



# CWM TAF SUPPORTING PEOPLE ALLOWABLE ACTIVITIES



Llywodraeth Cymru  
Welsh Government



# INTRODUCTION

## Supporting People Programme Grant Guidance Wales (June 2013)

The Allowable Activities detailed within this document should be read within the context of the Supporting People Programme Grant Guidance Wales (June 2013). The guidance states that Housing-Related Support (H-RS) is provided to vulnerable people to help them develop and maintain the skills and confidence required to live as independently as possible. Housing and preventing homelessness/ people living in inappropriate institutional settings should be at the core of H-RS services.

Chapter 3 of the guidance (Eligibility) also includes the following:

- H-RS can be offered to anyone eligible, regardless of their tenure.
- The principles of H-RS are to:
- Support the service user to access, maintain and manage accommodation by assisting them to develop or maintain the necessary skills and confidence to live as independently as possible;
- Prevent the need to move to more dependent forms of accommodation;
- Prevent homelessness;
- Provide support to people who are presently, or have a history of, living unsettled patterns of life that may have contributed to chaotic patterns of behaviour.
- Prevent the need for future crisis intervention
- People eligible for H-RS must be over 16.
- Provision of H-RS services will be based on **identified or assessed needs**; this assessment must be flexible and person centred.”
- H-RS should be enabling, and develop a person’s independence, i.e. ‘**doing with**’ as distinct from ‘**doing for**’. The focus of the service should be to encourage and support the service user to exercise personal choice and self-determination.
- Services should be part of a support package that must be based on a written **support plan**, agreed with the service user and including a **risk assessment** and **risk management** measures.
- Services must be outcomes focussed, and support plans should focus on what outcomes are to be achieved by the individuals supported. Services should adhere to the core principles contained within the **Supporting People Outcomes Framework**.

## Why do we need to define Allowable Activities for Housing-Related Support?

Although the above guidance does not contain a list of allowable activities the document has been developed (and updated) with the purpose of not to restricting innovation but to assist agencies and individuals to manage expectation and understand the purpose, scope and boundaries of HRS.

An alphabetical list of HRS **allowable activities** follows on the next page.

A list of HRS **excluded activities** can be found at the end of this document.

There is flexibility within the guidance to consider cases on an individual basis particularly where it would cause hardship for an individual if a task was not completed which falls outside the below. This would need to be agreed with the Supporting People team, be time limited, reflected within the support plan and linked to housing related support.

Please contact your Supporting People Team for more information  
Insert contact details

# ALLOWABLE ACTIVITIES

## 1 ACCOMMODATION (FINDING ALTERNATIVE... )

This includes:

- Assisting the service user to explore options for alternative housing and help to manage expectations in respect of the options available to them particularly where they are under 35 and subject to single room rate.
- Assisting the service user to look for suitable private / shared accommodation
- Assisting service users to make an application for social housing and helping them to provide any supporting information to social landlords. This will include showing them how to access information on available lets and on how to make a bid.
- Helping the service users to plan for liaising with the landlord i.e. drawing up a list of possible questions
- Form filling can be undertaken in conjunction with the service user but not in isolation

This does not include:

- Transporting service users to view a property, where the primary function is merely the provision of a transport service
- Furniture removal
- Decorating, cleaning or handyperson services

## 2 ACCOMMODATION (SETTING UP... ..)

This includes:

- Support worker may go through the tenancy agreement with the service user, explaining and defining it's provisions, plan with the service user how they will go about contacting utilities companies and make payments (liaising on behalf of service users where physical disability, learning difficulty or emotional issues prevent the service user from doing so independently)
- Exploring options for payment methods – (service users should be encouraged to consider these options for themselves wherever possible)
- Helping the service user to compile a list of questions to ask utilities companies or an action plan of tasks to be undertaken, list of useful telephone numbers, demonstrating and modelling telephone conversations with agencies and companies
- Helping the service user to compile a list of items required for the home, e.g. crockery, cutlery, fridge, decorating items etc.
- Accompanying service users to advise and help them to purchase essential items for the property e.g. from DIY stores, electrical appliances
- Assistance to organise removals and utilities
- Helping the service user to communicate with their landlord to ensure any communication or sensory needs are highlighted at the start of the tenancy

This does not include:

- Moving a service user into a property i.e. moving furniture, decorating, handyman services, plumbing in washing machines, cookers etc.
- Purchasing items on behalf of service users

### **3 ACCOMMODATION (MAINTAINING... ..)**

This includes:

