

**The Department for Communities and Local Government**

**SUPPORTING PEOPLE GUIDANCE**

## CONTENTS

1. Introduction.....	4
2. The Legal Framework.....	4
3. Supporting People Guidance 2003.....	5
4. Guidance on the Grant Conditions	
Use of Supporting People Grant.....	6
Eligible Welfare Services.....	6
Leaseholders .....	11
Monitoring and Contract Compliance.....	12
5. Guidance on the Directions	
Definition of 'Administering Authority' and 'Excellent Authority'.....	13
Commissioning Body.....	13
Relationship between the Administering Authority and Commissioning Body.....	14
Functions of the Commissioning Body.....	15
Supporting People 5 -Year Local Authority Strategy.....	16
Functions of an Administering Authority.....	16
6. Cross-Authority Access to Services.....	19
7. Charging Regime.....	20
8. Handyperson services.....	21
9. Outcomes.....	23
10. Annex:	

Schedule 1: List of Cross Authority Groups, as at July 2006.....	25
Schedule 2: Draft Outcomes Framework.....	29
11. References.....	33

# **SUPPORTING PEOPLE PROGRAMME GRANT (ENGLAND)**

## **GUIDANCE 2007**

This guidance is issued under section 93(8) of the Local Government Act 2000. Before issuing this guidance, the Secretary of State consulted in accordance with section 93(11) of that Act.

### **Introduction**

1. This document contains guidance for non-excellent authorities in England<sup>1</sup> on the administration and application of Supporting People Programme Grant and also provides additional commentary on some of the key aspects of the Supporting People Programme Grant and Supporting People Directions. Under section 93(8) of the Local Government Act 2000, Administering Authorities **must** have regard to the guidance contained in this document which relates to the administration and application of Supporting People Programme Grant. This guidance is set out in the text boxes contained in this document. It should be noted that this document is not a substitute for the grant determination or directions and some provisions which do not merit further commentary are not referred to.
2. The guidance does not apply to authorities in England receiving Supporting People grant under the Supporting People Programme Grant for Excellent Authorities.

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<sup>1</sup> See paragraph 21 below relating to the definition of excellent and non-excellent authorities for the purposes of the Supporting People programme.

### **The legal framework**

3. In addition to this guidance, the Supporting People programme operates within a framework of three key documents:
  - (i) Supporting People (England) Directions (“the Directions”);
  - (ii) Supporting People Programme Grant and Grant Conditions (“the Grant Conditions”); and
  - (iii) Local Authorities (Charges for Specified Welfare Services) (England) Regulations 2003 (“the Charging Regulations”).
  
4. Unless the context requires otherwise, references in this document to the Directions and to the Grant Conditions are references to the versions of those documents currently in force.

### **Supporting People Guidance 2003**

5. The Supporting People Grants (England) Guidance 2003 will no longer have effect other than in relation to Supporting People Programme Grant, Supporting People Programme Grant for Excellent Authorities and Supporting People Directions issued before 1<sup>st</sup> April 2007.

## **THE GRANT CONDITIONS**

### **Use of Supporting People grant**

6. An Administering Authority has a range of obligations under the Grant Conditions with regard to how it may spend Supporting People Grant and how it must account for its expenditure. Administering Authorities' attention is brought in particular to the following provisions of the 2007/08 Grant Conditions:

- Condition 2: *Use of grant monies and eligible expenditure*
- Condition 6: *Administrative requirements*
- Condition 9: *Financial control*
- Condition 10: *Statement of grant usage*
- Condition 11: *Grant audit*

### **Eligible Welfare Services**

7. Supporting People Programme Grant may only be spent on "eligible welfare services". Services are eligible if they fulfil a number of criteria set out in, and are not of a type which is considered to be ineligible under, Schedule 1 to the Grant Conditions. A service is not eligible to be funded through the Supporting People programme if it is provided by the Administering Authority in satisfaction of a statutory duty.

### *Housing related support services*

8. The main category of eligible welfare services is *housing related support services*. These are defined as services with the purpose either of developing or sustaining an individual's capacity to live independently in accommodation.

