

## Bradford Supporting People Provider Forum Meeting

7 April 2011

## 1. Present: (details taken from attendance list completed by attendees during the meeting)

Name	Organisation	SP Client Group	E-mail address
Helen Searle	Horton HA	Administrator for the Provider Forum	helen.searle@hortonhousing.co.uk
Sheila Bamford	Horton Housing Association	Generic Mental Health Alcohol Misuse Teenage Parents Single Homeless Complex Needs Gypsies and Travellers Young People Asylum Seekers and Refugees	sheila.bamford@hortonhousing.co.uk
Michelle Eccles	Accent Foundation		01274 767562
Gary Staniforth	Service User Involvement Representative		Contact via neal@bacc.uk.com
Neal Heard	BACC	Service User Involvement	neal@bacc.uk.com
Andrew King	Service User Representative		Contact via neal@bacc.uk.com
Maggie Colwill	BMDC Supporting People		Maggie.colwill@bradford.gov.uk
Jonathan Saynor	Incommunities (Octavia Court)		01274 257901
Sue Littlewood	Headrow		0113 250 4337
Claire Blacka	Stonham	Mental health & learning disabilities	claire.blacka@homegroup.org.uk
Rubina Bokhari	Bradford Cyrenians	Single homeless men	rubina@bradfordcyrenians.org.uk
John Hill	Foundation	Offenders Mentally Disordered Offenders	john.hill@foundationuk.org
Jayne McDonnell	Aldo House		549409
Jennifer Moran-Whitehead	BDCT		323482
Mike Harney	City Homes in Mind	Mental Health	mike.harney@cityhomesinmind.net
Paul Gartland	Horton Housing Association	Generic Mental Health	paul.gartland@hortonhousing.co.uk

		Alcohol Misuse Teenage Parents Single Homeless Complex Needs	
Kat Skelly	Salvation Army		Kat.skelly@salvationarmy.org.uk
Jennifer Moran-Whitehead	BDCT Mental Health	Learning Disabilities Mental Health	j.moran-whitehead@bdct.nhs.uk
Mark Hird	Bradford Foyer		200500
Tracey Bowmer	Hanover		717407
Corine Campbell	Gingerbread Housing		734285
Pat Smith	BCCP		742345
Kathy Snell	Catholic Care		0113 385 4000
Mary Summers	Catholic Care		0113 385 4000
Angie Cooper	Catholic Care		0113 385 4000
Rehana Begum	MHA		771144
Vicky Yewdell	Disc		223277
Sheree Bosco	Fairweather		777897
Shelley Black	Fairweather		777897
Donya Byrne	Accent		767837
Julie Drake	Blenheim Project		223250
Soo Player	Keighley Women's Aid		01535 210067
Stephanie Inness	MASTS		228980
Mark Hird	Bradford Foyer		200500
Ali Chaudhry	The Salvation Army		731221
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.uk
Yvonne Hall	Palm Cove Society		722765
Gerard Stocks	Palm Cove Society		722765
Sandra Sales	Shipley Women's Aid	DV Women	managerswa@aol.com
Graham Mynott	Keyhouse	Homeless families Generic Refugees Teenage parents Young People at Risk	Graham.mynott@keyhouse.co.uk
Sue	Assisi House		666274

Stevens			
Cobie Laan	MHA		371151
Fareeda Khan	Anah Project		0845 960 6011
Lisa Rowe	Yorkshire Housing		07730 780636
Judy Shorney	Bradford Nightstop		
<b>APOLOGIES</b>			
Kate Royce	Habinteg		
Helen Potts	Housing 21		

### **1 APOLOGIES**

As shown above.

### **2/3 MINUTES OF LAST MEETING and MATTERS ARISING Feb 2011**

None

### **GUEST SPEAKERS**

#### **Hidden Voices: Gary Staniforth**

Gary thanked Neal Heard and BACC for the support received to get Hidden Voices out to press. Next issue will be about addiction/Drug & Alcohol awareness.

