Services should be provided for people who are at risk of losing their home due to an inability to cope with the demands and requirements of living independently (in a tenancy, as a owner-occupier, or as a lodger or other semi-independent arrangement), not to the general public as a whole.

In assessing whether a service meets this criteria, authorities should consider whether the service users have any of the following vulnerabilities that may render them in need have support:

- Frail elderly
- Generic
- Homeless Families With Support Needs
- Mentally Disordered Offenders
- Offenders Or People At Risk Of Offending
- Older People With Mental Health Problems
- Older People With Support Needs
- People With A Physical Or Sensory Disability
- People with Long Term Health Conditions
- People With Alcohol Problems
- People With Drug Problems
- People With HIV/AIDS
- People With Learning Disabilities
- People With Mental health problems
- Refugees
- Rough Sleepers
- Single Homeless People With Support Needs
- Teenage Parents
- Gypsies and Travellers
- People at risk of Domestic Violence
- Young People At Risk
- Young People Leaving Care

## **Appendix 2**

### **Handyperson Services**

#### **Handyperson description**

- A handyperson is normally a person who carries out small repairs, maintenance and other work to a person's property. Typical jobs include: fitting handrails and burglar alarms; clearing guttering; disposing of rubbish from gardens; changing light bulbs and unblocking toilets.

#### **Aims**

- The grant allows Administering Authorities to fund a variety of maintenance tasks and minor repairs to vulnerable people's homes where they are provided through a handyperson scheme.
- Prevent SP money being used to pay for larger scale building work and other work, such as minor repairs to local authority or RSL stock, which is the responsibility of the landlord.
- The permitted expenditure is based on the amount of time a handyperson can spend on a particular task.

#### **Excluded services**

- The grant condition does not extend to allowing the purchase of tools and materials out of the Supporting People funds.
- CLG recommend that SP grant is not used to pay for services that are being funded through other sources, such as Disabled Facilities Grant.

## **Appendix 3**

### **Telecare Eligibility Criteria (2007/08)**

#### **Background**

The White Paper 'Our Health, Our Care, Our Say', defines Telecare as: "A combination of equipment, monitoring and response that can help individuals to remain independent at home. It can include basic community alarm services able to respond in an emergency and provide regular contact by telephone, as well as detectors, which detect factors such as falls, fire or gas and trigger a warning to a response centre. Telecare can work in a preventative or monitoring mode, for example, through monitoring signs, which can provide early warning of deterioration, prompting a response from family or professionals. Telecare can also provide safety and security by protecting against bogus callers and burglary"

Supporting People fits closely to the Telecare agenda as the focus is on "Support services which are provided to any person for the purpose of developing that person's capacity to live independently in accommodation, or sustaining their capacity to do so"

Clearly Telecare can facilitate independent living and this appendix assists in determining who may be eligible to receive a Telecare Service through Supporting People and what elements of the service provision the grant may be used for.

#### **Who is eligible for a Supporting People Telecare Service?**

Services should be provided for people in line with CLG's 'Eligible Requirements' detailed previously.

In addition the provision of Telecare should be designed to meet one or more of the following outcomes:

- Reduce the need for residential or nursing care
- Increase choice and independence for services users

- Reduce the burden placed on carers and provide them with more personal freedom
- Contribute to care and support for people with long term health conditions
- Reduce acute hospital admissions
- Reduce accidents and falls in the home
- Support hospital discharge and intermediate care
- Help those who wish to die at home to do so with dignity

### **What elements may SP grant fund?**

Department of Health guidance issued with the Preventative Technology

Grant stated:

“Where, as a result of a community care assessment, Telecare equipment is provided by a local authority as an aid for the purposes of assisting with nursing at home or aiding daily living, it should be provided free of charge”

A charge may be made for the service elements (Revenue) of Telecare. Charging should be in line with local Fairer Charging and Fairer Access to Care Services (FACS) policies.

Where it is part of the local strategy to provide Telecare packages to people who are not assessed as requiring them as an aid for the purposes of assisting with nursing at home or aiding daily living, for instance as a preventative service, a charge can be made for the equipment and the service (revenue) elements. In these instances the FACS means test can be used, in the same way as for Supporting People charging assessments”

(Building Telecare in England- July 2005)

In this respect Supporting People grant will only be used on the revenue elements of Telecare. It should however be noted that lifeline pendants, which are usually rented, should be counted as a revenue cost. Charging for

ongoing revenue which will include the rental of the pendants and monitoring of equipment will be subject to Supporting People Charging policy.