**This definition should be read in conjunction with the restriction that welfare services provided as part of a package of care, other than transitional support services, will not be *eligible welfare services* unless they are housing related support services.**

**Whilst the development of packages of support is good practice in providing integrated services to individuals, to be eligible for Supporting People funding, a service must be specifically connected to the housing aspects of supporting independence.**

**Housing related support services are not general health services, social services, or statutory personal care services, but rather services provided with the aim of supporting independent living arrangements. These arrangements are enabled by the housing related support.**

**Other health, care or statutory services may, of course, be provided alongside the housing related support service but the basic objective of the element of the package of services which is being funded through the Supporting People programme must be to enable or sustain independent living.**

9. Where there is doubt about whether a service is providing housing related support, it may be helpful to ask the following questions:

- 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?
- Is the primary purpose of the service to enable the person to live in more independent accommodation than they otherwise might, or to prevent the loss of this 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 elderly person may need the general support of a visiting support worker to give them the confidence to sustain their own home.

10. Supporting People service recipients may be in receipt of services of a more generic nature, which would be required irrespective of a service user's living situation.

11. Services should focus on developing or sustaining more independent living skills, even where this will take a considerable period of time. Housing-related support cannot simply provide the statutory care services for an individual which should already be provided under statutory duty.

**Generally speaking where this type of support is already being provided (for example in institutional or registered care) and a move to more independent living takes place, the services provided under the Supporting People programme should be the new services most directly associated with the more independent housing arrangements, not the services which were previously in place and already paid for from other budgets.**



**The long term development of more independent living skills, or the maintenance of skills which are critical to sustaining the independent living arrangements, are those which are eligible for funding through the Supporting People programme under the heading of *housing related support*.**

*Other eligible welfare services*

12. The Grant Conditions also allow services that do not fit exactly within a rigid set of definitions to be eligible for Supporting People funding. These are “**occasional welfare services**”, which are provided on an *ad hoc* basis and considered by the Administering Authority to be ancillary to housing-related support services.

13. 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. Examples of such services might be:

- the provision from time to time of services in a domestic violence refuge to enable a woman to take part in support meetings or to seek new accommodation; and
- arrangements for tidying the garden for an elderly person perhaps to allow support workers to access the property to deliver support.

14. These activities would not normally be eligible as regular or mainstream elements of a package of housing-related support but, where provided occasionally and in the context of such a package, they may be considered eligible.

15. Also eligible are housing related support services which are provided by an Adult Placement Scheme (as defined in the Adult Placement Scheme (England) Regulations 2004 (SI 2004/2071)) and, in some cases, services

which are provided for the carrying out of maintenance and minor repairs to a vulnerable person's home through a Handyperson scheme.

16. Administering Authorities may also use Supporting People grant to pay for tenancy deposits to assist 'move-on'. However, the grant conditions only allow for this where reasonable procedures are in place for the return of the deposit to the authority when the service recipient's tenancy comes to an end.

**Where an Administering Authority decides to fund tenancy deposits through Supporting People, the consent of the Commissioning Body should be sought and the payment must be provided in conjunction with housing related support services.**

17. To be eligible for funding through the Supporting People Programme, welfare services must also satisfy the following criteria:

- ***They are provided as part of an agreed package of support services.***  
This means that services of an ad hoc nature providing general advice (such as occasional advice on housing management issues provided on demand, or drop in services for the public) are not eligible services. The exception to this is "occasional welfare services" which are provided on an ad hoc basis and directly enable an aspect of an agreed package of support to be delivered (see paragraphs 12 to 14 above).
  
- ***They are provided to people with vulnerabilities that render them in need of support services.*** That is, they are not services to the general public, but to people who otherwise have an inability to cope with the demands and requirements of living independently.

**In assessing whether a service meets this criterion, authorities should consider whether the service user has any of the following vulnerabilities<sup>2</sup> which may render him or her in need of support:**

- **previous homelessness or rough sleeping**
- **previous imprisonment, or at risk of re-offending**
- **mental health problems**
- **learning difficulties**
- **being at risk of domestic violence**
- **teenage pregnancy**
- **older vulnerable people**
- **young people at risk**
- **drug and alcohol problems**
- **physical and sensory disability**
- **having HIV or AIDS**
- **being a refugee**
- **a previous history of repeated and unplanned loss of tenancy**
- **travellers**
- **asylum seekers**
- **families at risk**

### **Leaseholders**

18. The Commissioning Body is required to approve a local policy on the provision of financial assistance to leaseholders in respect of support service charges under the terms of their lease.

19. Each leaseholder policy shall include details of whether the Administering Authority will contribute towards the cost of services for leaseholders including the level of the contribution and the arrangements for monitoring such services. Where eligibility criteria are to be used to determine who

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<sup>2</sup> The list of vulnerabilities is not exhaustive, therefore the decision to offer support to any client group should be based on local eligibility criteria, needs and priorities

will get support in paying for services, these must be made clear in the policy.