- Working with the service user to identify issues and concerns that jeopardise the service user's tenancy e.g. strategies to reduce noise pollution
- Liaising with landlord / agencies to make the home more energy efficient and ensure the house doesn't fall into disrepair
- Working with the service user to help them understand the terms of their occupancy agreement
- The support worker can assist the service user to explore the options available to them when addressing repair and maintenance issues
- Helping to set up direct debits or arrangements to ensure the direct payment of rent or service charges ( Must be registered with the FCA)

This does not include:

- Acting on behalf of the landlord to issue Breach of Tenancy Notices or Notice Seeking Possession
- Carrying out improvement, repair or maintenance

### **4 ADAPTATIONS TO IMPROVE ACCESSIBILITY IN THE HOME**

This includes:

- Helping the service user to access grants and information or refer themselves to appropriate agencies who may assist with adaptations and improvement to property

This does not include:

- Support worker directly making alterations to property

### **5 CHILDREN**

This includes:

- Offering information, support and signposting on issues relating to child welfare such as parenting skills, mediation, liaising with schools, health workers and other statutory or voluntary agencies
- Support to a service user to support a person under 16 years of age, where their behaviours may impact on sustainment of tenancy / home

This does not include:

- Providing a baby/child sitting service
- Formal behavioural therapy to children
- Play work
- Support to a person under 16 years of age where the parent/carer is not a service user

### **6 COMMUNITY RESOURCES**

This includes:

- Providing information (and making enquiries with or on behalf of the service user) about the availability and access arrangement for community resources.
- Community resources could include
  - o statutory services such as Social Services, Health, Housing and Probation
  - o Education, training and employment agencies
  - o professional service such legal advice
  - o voluntary and local community groups/service
- If the service user requires support with attending the above the support worker is permitted to transport the service user to introductory visits only (subject to the support providers policies and procedures).
- Assisting the service user to identify transport options including understanding for a bus timetable to

- enable them to attend local services
- Accessing digital inclusion programmes.

## **7 DROP-IN**

- Providing advice and H-RS on an ad hoc basis where there is no support plan in place e.g. support workers staffing a housing-related support 'drop-in' session

## **8 EMOTIONAL SUPPORT**

This includes:

- Providing support for people experiencing domestic abuse particularly those assessed as standard to medium risk which needn't be strictly housing related support.
- Provision of wellbeing programmes such as the Freedom Programme
- Helping to access specialist services including GP
- The emotional support must pertain to tenancy management / housing related support issues

This does not include:

- Specialist or formal counselling
- Befriending services

## **9 FINANCES AND INCOME**

This includes:

- Budgeting and organising finances, including applications for appropriate benefits to maximising income (e.g. accessing Energy Efficiency/ fuel poverty programmes such as USwitch, accessing Water Assist, Discretionary Assistance Fund and Discretionary Housing Payments)( Must be registered with the FCA)
- Assisting with developing strategies to reduce any debts and to address financial issues (Must be registered with the FCA)
- The support worker may make enquiries and liaise with agencies (with or on behalf of the service user ) in relation to the above
- Supporting the service user to identify appropriate ways to pay rent e.g. set up direct debit payments (Must be registered with the FCA)
- Drawing up a payment plan with the service user as part of the service user's overall financial support (Must be registered with the FCA)
- Liaising with the landlord on behalf of the service user to negotiate re-payment of arrears
- Supporting the service user to open a bank account

This does not include:

- Acting as budget holder
- Taking responsibility for any financial transactions
- Making recommendations or stating personal preferences for providers.
- Transporting service users to bank
- Financial involvement in regards of payment for provision of care services
- Taking responsibility for service users finances where service users has been deemed not to have capacity to do so

## **10 HEALTH CARE**

This includes:

- Arranging access to emergency health services on behalf of a service user e.g. dental or GP appointment
- Sign posting and advising the service user on agencies that may be able to assist with drug and alcohol treatment and testing orders

- Liaison with relevant agencies
- Arranging prescription collection services with the Chemist providing the medication.
- Sign posting and advising the service user on agencies that may be able to assist with rehabilitation and specialist counselling
- Prompting/reminding someone to take Medication as a temporary support need e.g. during a health crisis, or when someone initially moves into a lower level project and needs to build their ability to complete this task independently.

