

## Supporting People

### Minutes of the Supporting People Strategic Core Group meeting held on Tuesday, 18<sup>th</sup> August 2009 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)
Graham Mynott	Keyhouse Project – Manager (Provider Rep)
Mike Harney	City Homes in Mind (Provider Rep)
Neal Heard	Service User Involvement Worker (Bradford Alliance on Community Care (BACC))
John Hill	Foundation Housing (Provider Rep)
JB	SP Service User
EW	SP Service User
AK	SP Service User
Val Balding	Safer Communities, CBMDC
Sarah Possingham	Access to Housing Manager, CBMDC
Gary Furze	SP Finance Manager
Pam James	Service User Advocate
Jennifer Moran- Whitehead	Bradford District Care Trust (Provider Rep)
John Howarth	Principle Commissioner Older People's Services Adult & Community Services, BMDC
Chris Cobb	Commissioning Manager Learning Disabilities, Adult & Community Services, BMDC
Katie Nutman	SP Service User Involvement Officer
Nina Smith	Safer Communities, CBMDC
Pip Tibbetts	West Yorkshire Probation (Replaces Peter Hart)
Farah Mahmood	SP – Minute Taker

#### 1. Apologies / Introductions

Denis Gale	Commissioner for Children & Young People, BMDC
Guy Van Dichele	SP Accountable Officer and Assistant Director Commissioning Safeguarding Adults (An update on Ruth Ingram is noted in the minutes)
Ruth Ingram	

#### 2. Declaration of Conflicts of Interest

JB - Item 6 – JB  
Sheila Bamford - Item 4 paragraph 3 & Item 6

#### 3. Minutes and matters arising from the meeting held on 23<sup>rd</sup> June 2009

Page 2 – Update on common access path way. Jayne reported that she is still in negotiations with procurement. She will provide an update at the next meeting in October.

**Action:** To provide an update at the next meeting.

Graham queried that the following sentence does not make sense “Jayne stated that there is a debate going on with procurement as this supplier is meeting the remit of what is required under procurement regulations”. Jayne responded that this should read “the software supplier that SP are looking to purchase from have an excellent deal, however because it has to be purchased across the 3 authorities our procurement department are insisting we go down the EU regulations which means using a supplier that has been approved by procurement”.

Page 4 – Jayne & Sheila to meet to discuss a joint response to HCA – Sheila reported that they have met but no action is required from Jayne & Sheila. The National Lobby and HA will be taking this issue forward.

Page 5 – Outcomes Report and the need to link this work with the trail blazer work. Neal requested for a brief explanation on what the trail blazer work is about. Sarah explained the housing options trail blazer work is a large programme that will take place over a couple of years in the district . This is half funded by Communities and Local Government (CLG) and half funded by Working Neighbourhoods Fund (WNF). This programme will look at developing the relationship between homelessness services, housing, people & skills and access and place. The SP outcomes show that there is a direct linkage with the trail blazer programme and housing priorities where they come together and compliment one another.

Sarah suggested for the project manager to attend a SCG meeting & a SU meeting to talk about this programme in more detail. She asked for the SU to contact her should they be interested in the project manager meeting with then to go through the trail blazer programme.

Page 6 – Outcomes report for CB members. Jayne reported that the CB received the report and they were o.k. with it. She informed SCG members that a CLG outcomes subgroup meeting was held yesterday. Jayne requested that she would like to bring a full report/update back to the next SCG meeting.

**Action:** Jayne to bring report on outcomes to the next meeting in October.

Page 7– Swine Flu. All confirmed that they have received information from Jayne re the Emergency Planning for Bradford Council on the Swine Flu epidemic.

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

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

##### **4.1 Delivery Plan**

The high level delivery plan has now been adopted by the CB. The main priorities from the strategy have been incorporated into this.

##### **4.2 Lighthouse Decommission**

Jayne informed members that the Lighthouse group have decided to terminate their contract on the grounds that they feel their business is not in supported housing.

##### **4.5 Substance Misuse service**

Jayne reported that further meetings with the steering group has taken place and members of that group are still recommending the one accommodation based service and this should be complimented with a number of dispersed properties where floating support can be delivered.

Health are very keen to have a model where SU are in self contained accommodation as this will give SU more empowerment and choice.