**It is for Administering Authorities working with their Commissioning Bodies to decide whether their leaseholder policy requires reviewing at any time so that it properly reflects local needs and circumstances.**

### **Monitoring and Contract Compliance**

20. Administering Authorities are required to ensure they have arrangements in place so that each *Supporting People* service is routinely monitored for contract compliance and acceptable performance and quality. Feedback from service users is important in the delivery of Supporting People and so these arrangements must require that regular feedback is sought and taken account of.

**The Grant Conditions leave it to Administering Authorities to establish their own methods for monitoring acceptable performance and quality. The Quality Assessment Framework (QAF), which is used for assessing the quality of Supporting People services, continues to be available on the SPKWeb at [www.spkweb.org.uk](http://www.spkweb.org.uk). This is a useful tool for monitoring performance and quality and Administering Authorities should continue to use it as part of their monitoring process.**

**Use of the QAF will also assist Administering Authorities in preparing reports required by the Secretary of State.**

## **THE DIRECTIONS**

### **Definition of “Administering Authority” and “Excellent Authority”**

21. The Directions do not apply to authorities subject to the Grant Conditions for Excellent Authorities. The classification of an authority as excellent for the purposes of the Supporting People Programme was formerly based on the Audit Commission’s annual Comprehensive Performance Assessment of authorities on the scale of excellent to poor.
22. However, the Audit Commission has moved to a system of 4\* to 0\* ratings for single tier and county councils. Following consultation at the end of 2006, it was been decided that authorities rated 3\* or 4\* will be covered by the Grant Conditions for Excellent authorities and all other authorities will be covered by the grant conditions for non excellent authorities. The consultation supported retaining the understood labels of “excellent” and “non-excellent” for the purposes of Supporting People.

### **Commissioning Body**

#### **Membership and decision-making**

23. Local authorities (in a county, both the county and the district councils), the health partners and probation services are all involved in the Supporting People process at a strategic level.
24. Each partner body has one vote only on the Commissioning Body – although this does not preclude attendance by more than one person representing a partner body.

**The agreement of the other partner bodies should be sought if more than one representative will be attending.**

**Commissioning Bodies may also make local arrangements for partner bodies to appoint a proxy to attend meetings and vote at meetings on their behalf. Where this happens, the proxy will exercise the one vote of the body they are representing.**

### **Relationship between the Administering Authority and Commissioning Body**

25. The Administering Authority shall have a Memorandum of Understanding with the Commissioning Body or its equivalent, describing how the two bodies will allocate and co-ordinate work. This should be reviewed periodically or if there is a change in the make up of the Commissioning Body or its equivalent. In administering the Supporting People Programme, the Administering Authority must support the Commissioning Body in implementing its strategy and annual plan.
  
26. The Commissioning Body is a grouping of partner organisations which is essential to the successful operation of the Supporting People Programme. However, it does not have any legal status. Supporting People grant can only be paid to the Administering Authority, which is accountable to the Secretary of State for its use of Supporting People funds and responsible for compliance with the grant conditions.

## Functions of the Commissioning Body

27. In addition to the functions set out expressly in the Directions, we anticipate that Commissioning Bodies will, so far as relevant to the administration and application of Supporting People Programme grant, seek to have an active role in the following areas:

- *Local Area Agreements*, which represent a new approach to service delivery at local level. They place a strong emphasis on partnership working both between local partners and central government - focused around the Local Strategic Partnerships. The agreements provide an opportunity to develop local solutions to local problems whilst ensuring that national outcomes are achieved. Authorities should note that a refreshed Round 3 Guidance Note was published on 31 March 2006 for areas developing their LAA during 2006/07. The Note covers a range of topics and may need to change to reflect policy developments.
- In the 13 local authorities announced on 21 November 2005 by Liam Byrne, then Parliamentary Under Secretary of State at the Department of Health, the *Individual Budgets pilot project*.
- Considering whether it is appropriate, in particular where other such arrangements are not already in place in the Administering Authority's area, for Supporting People grant to be used to fund *Tenancy Deposits* to enable service recipients, particularly the socially excluded, to 'move-on' to appropriate accommodation.

**Commissioning Bodies should seek to work closely with their Adult Social Care counterparts involved in the pilots to ensure the objectives of Individual Budgets and Supporting People are delivered under the pilot project.**

### **Supporting People 5 -Year Local Authority Strategy**

28. In accordance with the Directions, Commissioning Bodies shall implement and keep under review their five year strategy.