## Appendix 4

### **SUPPORT TASKS CONSIDERED ELIGIBLE FOR SUPPORTING PEOPLE FUNDING**

*Supporting People services must be part of an agreed support plan*

<b>Eligible support</b>	<b>Eligible ancillary services - provided on an occasional basis as part of a wider package of housing related support</b>	<b>Non eligible support</b>
<b>Achieve Economic Wellbeing</b>		
Assistance to service users to resolve or prevent housing debts or other debts that impinge on their ability to pay for their housing including rent, service charge and utilities		Collection of and accounting for rent  Regularly paying utility and other bills for the service user  Management of service users' income by means of power of attorney
Assistance to service users to claim appropriate benefits and maximise income, including regularly enabling the service user to complete benefit forms		Completing forms for the service user without their involvement
Assisting service users to access specialist advice, e.g. CAB, Welfare Rights		

**Desirable achievements for the service user**

- Service users income is maximized
- Service user enabled to maximise their benefit entitlements
- Debts are being managed and reduced
- Service user is able to manage their own budget
- Day to day bills are being paid
- Service user has obtained/participated in paid employment

Eligible support	Eligible ancillary services - provided on an occasional basis as part of a wider package of housing related support	Non eligible support
<b>Enjoy and Achieve</b>		
<p>Provision of information on community facilities and services available to service users</p> <p>Signposting service users to take advantage of educational and employment opportunities</p>	<p>Assistance to service users to take advantage of educational and employment opportunities, but not regularly accompanying</p>	<p>Provision of formal education in any area other than the skills required to manage and maintain accommodation</p> <p>Operating a formal employment placement or befriending service</p> <p>Accompanying service users on social outings or holidays</p> <p>Accompanying service users to work, day centres, educational or leisure establishments or to hospital appointments</p>
	<p>Occasional liaison and advocacy support</p> <p>Mediation between service users and their family</p>	
<p>Advice and assistance to the service user in dealing with statutory and voluntary agencies concerned with housing and housing related issues, including providers of culturally appropriate services, e.g. social workers, housing</p>		

officers, home improvement agencies		
Provision of information on community facilities and location of essential services in the neighbourhood, e.g. health services, places of worship, post office, DWP office, etc	Temporary help with accessing essential services within the neighbourhood	Continued assistance with accessing services
Assisting service users to access specialist advice, e.g. Advocacy Services		
	Transporting service users	
<p><b>Desirable achievements for the service user</b></p> <ul style="list-style-type: none"> <li>• Service user has accessed skills training on literacy and numeracy</li> <li>• Service user has achieve education/training goals</li> <li>• Service user has been supported to participate in leisure/cultural/faith or informal learning activities</li> <li>• Service user has been supported to sustain and develop hobbies and interests</li> <li>• Service user has established contact with external services/groups/friends/family</li> <li>• Reduced social isolation</li> <li>• Increased social integration, participation and engagement with the wider community</li> <li>• Service user able to access social care and other agencies and receive the services necessary to maintain them in their accommodation</li> <li>• Access to interpretation, translation and advocacy services</li> <li>• Access to specialist services secured</li> </ul>		

Eligible support	Eligible ancillary services - provided on an occasional basis as part of a wider package of housing related support	Non eligible support
<b>Being Healthy</b>		
<p>Assisting service users to manage their health and well being e.g. supporting access to health services including registering with GP, prompting to take prescribed medication, support to access specialist health and advice services, accessing occupational therapy assessment for aids and adaptations</p>	<p>Advocacy to access appropriate health care services</p> <p>Accompanying of service users to medical appointments on an ad hoc basis</p>	<p>Therapeutic programmes</p> <p>Administration of prescribed medication</p> <p>Participation in Drug Treatment and Testing Orders</p> <p>Specialist counseling aimed at behavioural change, e.g. in connection with alcohol addiction</p> <p>Supervision or monitoring of compliance with health improvement plans</p> <p>Storage of a service users medication</p>
<p>Prompting, advice and encouragement in relation to carrying out personal care tasks for themselves, e.g. bathing</p>		<p>Personal care</p> <p>Assistance with personal care activities that does not involve direct touching but still could be seen as personally intrusive, (e.g. supervising bathing)</p>

Provision of community alarm service and assistive technology		
<p><b>Desirable achievements for the service user</b></p> <ul style="list-style-type: none"> <li>• Service user has access to primary health care</li> <li>• Service user is able to manage own physical health or has the support from other agencies to do so</li> <li>• Service user is able to manage own mental health or has the support from other agencies to do so</li> <li>• Service user is better able to manage their substance misuse issues</li> <li>• Service user manages their own medication or has the support from other agencies to do so</li> <li>• Sustained improvements to physical and mental health</li> <li>• Service user has an understanding of the risk issues associated with their chosen life style</li> <li>• Level of independence maintained and/or preventing admission to residential care and hospital</li> <li>• The service user's independence has improved via accessing assistive technology/aids and adaptations</li> </ul>		