Jayne added that a number of sites have been identified by asset management and conversations are taking place as which is the most suitable site.

Mike questioned the proposed proportion of the unit and the dispersed units. Jayne responded that it will be a split - 10 units and 10 dispersed unit. Housing are working with SP to secure the units.

David summarized that this model has been thought through and consulted on and this is perceived as the right way forward.

#### **4.6 Attendance Monitoring**

The attendance monitoring statistics from financial year 2008/09 was noted. David informed members that he has met with Ruth Ingram the representative for Safeguarding Adults and she has explained that she has to sit on many boards and she feels that she can't give the time commitment to this board. David has asked Ruth to work with Jayne to identify which agenda's will have items on that are relevant to her on the safeguarding adults agenda. If this is not the case then Ruth has to make herself available through points in the year to look at safeguarding issues.

#### **5. Fixed Capacity Contracts**

Jayne summarised the report on fixed Capacity Contracts. The report looked at the proposal and introduction of the fixed capacity contracts.

A brief discussion took place about this report and the following points were noted for the minutes:

- 5% leeway - Jayne explained that the budgets will be set, so if it is under 5% either way then it will be written off. Anything above 5% will be clawed back eg if it is 8% then only 3% will be clawed back.
- As soon as the fixed capacity contracts commence, the SP Team will speak to each individual provider to negotiate the contract value.
- The inflation rate will be based on the percentage of what they are getting paid for.
- As per the recommendation on the report the CB are to approve and adopt the fixed capacity contracts and SP Team to consult with providers what their income would look like.
- Adopting the fixed capacity contracts would have minimal affect on the budget. The advantage of having this contract is that the figures would be more precise.
- Massive efficiencies in terms of work for both the provider & sp team.

Jayne also mentioned she is hoping to report on the following elements very soon:

- The need to pay providers for the number of support they deliver as opposed to the number of units as the sp team are trying to adhere to the personalization agenda.
- The need to revisit the 2 year contract. Jayne is aware there are a number of SU that require support for more than 2 years.

#### **6. Incommunities – Octavia Court & Dispersed Units**

Jayne provided the group with background information and then went through the report that was circulated with the papers. The following key points were noted for the minutes:

- The council holds a contract for the provision of services. Jayne stressed that this is a separate contract. She asked for members are to bear that in mind.
- Access to Housing & Childrens Services are working together on a strategic plan to fund a brand new furniture service. This would go out to procure and this furniture service would pick up needs across the district.
- The recent annual review has indicated that the service is not up to a level b of the QAF standards. Incommunities have indicated that improvements can be achieved within 3 months.
- The cost for this will be coming out of the unallocated funding budget.
- The move from Norman Bank to Octavia Court was non argumentative given the state of what Norman Bank was in. The turn around in Norman Bank was incredibly quick as no one wanted to stay there. No service user objected to the move to Octavia court.
- The need of supporting advocacy arrangements.
- The eligibility criterion with Housing Benefit (HB) has been checked through. HB has agreed the rent levels and SP have done the VFM. All are satisfied that the correct funding is being applied. No additional costs are expected apart from the furniture service.

- The service in Octavia Court is only funded by rent and SP. No homelessness contract goes into Octavia.

Concern was raised about Incommunities not reaching a level b by June 2010 and it was suggested that should this be the case then we should decommission and put out to tender.

Following a long and healthy debate David summarized that this has been a very complex issue and thanked Jayne and Sarah's team for the work that has been done.

The costs have been qualified and future service cost will be whichever option the group agrees to go with.

Benchmarks have been tested with other similar services and those costs although slightly higher are within tolerance for the sp programme.

The quality remains to be determined for a level b but it would appear that there is enough to convince the SCG that the provider will get to a level b within 3 months. This and the upcoming review in 2010 will be reassured to the CB.

Options have been provided and Option 2 seems like the one financially viable and would be the one to recommend to CB.

Due to disagreement around the table it was decided that this issue would go to vote. It was noted that sp team members are not voting members, only 1 vote on behalf of the SU and everybody else is a voting member.

The proposal is "that the SCG recommends Option 2 with assurance that quality is met within 3 months and also that CB is aware of the upcoming sector review in 2010 which may have implications to this contract".

11 were in favour.