**If it appears to Secretary of State that a Commissioning Body is failing to meet its obligations in this regard, she will consider using her powers under section 93(9) of the Local Government Act 2000 to direct the Administering Authority to adopt a strategy that reflects the interests of all relevant parties.**

**When reviewing the approved Supporting People strategy, Commissioning Bodies should have regard to emerging local priorities and consider whether they are adequately reflected and consider whether the strategy continues to be fit for purpose.**

**Administering Authorities should consider annually whether their 5 year strategy should be reviewed.**

### **Functions of an Administering Authority**

29. The Administering Authority is responsible for the administration and financial control of the programme.

30. The Directions require Administering Authorities to maintain a list of Supporting People services in the Commissioning Body's area and, in



doing so, to use the definitions set out in the Extract from Supporting People Local System (SPLS) Format and Data Dictionary and its related documents.

31. It is important that CLG is able to monitor the impact of Supporting People at a national level. Submission of the full list of services, along with the other data defined in the Extract from SPLS Format and Data Dictionary and its related documents, will therefore be required at regular intervals defined by CLG.

32. A subset of this data will also be used to update the publicly available National Directory of Supporting People Services after each extract submission.

**Authorities should keep information in their systems in a way that supports the data extracts and reports defined by CLG and the use of SPLS data to create the National Directory. CLG will use the definitions set out in the Extract from SPLS Format and Data Dictionary and its associated documents as the basis for defining any such extracts or reports.**

33. The Administering Authority must consequently have systems in place to allow it to:

- ***compile and maintain information on all Supporting People services in the Commissioning Body area.*** This will include the information authorities hold on contracted services. Administering Authorities should note that this requirement includes sharing information with any central IT systems that have been set up by CLG to monitor the programme.
- ***ring-fence the Supporting People grant.*** Note here that the ring-fence is to prevent Supporting People grant being spent on any services that are not eligible under the Grant Conditions. This in no way prevents such

eligible services being funded from other funding streams, including for example community care or health budgets;

- ***interface with central Government administrative systems.*** This includes the submission of regular statistical information. Authorities are advised that this includes information about supply and a report each year following the five year strategy on progress towards achieving strategic priorities. Submission of the data on supply will be required at regular intervals defined by CLG, in the format defined in the Extract from SPLS Format and Data Dictionary and its related documents (paragraphs 30 - 32 above refer).
- ***ascertain grant receipts and expenditure at any given time;*** and
- stand ready to advise the Commissioning Body on general financial and compliance matters relating to the Supporting People grant, including: budgetary constraints, contractual risks, the type of service that can be funded, and whether any decision of the Commissioning Body complies with the Directions, Grant Conditions and statutory guidance.

**In their role as in-house providers of services, Authorities should ensure the client record forms are completed and returned. Equally, in contracting with external providers of services they should ensure that the completion of these client record forms is a condition of contract. Administering Authorities may also consider a general contractual requirement to supply them with such information as may be required from them by CLG.**

## CROSS-AUTHORITY ACCESS TO SERVICES

34. "Cross-authority access to services" means the provision of *Supporting People* services to a service recipient from another authority through structured referral, or open access. It is sometimes a necessity for a service recipient to seek accommodation and housing related support in another authority other than their host authority for a number of reasons.

35. Commissioning Bodies are required by the Directions to provide in their five year strategy a description of the nature and level of cross-authority access to services in their area, and the likely needs of cross-authority recipients in the future. They are further required to maintain a record of the levels of cross-authority access to services within the Commissioning Body area.

**Each authority may wish to consider being part of a cross authority group which meets on a regular basis to consider cross authority issues, and plan strategically for people who need access to cross authority services. The list of cross authority groups as at July 2006 is in Schedule 1.**

## **CHARGING REGIME**

36. The Local Authorities (Charges for Specified Welfare Services) (England) Regulations 2003 (SI 2003/907) gives administering authorities the power, in cases covered by those Regulations, to charge for Supporting people services.

37. In cases not covered by those Regulations, section 93 of the Local Government Act 2003 provides a general power for Best Value Authorities (as defined in section 1 of the Local Government Act 1999) in both England and in Wales to charge for discretionary services. Best Value Authorities must have regard for the guidance issued by CLG (formerly ODPM) in November 2003, when charging for discretionary services.