Eligible support	Eligible ancillary services - provided on an occasional basis as part of a wider package of housing related support	Non eligible support
<b>Stay Safe</b>		
<p>Advice and guidance on undertaking essential daily living tasks related to maintaining tenure with a view to service user being able to undertake these tasks independently, e.g. cooking, cleaning, budgeting, dealing with correspondence</p> <p>Advice and assistance with the preparation of meals where intended to build confidence and develop independent living skills (NB. To be provided on a short term basis)</p>		<p>Provision of meals</p> <p>Assistance with feeding</p>
<p>Advice and guidance (including prompting) on washing and ironing</p>		<p>Washing and ironing for service users</p>

<p>Advice and guidance (including prompting) on domestic tasks</p> <p>Assisting the service user to access services to clean or maintain the garden</p>		<p>Cleaning services</p> <p>Gardening services</p>
<p>Assessment of service users support needs related to coping in the accommodation</p>		<p>Providing advice or support on an ad-hoc basis without a formal support plan</p> <p>Organising the provision of housing-related services where these are the responsibility of the landlord</p> <p>Assessment of service users on behalf of social service authorities in relation to their need for community care services</p>
<p>Risk assessment with regard to the service user living independently in supported housing or with floating support in the community</p>		
<p>Advice and assistance to enable service users to fulfill their obligations regarding licence, tenancy, or mortgage conditions</p>		<p>Issuing and enforcing occupancy agreements</p>
<p>Advice &amp; guidance in service users' neighbour disputes</p>		

Advice and assistance to service users to enable them to move to more appropriate accommodation		
Advice to service users in relation to ensuring their connection to utilities		
Advice and assistance in acquiring essential household items, including accompanied shopping for a time limited period with the aim of developing independent living skills and maintaining independence	Occasional temporary shopping for, errand running and good neighbour tasks where these promote independent living	<i>Regular ongoing shopping for the service user, or regular ongoing supervision on shopping trips</i>
Assisting service users to become familiarised with safety procedures, e.g. gas safety, emergency contacts, fire exists, etc		
Guidance to service users on how to use equipment in their own home		
Assisting service users to recognise and deal with issues that represent potential hazards to themselves or others, e.g. faulty appliances, worn / torn carpets and advice, including advice and assistance to service users in relation to organising repairs or improvements to their home		Reporting / organising repairs without the service users involvement  Organising and repair of properties or their contents where this is a landlord responsibility.  Carrying out repair or maintenance work unless through a

(property or contents)		handy person scheme (see below)
Services provided for carrying out maintenance and minor repairs through a handy person scheme where these services are not provided under the terms of the tenancy		
Assisting service user to establish security routines that minimise risks, e.g. locking doors, testing personal and fire alarms, checking identification of callers, etc		Locking windows and doors on a regular basis
Support to enable compliance with statutory orders and related processes in relation to offending behaviour		<p>Assistance in Probation programmes</p> <p>Supervision of court orders, e.g. monitoring curfews</p> <p>Participation in Drug Treatment and Testing Orders</p> <p>Specialist counseling aimed at behavioural change, e.g. in connection with alcohol addiction</p>

**Desirable achievements for the service user**

- Secure accommodation obtained and maintained
- Harm from/to others has been minimized
- Service user maintains contact and engages with external agencies such as Social Services and Probation
- Risks associated with independent living in supported housing or with floating support have been fully assessed and risks minimised
- Service user feels safe and secure in their accommodation
- Service user has the confidence and skills to maintain the safety and security of their home with advice
- Reduce likelihood of involvement in conflict situations
- Improved understanding of the key safety issues
- Service user able to use equipment safely
- Service user able to identify and report repairs
- Service users are more able to recognise and deal with potential hazards
- Service user develops the skills to become independent with daily living tasks
- Reduced need for support

Eligible support	Eligible ancillary services - provided on an occasional basis as part of a wider package of housing related support	Non eligible support
<b>Making a Positive Contribution</b>		
<p>Support to enable service users to have more involvement and control over their own lives. For example;</p> <ul style="list-style-type: none"> <li>• increased involvement in decisions that affect their lives including the support received,</li> <li>• contributing towards their improved health,</li> <li>• supporting service users to access services that enable them to increase their participation in the community</li> <li>• assisting service users to access specialist provision that will further increase their opportunity to make a positive contribution</li> </ul>	<p>On a short term basis, introducing and accompanying services users to events that will enhance their ability to make a positive contribution</p>	
<p><b>Desirable achievements for the service user</b></p> <ul style="list-style-type: none"> <li>• The service user has greater confidence and ability to become more involved in, and make greater choices concerning their life</li> </ul>		