

## Supporting People

### Minutes of the Supporting People Strategic Core Group meeting held on Tuesday, 25<sup>th</sup> May 2010 2 - 4pm, Lockwood Room, Design Exchange

**Present:**

David Shepherd (Chair)	Assistant Director Housing Service, CBMDC
Jayne Hellowell	Supporting People Lead Officer
Sheila Bamford	Executive Director-Horton HA (Provider Rep)
Rachel Lorimer	SP Service Development & Research Manager
Mike Harney	City Homes in Mind (Provider Rep)
Harry Whittle	Incommunities (Provider Rep)
JB	SP Service User
EW	SP Service user
Katie Nutman	SP Service User Involvement Officer
Neal Heard	
Sarah Possingham	Access to Housing, CBMDC
Jennifer Moran- Whitehead	Bradford District Care Trust (Provider Rep)
Pam James	Service User Advocate
Dave Coe	Youth Offending Team Manager
Val Balding	Safer Communities, CBMDC
John Hill	Foundation Housing (Provider Rep)
Pip Tibbetts	West Yorkshire Probation (Replaces Peter Hart)
John Howarth	Principle Commissioner Older people's Service, Adult & Community Services BMDC
Nina Smith	Safer Communities, CBMDC
Denis Gale	Children's Services
M Cummins	Children's Services
Gary Furze	SP Finance & I.T Manager

Before the meeting commenced David informed members that the leadership for Bradford Council will now be led by the Labour Party. Labour leader Cllr Ian Greenwood has been elected as the new leader of the council.

**1. Apologies / Introductions**

Guy Van Dichele SP Accountable Officer and Assistant Director Commissioning,  
Performance and Business Support

Welcome & introductions were made around the table

**2. Declaration of Conflicts of Interest**

Item 6 – JB, Sheila Bamford

**3. Minutes and matters arising from the meeting held on 30<sup>th</sup> March 2010**

Pg 6 – Vulnerable Housing Strategy & Older persons Housing Strategy  
Sheila requested for an update on this. Jayne reported the following:-

- CB has approved the recommendations that were presented to them at their last meeting.
- 2 steering groups will be created – one for the vulnerable person's and one for the older persons group.
- No group has met yet as JH is working with colleagues on appointing appropriate membership
- Additional resource around project management is required for the vulnerable person's project. It has been agreed for Abdul Rauf from Adult Services & Commissioning Team to take the lead on this.
- Jayne meeting with Abdul this week and will be putting members together and agreeing TOR's

The minutes were then agreed as a true and accurate record.

#### **4. Lead Officer Update – Jayne Hellowell**

##### **4.1 Election of Chair**

As per section 4.2 of the revised terms of reference members of the SCG voted for the election of chair and vice chair.

The nominees were David Shepherd for Chair and Pippa Tibbett for Vice Chair

Both David & Pippa were re-elected for chair and vice chair respectively for the next 2 years.

##### **4.2 Approach to mystery shopping**

Jayne reported that the report outlines the fact that another mystery shopping exercise will be carried out. Different areas will be shopped this time in partnership with SU. This mystery shopping exercise will be linked into the wider mystery shopping that will take place corporately. Yvonne will be working closely with James Drury, Assistant Director, Business Transformation who has the responsibility for the corporate review programme.

Brief discussion took place about whether the people who will be mystery shopped have been informed that this exercise is taking place as this good practice. Jayne to follow this up with Yvonne.

Discussion also took place about the way the mystery shopping exercise will take place and whether the individual will be signposted to an SP service. It was noted that the person can be signposted to any service not necessarily an SP one but as long as it is the correct service as per that individuals requirement.

Jayne spoke about a meeting that she has had with Sarah Possingham about issues with access i.e corporate access, access and personalization, projects within the access to housing team. Jayne and Sarah are doing some work around this and will bring this piece of work to the SCG. This will show the current position and how everyone is involved in this.

**Action** – Jayne to speak to Yvonne about the good practices within Mystery shopping.

##### **4.3 (a) Key decisions from Commissioning Body meeting 10 May 2010-06-08**

The lead officer report outlines the decisions for the last Commissioning Body meeting.

##### **4.3 CLG update from central government**

Jayne informed members that this was written a week before the elections, when Jayne attended a meeting with the government. This shows the key responses on pieces of work that the government is still doing on the SP programme.

Discussion took place about the new government and the affect it may have on the SP programme. The following points were noted:-

- The SP programme is a new labour initiative.
- Efficiency savings are already generated from this programme.

- Should the new government fail to understand the cost of the sp programme - 1.7 million nationally then they could make a cut of 5/10% nationally which will be passed onto providers who will then have to make efficiency savings from their organisations.
- The SP grant has been ring fenced until March 2011 but should the council want to use the money for any other purpose then they can revert the executive decisions but there has to be good justification for that.
- The different ways of lobbying and increasing the sp profile.

Concern was expressed about “across the board cuts” and how damaging this will be for all but especially for small providers. It was suggested that a piece of work should be done about future cuts etc as nobody knows what the budget will be or whether the 19.2 million be reduced. A sensible plan needs to be put in place should the worst happen.