**For the purposes of the Supporting People Programme, an Administering Authority should apply the charging power in section 93 of the Local Government Act 2003 in accordance with the Grant Conditions, Directions and this guidance as well as having regard to the guidance issued on that section.**

38. Administering Authorities should apply their own charging rules, as approved by the Commissioning Body, for deciding whether, and to what extent, people, including leaseholders, should be relieved from charges and the level of relief it will give.

39. Whether a service provider has a contract with an Administering Authority or not the amount the authority pays the service provider must be equal to the amount of the relief to be awarded.

40. Administering Authorities should ensure they negotiate fair prices with providers when commissioning Supporting People services to prevent

charges over and above those which have been agreed being passed on to service recipients.

## HANDYPERSON SERVICES

### **Handyperson description**

41. A handyperson is normally a person who carries out small repairs, maintenance and other work to a person's property. Typical jobs include: fitting hand rails and burglar alarms; clearing guttering; disposing of rubbish from gardens; changing light bulbs and unblocking toilets. A fuller range of the work they do can be found in the Foundations evidence booklet on handypersons services at: [www.cel.co.uk/foundations/publication/evidence\\_project.htm](http://www.cel.co.uk/foundations/publication/evidence_project.htm) and Care and Repair's Report England's report 'Small things matter: the key role of handy person services ' at [www.careandrepair-england.org.uk](http://www.careandrepair-england.org.uk). Handypersons are normally, but not exclusively, connected to home improvement agencies, Age Concern or Help the Aged.

### **Aims**

42. The grant condition is intended to:
- allow 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.
43. The permitted expenditure is based on the amount of time a handyperson can spend on a particular task - up to 16 hours.

44. The time limit refers to the time that can be taken to carry out an individual task. A handy person may spend more than 16 hours helping a vulnerable person if he is doing a variety of unrelated tasks in their home.

### **Charging**

45. Administering Authorities may charge in accordance with their charging rules – see Annex B of the grant conditions for non-excellent authorities, condition 9.

### **Excluded services**

46. The grant condition does not extend to allowing the purchase of tools and materials out of the Supporting People funds. However, we accept that some flexibility may be needed in order to ensure that time is not wasted on deciding which budget to charge standard low cost equipment - for example; hammers, nails, sandpaper etc.

**We would suggest authorities do not use SP money to pay for services that are being funded through other funding streams, such as Disabled Facilities Grant.**

## **OUTCOMES**

47. The Department has developed an outcomes framework which is strongly recommended for use by Administering Authorities and their providers in assessing service user outcomes. The framework is intended to achieve this by focusing on key outcomes for service users. The Department piloted the outcomes framework during autumn 2006 and spring 2007 and it will be rolled out in full from May 2007.

48. For the purposes of the outcomes framework, the Department has adopted five high-level outcomes based on the Department for Education and Skills Every Child Matters programme:

- Economic Well-being
- Enjoying and Achieving
- Being Healthy
- Safety and Security
- Social and Civic Participation.

49. In developing the outcomes framework, the Department has worked closely with colleagues in other Government Departments and has adopted these high level outcomes, as set out in Schedule 2, as the Department believes it is beneficial to adopt outcomes which are already in use and understood rather than develop a new framework solely for the purposes of the Supporting People programme.

50. The outcomes framework includes a number of indicators that can be used by Administering Authorities and providers to ensure that relevant identified areas of need are incorporated into service users' support plans. This will demonstrate and evidence the support they require and allow easy monitoring of whether that support is being provided. This methodology is a simple and effective way of ensuring that outcomes are collected and measured in a consistent fashion.

51. The outcomes framework is not intended to change the eligibility criteria for the various Supporting People services. The agreed indicators and/or identified areas of need that are used must fit within the overall approach to eligibility for Supporting People. So whilst the outcomes framework will inform the Department about the benefits to users of living as independently as possible, in making use of it Administering Authorities and service providers will not need to revisit the questions of what services are or are not eligible to be funded through the Supporting People programme.