2 were against.

**Decision :-** To recommend Option 2 to the SPCB on the 21<sup>st</sup> September 2009.

## **7. Performance Report**

Gary summarised the performance report that was circulated with the papers. The report sets out the Performance of the Bradford SP Programme for the year ended 31 March 2009 and the review of KPI 2 with recommendations for the future.

Jayne referred to the QAF scores for quarter 1 and pointed out that only 31% has been hit on the QAF at level b in the last financial year whereas 33% was expected. She added that the review for the older persons sector shows that out of 17 providers, only 3 got level b. The homeless and generic sector is currently underway and is not looking too good.

Sheila suggested whether we should not include the older person's figures as there is a tiny amount of work that goes into the SU as compared to a homeless person or somebody with mental health issues. All agreed to this.

**Action:** Gary to take out the figures for older persons and see how the figures reflect against that.

## **8. Complaints & Compliments Procedure**

Jayne went through the policy & procedure for monitoring complaints and compliments and asked the members to note the content of the policy & procedure.

A brief discussion took place about the procedures.

Jayne informed members that the sp team do have complaints, comments and compliments leaflet but it is not made widely available as the sp team expect SU to contact their housing provider should they want to make a complaint. The housing provider should sort out the complaint using their own complaints procedure. If the SU is still not satisfied or the problem re-occurs then the SU can contact the SP Team to register the complaint.

Mike commented that there does not seem to be anything in the procedure to show how the effectiveness of the procedure is assessed. He questioned whether SU know that they can complain to their provider. If they do not feel comfortable speaking to their provider do they know they can contact the sp team? He requested for an annual review of the procedure for both providers and the sp team so that they can monitor the effectiveness.

Nina suggested that SU can speak to fellow residents about any complaints or concerns that they may have.

It was also suggested for the SU can do a piece of work around raising the profile of complaints and also looking at the current procedure and bring back any changes to the SCG.

**Action:** - SP Team to add in an annual review of the complaints & compliments procedure and ask providers to do theirs as well.

**Action:** - SUG to look at the complaints & compliments procedure and bring back any changes to the SCG group.

## 9. Any other Business

9.1 Graham referred to an issue from the meeting in March about InCommunities taking some properties back from ?. He asked what the outcome of that was. Jayne reported that she will provide an update on that in the next lead officer report in October.

**Action:-** Jayne to provide an update on the property's

9.2 Jayne requested an approval from members of opening up another round of the unallocated funding bids. She referred to the previous one last year and informed members that a lot of good projects came in as a result of that and also a lot of work around training, involving SU, support plan etc was done. She commented that this will be an excellent opportunity for one off projects.

**Decision:-** All agreed to extra funding being made available to one off services.

9.3 Following from the item above Jayne requested that she brings a report back to this group in October which looks at funding services that are not funded by SP or that are being funded but have a massive waiting list. She pointed out that this will not be through the normal commissioning route. It will be through a route that stipulates that there are demands out there for which we have the funding in the bank. It makes sense that we spend it on those services.

**Decision/Action :-** All agreed for Jayne to bring a report to the October meeting seeking approval of funding of services that are not currently funded by SP or existing contracts where there is a massive waiting list.

9.4 David referred to 2 reports that are going to the council executive in due course. The 1<sup>st</sup> one relates to the Housing Allocations Policy that Incommunities run on behalf of the council. This applies to all housing associations properties within the district with regards to nomination agreements. This report will also include the new policy for private sector properties.

The 2<sup>nd</sup> report relates to the Hidden Homeless Foundation. A petition was submitted last year after the council had put a number of measures in place to address some of the points of the Hidden Homeless Foundation.

The council executive will be making a decision on both these reports on 08.09.09. David will circulate these reports to the SCG members but stressed the need to keep this information confidential until the reports have been made public.

**Action:** - David to circulate the above 2 reports.

9.5 Pam referred to the Nightstop Project and commented on the valuable service that they provide to homeless people. She questioned whether there is any help that SP can offer to them. Jayne will speak to Bev about this.

**Action:** Jayne to speak to Bev from Nightstop Project

**Date, time, venue for next meeting: 2 p.m. on Tuesday 13<sup>th</sup> October 2009, Lockwood Training Room, Design Exchange.**