#### **4.4 Older person’s review**

Jayne reported that given the current climate and the corporate approach to using agency staff SP Team will be losing the project manager for the older persons review in 8 weeks time.

The management team within SP including Jacqui who is the lead on this project are looking at how they can reshape the older person’s review. There are some key deliverables from Jacqui in the next 8 weeks which will essentially split the community alarms with warden services and enables to offer fixed capacity contracts. This will then be the end of this project.

Jayne added that moving older people services and reshaping them to make them fit for the future will be something that she will build into the work plan at a later date when SP team have the resource.

More messages around this will be coming out in due course.

#### **4.5 Staffing - update**

Mark Gillen, Carol Bibby and John Sloane have now left the team

Maggie Cowill has been appointed as the quality champion. She will be working as a consultant.

Jayne commented that there are still vacancies within the team but as SP integrates with the wider structure these vacancies may get covered.

#### **5. Service user involvement strategy and action plan update**

Katie went through the report which provided members with an update on a key work stream to refresh the SU involvement strategy and action plan which was originally adopted in 2008. This work is necessary to reflect the improvements and changes in the way in which Supporting People involve service users in the programme and to introduce a new action plan to reflect on past achievements and to embrace new targets.

The following key points were raised from the report

- Reflection on past achievements and deliverables against the current service user involvement strategy and SP 5 Year Strategy.
- The need to review current strategy and develop new service user action plan in line with results of latest Annual Service User Survey and new priorities for service users.
- Draft Strategy and Action Plan has been developed and the next phase is to consult wider stakeholders including more service users, providers and key partners.

#### **6. Bradford Day Shelter**

Rachel summarised the circulated report which sets out the key points around funding for Bradford Day Shelter to open it’s doors to vulnerable service users for a further two days per week. The report focussed on current funding, funding shortfall and the impact on the SP grant.

Rachel also pointed out that because this is not a housing related support function, it wouldn’t fall under the full detailed quality assessment framework however Carolyn Piggott from Horton Housing Association has proposed a way of monitoring the service to ensure that the outcomes are captured for the su in the district. SP have looked at this in great detail and agree that it’s a good way forward.

**Decision** – The group agreed to the recommendations as highlighted in the report.

## **7. Bradford Women's Aid**

Rachel reminded members of the detailed conversation they had about the DV review at the last meeting.

Rachel referred to page 2, item 2.1 of the report and explained the current funding situation. Rachel pointed out that although the service is a good quality service and has been assessed as overall QAF level c, this mentioned service has not been assessed under the SP QAF, therefore it is suggested not to fund this service and a review is undertaken by CFU around all the costs that is going into this service.

Jayne added that as per item 3 in the lead officers report (key decisions from CB meeting 10.05.10) the commissioners would like sp to work with Val to do an exit strategy on all those DV services where funding is due to expire in March 2011. This issue will be considered into the context of that and will report back through this partnership to see what can be done with the future of those services.

Val stated that it's the contracts that are ending with big lottery and PCT rather than the funding. The big lottery fund is likely to go but the PCT money is still there but no decision has been made as to where it will be spent. Similarly with the CFU, the contract will be expiring but the money will still be there as it is from the base budget. She stressed that it is making the distinction between the contracts ending rather than the funding ending.

John spoke about small providers who receive money from different organisations and about third sector sustainability. He suggested for a corporate view on this service and whether this is a valuable service.

Jayne requested that both she and Val work jointly on a position statement and the involvement of wider partnerships and bring a report back to the SCG autumn meeting.

**Decision** – To accept the recommendation as out lined in the report

**Action** – Jayne and Val to work jointly on a position statement and exit strategy on DV services as requested by the CB.

## **8. Family Intervention Project (FIP)**

Rachel went through the report with members and explained some of the issues that have arisen with this provider. Members were surprised to note that even though this is a in house service (adult services provider) they failed to comply with the SP processes. Grave disappointment was expressed by all.

Discussion took place about the need off his type of service and how the concept of FIP is very valuable for the sector. It was noted that the homelessness sector review is coming up and the potential need of this kind of project.

Due to the fact that this project is part funded and quite a few partners are involved in this project, discussion centred on joint reviewing and the need to make sure joint systems are in place i.e agreeing common ground/understanding with other agencies involved. It was noted that lessons have been learnt from this.

David summarised that although members feel disappointed with this provider and accept the recommendation, it is important to think about the next steps, bearing in mind the homelessness review that is coming up and how SCG recognise the need for this type of service.

Also SCG members all agree that lessons have been learnt and CB need to be aware of the potential of joint reviews and joint working.

**Decisions** – To accept the termination of the FIP funding at the end of the contract as of the 1<sup>st</sup> October 2010

**Action** – Rachel to update report and liaise with Sheri Kinbrum re the outcome of this meeting.

## **9. Finance Report**

Gary went through the finance report which sets out

- Key financials for 2009-10
- Projections for 2010-11

Jayne explained to members that the 0.3 million – Better use of Budgets (efficiency of 3%) places an assumption that an efficiency saving will be made corporately

Jenny queried whether money will still be available for the MH sector review. Jayne replied that money has been kept to one side for that final sector review.

## **10. Any other business**

None