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ADP daily living component activity 9 – engaging socially with other people face to face

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Introduction

1. This chapter provides information on activity 9 of the daily living component of Adult Disability Payment (ADP).
2. This chapter should be read and applied in line with the Overview of Decision Making and the Daily Living Component Introduction .
3. Daily living component activity 9 considers all aspects of an individual's ability to engage socially with other people face-to face which includes:
 - interacting face-to-face in a contextually and socially appropriate manner
 - understanding body language
 - maintaining their own and others' safety
 - establishing relationships.
4. Daily living component activity 9 encompasses all durations of social engagement, whether the relationship established lasts 10 minutes, 10 days or 10 years. It should be considered in the context of everyday activities in which social and verbal interaction is required.
5. Consideration should be given to whether an individual can engage with people generally, regardless of gender, not just people they know well or for a limited purpose. Where an individual is able to engage with family members but is unable to engage with people they do not know this should not be considered to be engaging to an acceptable standard. A friendship does not need to be established in order for someone to be considered to be engaging socially.
6. Daily living component activities 7 and 9 may often be linked. If an individual requires support to engage with others under daily living component activity 9, as well as communication support under daily living component activity 7, then their needs should be considered under both activities.

For example, an individual with needs relating to a sensory condition under daily living component activity 7 may also have diagnosed anxiety arising from their condition that means they also reasonably need help to engage socially with others face to face. Individuals with significant sensory conditions, particularly those with

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dual sensory loss, may be likely to have difficulties with social engagement as a result of their condition.

7. Vulnerability to the actions of others should be considered. For example, an individual with a cognitive condition or learning disability may have less risk awareness. They may be considered vulnerable to manipulation or abuse by other people.
8. Behaviour which may result in a risk of harm to an individual or another person should be considered to be as a result of an underlying health condition and the individual's inability to control their behaviour.
9. An inability to engage face to face should be considered to be due to the impact of an individual's condition(s) and not a matter of preference.
10. Where as a result of past intervention, an individual is now able to engage with other people to an acceptable standard and without further help, then the individual is unlikely to need support for face-to-face engagement.
11. Daily living component activity 9 does not usually consider a restriction in engaging in a specific social situation such as not being able to talk to people in a club or bar, where engagement is not usually restricted in other social situations. However, it may be appropriate to take specific situations into consideration in certain circumstances.
12. The daily living component activity 9 descriptors describe four levels of functional ability to complete the activity.
 - A. Can engage socially with other people unaided
 - B. Needs prompting to be able to engage socially with other people
 - C. Needs social support to be able to engage socially with other people
 - D. Cannot engage socially with other people due to such engagement causing either:
 - (i) overwhelming psychological distress to the individual; or
 - (ii) the individual to exhibit behaviour which would result in a substantial risk of harm to the individual or another person.¹

1 ADP regs, Schedule 1 Part 2 - Daily Living Activities, Activity (9)

13. Case managers will consider if the individual needs prompting from another person to complete the activity.

“Prompting” means reminding, encouraging or explaining by another person. This does not have to be in the physical presence of the individual.

Daily living component activity 9 descriptor A (0 points) – can engage socially with other people unaided

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14. Within the assessment criteria, the ability to perform an activity unaided means without either the use of aids or appliances and without prompting, supervision or assistance.
15. There are no aids or appliances that would support an individual to engage with other people. This support would come from another person.

Daily living component activity 9 descriptor B (2 points) – needs prompting to be able to engage socially with other people

16. Daily living component activity 9 descriptor B is most likely to apply to an individual with needs relating to mental health and / or cognitive conditions.
17. Prompting means reminding, encouraging or explaining by another person.
18. Prompting may:
- be given remotely for example over the telephone
 - be given to initiate the engagement only
 - be required for some of the activity
 - be required for all of the activity, but not to the extent that the supporting person takes over the engagement. If this is required then daily living component activity 9 descriptor C may apply.
19. An example of an individual who may satisfy daily living component activity 9 descriptor B could be an individual who requires another person to act in a reassuring capacity to calm them because they are anxious about interacting with others.
20. If an individual requires support by another person with training or direct experience of supporting the individual, daily living component activity 9 descriptor C may apply.

Example: an individual with generalised anxiety disorder who satisfies daily living component activity 9 descriptor B

Jallan has generalised anxiety disorder and sees a mental health practitioner every 2 weeks. He takes medication to control his anxiety and takes this when he feels anxious. He has a letter from his mental health worker that explains that whenever Jallan gets nervous about meeting new people he needs encouragement to engage with them.

In his ADP application Jallan explains that all his family and friends know that he has anxiety and when he is going somewhere that might involve meeting new people there are lots of contacts that he can call or text that will help him stay calm. He states that if he was not able to get in contact with at least one of his friends or family members, he would not be able to interact with strangers.