## Schedule 1

### List of Cross Authority Groups as at July 2006

AA	Area	Cross Authority Group
Barnsley Metropolitan Borough Council	Yorkshire & the Humber	South Yorkshire
Bath and North East Somerset Council	South West	West of England
Bedfordshire County Council	East	East Region
Birmingham City Council	West Midlands	Birmingham & Coventry
Blackburn with Darwen	North West	Blackburn, Blackpool, Lancashire, Cumbria
Blackpool Borough Council	North West	Blackburn, Blackpool, Lancashire, Cumbria
Bolton Metropolitan Borough Council	North West	Greater Manchester
Borough of Poole	South West	Wessex Cross
Bournemouth Borough Council	South West	Wessex Cross
Bracknell Forest Borough Council	South East	Thames Valley
Bradford Metropolitan District Council	Yorkshire & the Humber	West Yorkshire, North Yorkshire and York
Brighton and Hove Council	South East	Brighton and Hove, East Sussex, Kent, Medway, Surrey, West Sussex
Bristol City Council	South West	West of England
Buckinghamshire County Council	South East	Thames Valley
Bury	North West	Greater Manchester
Calderdale Metropolitan Borough Council	Yorkshire & the Humber	West Yorkshire, North Yorkshire and York
Cambridgeshire County Council	East	East Region
Cheshire County Council	North West	Merseyside
City of York Council	Yorkshire & the Humber	West Yorkshire, North Yorkshire and York
Cornwall County Council	South West	South West Peninsula
Corporation of London	London	East London
Council Isles of Scilly	South West	N/a
Coventry City Council	West Midlands	Birmingham & Coventry & Warwickshire
Cumbria County Council	North West	Blackburn, Blackpool, Lancashire, Cumbria
Darlington Borough Council	North Eastern	Durham and Tees Valley
Derby City Council	East Midlands	EM RIG
Derbyshire County Council	East Midlands	Derbyshire, Leicester, Leicestershire, Northamptonshire, Nottinghamshire
Devon County Council	South West	South West Peninsula
Doncaster Metropolitan Borough Council	Yorkshire & the Humber	South Yorkshire
Dorset County Council	South West	Wessex Cross
Dudley Metropolitan Borough Council	West Midlands	West Midlands
Durham County Council	North Eastern	Durham and Tees Valley
East Riding of Yorkshire Council	Yorkshire & the Humber	Humber
East Sussex County Council	South East	Brighton and Hove, East Sussex, Kent, Medway, Surrey, West Sussex

Essex County Council	East	East Region
Gateshead Metropolitan Borough Council	North Eastern	Northumberland & Tyne and Wear
Gloucestershire County Council	South West	Gloucestershire, Swindon, Wiltshire
Halton	North West	Merseyside
Hampshire County Council	South East	Portsmouth, Isle of Wight, Southampton and Hampshire
Hartlepool Borough Council	North Eastern	Durham and Tees Valley
Herefordshire County Council	Area	West Mercia
Hertfordshire County Council	East	East Region
Isle of Wight Council	South East	Portsmouth, Isle of Wight, Southampton and Hampshire
Kent County Council	South East	Brighton and Hove, East Sussex, Kent, Medway, Surrey, West Sussex
Kingston-upon-Hull City Council	Yorkshire & the Humber	Humber
Kirklees Metropolitan Council	Yorkshire & the Humber	West Yorkshire, North Yorkshire and York
Knowsley Metropolitan Borough Council	North West	Merseyside
Lancashire County Council	North West	Blackburn, Blackpool, Lancashire, Cumbria
Leeds City Council	Yorkshire & the Humber	West Yorkshire, North Yorkshire and York
Leicester City Council	East Midlands	Leicester, Leicestershire & Rutland
Leicestershire County Council	East Midlands	Leicester, Leicestershire & Rutland
Lincolnshire County Council	East Midlands	East Midlands
Liverpool City Council	North West	Merseyside
London Borough of Barking and Dagenham	London	East London
London Borough of Barnet	London	North London
London Borough of Bexley	London	South East London
London Borough of Brent	London	West London
London Borough of Bromley	London	South East London
London Borough of Camden	London	North London
London Borough of Croydon	London	South West London
London Borough of Ealing	London	West London
London Borough of Enfield	London	North London
London Borough of Greenwich	London	South East London
London Borough of Hackney	London	East London
London Borough of Hammersmith and Fulham	London	West London
London Borough of Haringey	London	North London
London Borough of Harrow	London	West London
London Borough of Havering	London	East London
London Borough of Hillingdon	London	West London
London Borough of Hounslow	London	West London
London Borough of Islington	London	North London
London Borough of Lambeth	London	South West and South East London
London Borough of Lewisham	London	South East London
London Borough of Merton	London	South West London
London Borough of Newham	London	East London
London Borough of Redbridge	London	East London
London Borough of Richmond	London	South West London
London Borough of Southwark	London	South East London
London Borough of Sutton	London	South West London
London Borough of Tower Hamlets	London	East London
London Borough of Waltham Forest	London	East London