This does not include:

- Prompting, holding and administering medication long term (see above for temporary need)
- Apply/change dressings
- Advice on medication
- Direct medical intervention
- Drawing up an action plan with a service user to assist in following their drug and alcohol treatment and testing order
- Ensuring service users comply with testing orders

## **11 INDEPENDENT LIVING SKILLS**

This includes:

- The support worker may undertake a motivating, modelling and prompting role in teaching service users life skills, this can include demonstrating the use of equipment, drawing up household management plans with the service user (e.g. a timetable of household activities to be undertaken each week/month), and exploring options with the service user and encouraging them to plan, prepare and organise themselves e.g. food preparation, shopping or cooking
- This should be a planned time-limited approach with the aim of the service user undertaking the tasks as independently as possible in time. The number of sessions required will depend on the needs of the individual service user
- The support worker is permitted to demonstrate or model how to safely lock doors and windows, turn off equipment etc. and to draw up a safety plan for the service user so they will eventually be able to do these tasks independently
- Advice regarding controlling access to the dwelling

This does not include:

- Domiciliary and personal care
- Support workers undertaking any tasks themselves or on-going supervision of service users
- On-going transport to take the service user shopping
- Shopping on behalf of service user including when user is present but not actively involved in process
- Answering the door on behalf of service users
- Checking ID on behalf of service users
- Asking visitors to sign in and out
- Taking care of visitors (e.g. making tea and coffee etc.)
- Policing service user's behaviour or the building

## **12 REHABILITATION AFTER ILLNESS/ACQUIRED DISABILITY**

This includes:

- Support to apply for appropriate aids, adaptations and grants to improve access to property

### **13 SAFEGUARDING - ADULTS**

This includes:

- The support worker may present factual information to safeguarding conferences (in person or in writing)
- The support worker may contribute to and carry out a safeguarding action plan

This does not include:

- Advocacy, chaperoning or transportation for the service user

### **14 SAFEGUARDING - CHILDREN**

This includes:

- The support worker may present factual information to safeguarding conferences (following the initial meeting, invitations to attend additional safeguarding meetings should be agreed by the support manager and be dependent on the individual case and/or agenda).

This does not include:

- Advocacy, chaperoning or transportation for the service user unless it is related to the security of the service user's housing

### **15 SERVICE USER INVOLVEMENT**

This includes:

- The support worker may support the service user to participate in engagement involvement activities both internal and external to the support provider

This does not include:

- The support worker acting as facilitator for user involvement events or meetings (unless specified in the contract)
- SP money cannot be used to pay for the organisational costs of events and meetings such as room hire, refreshments, transport and crèche facilities

### **16 SOCIAL SKILLS**

This includes:

- The support worker may discuss appropriate social interaction with the service user where their current behaviour may adversely affect their tenancy or ability to maintain their own home or find/sustain employment
- The support worker may help the service user to access courses and training
- If the service user require support with attending the above the support worker is permitted to transport the service user to introductory visits only (subject to the support providers policies and procedures)

### **17 TRANSPORT / MOBILITY**

This includes:

- Training and advice on appropriate use of public transport as part of a support plan e.g. how to buy train tickets, access timetables etc.
- Training and advice on getting directions and transport to a new activity/venue
- If the service user requires support with attending the above the support worker is permitted to

transport the service user to introductory visits only (subject to the support providers policies and procedures)

- Other exceptional instances will be determined on a case by case basis

This does not include:

- Longer-term transportation and accompaniment
- The provision of a transport service that is a repetitive and/or promotes dependency
- Support worker pushing a wheelchair user
- Physical support to service user to enable them to get in/out of vehicles or facilitate the use of mobility aids
- Long term/permanent assistance or accompaniment with the use of public transport where it is unlikely that the service user will perform the task independently
- Use of vehicle for removals

## **18 WORKSHOPS**

This Includes:

- Delivery of workshop that are H-RS focussed and time limited, and are identified on the support plan of the service user

## **EXCLUDED ACTIVITIES**

These include:

- 1) Advice or advocacy not related to tenancy or maintaining the home
- 2) Acting as an appropriate adult
- 3) Befriending services / peer support
- 4) Cooking meals for service users in their own home
- 5) Crèche facilities
- 6) Decorating services
- 7) Delivery of meals to service users in their own home
- 8) Domiciliary and cleaning services
- 9) Feeding, serving service users or laying/clearing of table
- 10) Gardening / garden clearance services
- 11) Housing management tasks which would normally be funded by rents or service charge
- 12) Medication, supervising, prompting or monitoring of
- 13) On-going transport provision
- 14) Personal care services
- 15) Advice, guidance or prompting for personal washing, taking medication, eating, toileting, dressing, and other personally intrusive tasks
- 16) Activities undertaken because the service user is physically unable to complete the activity themselves e.g. pushing a wheelchair, carrying/moving household items, locking doors
- 17) Rent collection
- 18) Respite services
- 19) Services where Social Services are required to fund under the Social Services and Wellbeing Act
- 20) Supervision of court orders
- 21) Supervision of offenders