As Jallan needs encouragement to start or continue engaging with others, but that encouragement does not have to come from a specific person, he requires

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prompting rather than social support to be able to engage with others. The case manager determines that Jallan satisfies daily living component activity 9 descriptor B because of the need for prompting by another person to engage with others.

Daily living component activity 9 descriptor C (4 points) – needs social support to be able to engage socially with other people

21. Daily living component activity 9 descriptor C is most likely to apply to an individual whose needs relate to mental health and / or cognitive conditions.
22. Social support means support from another person who is either:
 - trained in assisting individuals to engage in social situations (e.g. a sign-language interpreter)
 - directly experienced in supporting the individual, for example a family member or carer.
23. An individual must require the support to be given by person(s) who meet the definition. If the support can still be effective if given by someone who does not meet that definition, then daily living component activity 9 descriptor C is not likely to apply.
24. Social support may take many forms, depending on the needs of an individual and the type of face to face engagement taking place.
25. Prompting can qualify as social support if it must be delivered by someone with training or experience.
26. Social support may be provided in advance of the activity, depending on the type of support provided and the nature of the face to face engagement. How far in advance support can be provided may be established on a case by case basis, with the focus being on the needs of the individual.
27. If an individual is either vulnerable to the actions of others or is likely to cause vulnerability for the person being engaged then daily living component activity 9 descriptor C may be considered to be appropriate.
28. The threshold for awarding daily living component activity 9 descriptor C for mental health conditions is much higher. Supporting information required to support this may be expected to include one or more of the following including but not limited to:
 - mental health care plans
 - higher levels of mental health professional input
 - potent medication prescribed by a qualified health care professional.

Example: an individual with autism who satisfies daily living component activity 9 descriptor C

Hannah has autism and her ADP application completed by her partner describes the support from a Community Learning Disability Nurse whom she sees every week.

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The nurse has written a supporting letter which shows that Hannah finds it difficult to read other peoples' behaviour and body language, and that this has caused misunderstanding in the past when she interacted with people that she didn't know.

In her application form her partner gives an example of being in the supermarket and seeing a small puppy that Hannah wanted to pet, but the owner was angry because she was in a rush to leave. Hannah could not understand the owner's reaction and this upset her.

As Hannah lacks insight in to other peoples' behaviour she needs encouragement and reminding from other people to ensure that she interacts with people reliably. The case manager determines that Hannah satisfies daily living component activity 9 descriptor C because of her need for this encouragement and it would not be appropriate for her to be alone in situations to engage with others.

Daily living component activity 9 descriptor D (8 points) – cannot engage socially with other people due to such engagement causing either:

- (i) overwhelming psychological distress to the individual; or
- (ii) the individual to exhibit behaviour which would result in a substantial risk of harm to the individual or another person

29. Daily living component activity 9 descriptor D is most likely to apply to an individual whose needs relate to mental health and / or cognitive conditions.

30. "Overwhelming Psychological Distress" (OPD) means distress related to a mental health condition or intellectual or cognitive condition resulting in a state in which the symptoms are so severe that the individual cannot engage with other people without being overwhelmed. The threshold is a very high one – an individual who, without prompting, would be left feeling anxious, worried or emotional does not meet it. OPD may occur in conditions such as generalised anxiety disorder, panic disorder, dementia or agoraphobia.

31. The risk referred to in descriptor 9 D (ii) is one that is still likely to occur with, or cannot be overcome by social support.

32. A case manager should consider whether prompting and /or social support is likely to overcome an individual's limitations. Daily living component activity 9 descriptor D would usually be appropriate if the individual experiences (i) or (ii) in spite of prompting and / or support.

Example: an individual with paranoid schizophrenia who satisfies daily living component activity 9 descriptor D

Mike has paranoid schizophrenia and has a letter from his psychiatrist to support his diagnosis. The letter outlines that Mike experiences paranoid episodes that lead him to believe that people want to hurt him and he often acts on these fears.

In his ADP application, completed by his community psychiatric nurse (CPN), it explains that Mike has been arrested a number of times for assault because he has thought people in the street were trying to hurt him and so has attacked them. His CPN has taken him in to the community to try and reassure and protect him.

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However, his paranoid thoughts were overwhelming and he caused damage to a shop window when he tried to attack someone that he thought was trying to hurt him.

Mike's symptoms mean that he presents a risk to those that he might engage with. He cannot engage with others in a safe or acceptable manner. The case manager determines that Mike satisfies daily living component activity 9 descriptor D because his behaviour may result in a serious risk to his or others' safety.

[End of chapter]