London Borough of Wandsworth	London	South West London
Luton Borough Council	East	East Region
Manchester	North West	Greater Manchester
Medway Council	South East	Brighton and Hove, East Sussex, Kent, Medway, Surrey, West Sussex
Metropolitan Borough of Wirral	North West	Merseyside
Middlesbrough Council	North Eastern	Durham and Tees Valley
Milton Keynes Council	South East	Thames Valley
Newcastle Upon Tyne City Council	North Eastern	Northumberland & Tyne and Wear
Norfolk County Council	East	East Region
North East Lincolnshire Council	Yorkshire & the Humber	Humber
North Lincolnshire	Yorkshire & the Humber	Humber
North Somerset Council	South West	West of England
North Tyneside Council	North Eastern	Northumberland & Tyne and Wear
North Yorkshire	Yorkshire & the Humber	West Yorkshire, North Yorkshire and York
Northamptonshire County Council	East Midlands	Derbyshire, Leicester, Leicestershire, Northamptonshire, Nottinghamshire
Northumberland County Council	North Eastern	Northumberland & Tyne and Wear
Nottingham City Council	East Midlands	EM RIG
Nottinghamshire County Council	East Midlands	Derbyshire, Derby, Lincolnshire, Nottingham, Nottinghamshire
Oldham Metropolitan Borough Council	North West	Greater Manchester
Oxfordshire County Council	South East	Thames Valley
Peterborough City Council	East	East Region
Plymouth City Council	South West	South West Peninsula
Portsmouth City Council	South East	Portsmouth, Isle of Wight, Southampton and Hampshire
Reading Borough Council	South East	Thames Valley
Redcar and Cleveland Borough Council	North Eastern	Durham and Tees Valley
Rochdale Council	North West	Greater Manchester
Rotherham Borough Council	Yorkshire & the Humber	South Yorkshire
Royal Borough of Kensington & Chelsea	London	West London
Royal Borough of Kingston Upon Thames	London	South West London
Royal Borough of Windsor and Maidenhead	South East	Thames Valley
Rutland Council	East Midlands	Leicester, Leicestershire & Rutland
Salford City Council	North West	Greater Manchester
Sandwell Metropolitan Borough Council	West Midlands	West Midlands
Sefton Metropolitan Borough Council	North West	Merseyside
Sheffield City Council	Yorkshire & the Humber	South Yorkshire
Shropshire County Council	West Midlands	West Mercia
Slough Borough Council	South East	Thames Valley
Solihull Metropolitan Borough Council	West Midlands	N/a
Somerset County Council	South West	Wessex Cross
South Gloucestershire	South West	West of England
South Tyneside Metropolitan Borough Council	North Eastern	Northumberland & Tyne and Wear
Southampton City Council	South East	Portsmouth, Isle of Wight, Southampton and Hampshire
Southend on Sea Borough Council	East	East Region
St Helens Metropolitan Borough Council	North West	Merseyside

Staffordshire County Council	West Midlands	North Staffs
Stockport	North West	Greater Manchester
Stockton Borough Council	North Eastern	Durham and Tees Valley
Stoke-on-Trent City Council	West Midlands	North Staffs
Suffolk Supporting People	East	East Region
Sunderland City Council	North Eastern	Northumberland & Tyne and Wear
Surrey County Council	South East	Brighton and Hove, East Sussex, Kent, Medway, Surrey, West Sussex
Swindon Unitary Council	South West	Gloucestershire, Swindon, Wiltshire
Tameside Metropolitan Borough Council	North West	Greater Manchester
Telford and Wrekin Council	West Midlands	West Mercia
Thurrock Borough Council	East	East Region
Torbay Council	South West	South West Peninsula
Trafford Metropolitan Borough Council	North West	NW Strategy group
Wakefield	Yorkshire & the Humber	West Yorkshire, North Yorkshire and York
Walsall Metropolitan Borough Council	West Midlands	WM RIG
Warrington Borough Council	North West	Merseyside
Warwickshire County Council	West Midlands	Coventry & Warwickshire
West Berkshire District Council	South East	Thames Valley
West Sussex County Council	South East	Brighton and Hove, East Sussex, Kent, Medway, Surrey, West Sussex
Westminster City Council	London	North London
Wigan Metropolitan Borough Council	North West	Greater Manchester
Wiltshire County Council	South West	Gloucestershire, Swindon, Wiltshire
Wokingham	South East	Thames Valley
Wolverhampton City Council	West Midlands	Black Country
Worcestershire County Council	West Midlands	West Mercia

Schedule 2

Draft Outcomes Framework

<p><b>LIVING AS INDEPENDENTLY AS POSSIBLE</b></p>				
<p><b>Economic Wellbeing</b> -</p>	<p><b>Enjoying and Achieving –</b></p>	<p><b>Being Healthy –</b></p>	<p><b>Safety and Security</b></p>	<p><b>Social and Civic Participation-</b></p>
<p>covers establishing and maintaining skills to maximise incomes and manage debt e.g. budgeting skills/paying bills/managing debt;</p>	<p>covers accessing employment and training /education; developing meaningful activity within a person's ability or ambitions; skills to manage personal administration</p>	<p>covers managing own health ; self awareness of physical &amp; mental health &amp; the ability to sustain and monitor this and including diet and exercise &amp; managing mental health problems/dual diagnosis / taking appropriate medication/reducing emergency psychiatric involvement</p>	<p><b>covers</b> understanding &amp; managing the obligations of tenancy/ occupying accommodation; avoiding legal action through ASBO/ neighbour conflict; understanding the responsibilities as a tenant/ occupier &amp; understanding how to prevent harm to self and others</p>	<p>covers the ability to be part of the local community, including participation in community/empowerin g to develop social network as desired ; behaving with respect within the community</p>

<b>Potential Indicators or identified areas of need that could be used to help to demonstrate &amp; measure the positive effect of SP</b>					
Enable users to effectively manage finances	Enable user to enjoy quality of life/improved confidence and self worth.	Enable user to ensure that physical health and mental health is being maintained and monitored	Enable user to ensure that their accommodation is maintained and enable user to keep safe.	Enable user to feel part of the local community and behave with respect	
Enable service user to understand and access benefit entitlements	Enable user to identify and pursue aspirations and areas of interest.	Enable user to sustain improvements to health	Enable user to reduce likelihood of involvement in conflict situations in relation to accommodation	Enable user to establish on going contact engagement with the support service as appropriate	
Enable the service user to manage their own claims	Enable user to develop and sustain and develop hobbies & interests	Enable user to get a GP and Dentist and to be able to access them – making appointments etc	Enable user to maintain safety and security of accommodation	Enable user to establish and sustain contact with external groups/ services as desired	
Enable user to claim the appropriate welfare benefits	Enable user to access training/ education, e.g., skills training on literacy and numeracy	Enable user to access wider health services and ensure continuing engagement with health service	Enable user to have clear awareness of tenancy obligations/ occupier's obligations	Enable user to establish contact with friends/ family	
Enable user to address any debt issues.	Enable user to sustain engagement/attendance in work/ training/ education	Enable user to manage own medication	Enable user to manage own home	Enable user to develop awareness of and acceptance of the need to change	

Establish regular rent and service charge arrears agreement	Enable user to obtain employment	Ensure that Mental Health is monitored and maintained	Enable the user to sustain tenancy/ home independently or with support	behaviour
Enable user to establish bill payment mechanisms	Enable user to proactively obtain advice and assistance	Enable user to manage/ reduce/ end alcohol misuse	If applicable – enable user to understand and abide by contact and child protection issues	Enable the user to engage with probation services
Enable user to work to prevent further debt accumulation	If applicable - Developing parenting skills	Enable user to reduce lapses in alcohol misuse	Enable user to manage potential risks to self and to others E.g. (Suicide/ Self harm/ Harm from others/ Physical Attack/ Verbal abuse/ Intimidation)	Reduce likelihood of involvement in conflict situations
Enable user to work out own budget and manage within it.	If applicable - Recognising children's needs, meeting these needs and planning for the future	Enable user to ensure that abstinence remains stable	Enable user to be live as safely as possible	Enable the user to comply with statutory orders
Enable user to obtain stable accommodation		Enable user to manage/ reduce/ end substance misuse		

		Enable user to use responsibly and reduce risk of overdose/ harm from using			
		Enable user to develop life skills e.g. cook meals, personal hygiene, laundry etc			
			Self neglect overdose Accidental harm Relapse in relation to substance abuse	Engage with probation services	



## **REFERENCES**

1. *General Power for Best Value Authorities to Charge for Discretionary Services - Guidance on the Power in the Local Government Act 2003*, Office of the Deputy Prime Minister, November 2003
2. *Supporting People: Policy into Practice*, June 2001
3. *Supporting People Administrative Guidance*, October 2001
4. *The Interim Financial Package*, June 2002