12.4.2011 – drop-in sessions being run at Horton Housing Training Centre for clients to start getting involved in any aspect of the publication.

Further thanks to DISC, Horton, Keyhouse, Foundation, Octavia Court for sponsorship of first publication.

Hidden Homeless Foundation – about to register as a Company Limited by Guarantee (Social Enterprise) Current Board: Graham Mynott, Paul Gartland, Mel Golden, Neal Heard, Toby & Suzy from Artworks.

Providers offered their support to Gary and compliments on the first issue. There was brief discussion about advertising, subscriptions and costs. Currently anticipate one magazine every 6-8 weeks.

Jayne Hellowell agreed to see if the Communications Department in BMDC can offer any support.

### **AGENDA**

#### **4 Supporting People: Lead Officer update – presented by Jayne Hellowell**

The Lead Officer update paper was circulated and discussed by those present.

Text in green is comments from the meeting.



## Supporting People

### Lead Officer Update to Provider Forum 7 April 2011

**Report to:** Bradford Supporting People Provider Forum  
**Title:** Supporting People Lead Officer Update  
**Date:** 7 April 2011

#### 1. Current/future reviews

##### Quality reviews

Homeless/rough sleeper QAF only reviews underway. Draft reports due 11 July 2011. Generic reviews have the same timetable.

##### Strategic reviews

It is highly likely that we will start to plan mental health and young person's reviews within this financial year. We have been approached by some providers that want to instigate this in a pro-active way and we will be getting back to the sector to set up initial briefing seminars to set the scene and direction of travel. **Young Persons Sector – briefing is to be held soon so providers can start planning after that (May suggested – to be confirmed).** There will be a similar approach to mental health and will be considered with care services too – likely to be examined this financial year. Linda Peacock is working on this. It was noted that this is under close scrutiny in BMDC as adult & Community Services is one of the largest budgets held.

Note that a new contract management timetable will be issued in due course and that it will incorporate reviews across a much wider care and support sector. **Likely to be Autumn time.**

**18.1.2011 - the meeting considered quality clause in contract management but this is not to be included after lengthy consideration in 4.4.2011 meeting.**

Mike Harney asked about resource impact of QAF on staff in many services – example was given of the E&D Policy, action plan and review – he suggested that there is a lot of work to be done on this but there is little or minimal impact of this in services in Bradford – he suggested that some elements of the QAF be scrapped in Bradford to reduce pressure on staff and the Authority. Other providers noted the value of Equality Impact Assessments and their reluctance to get rid of these tools. Jayne Hellowell noted the legal requirements of the Equality Act to undertake such items. This generated much discussion about the use of Equality Impact Assessments and Fair Access, Diversity & Inclusion. Also about the emphasis placed on data analysis. Practical application of the EIA rather than data analysis approach was suggested. Mike Harney agreed that there were benefits to the EIA's but also suggested that the amount of work to undertake some of these items could be reduced. Claire Blacka noted the use of EIA in Stonham services and the benefits from this - would not want to get rid of QAF. Mike Harney agreed that the Stonham EIA is good and he was not suggesting getting rid of QAF but felt that some elements are not affordable given the pressures on resources currently. Jayne Hellowell noted the remodelling in Bradford and diversity in the sector which would be funded at a sustainable level in future.

It was noted by some providers that they have felt like the QAF is something that is being “done to them” but that they are working with support workers to change this and embed it further as an integral element of what they do.

There was a brief discussion of CQC and compliance/links of this to QAF – it was agreed that this be considered further at the next provider forum meeting.

#### 2. Outcome of SCG/CB special meeting

At the special meeting on 4 April 2011 a number of reports were submitted on the strategic reviews. The outcome of that meeting is as follows:

**Older people – community alarms:** Agreed that the careline call centre service should come in house to be assessed and then we will determine if it is to be tendered out later. At the same time the emergency response service will be developed so that ultimately the 2 will work alongside each other. This is a longer term project with phase one to be completed by November (taking the call centre in house. Note this is subject to Council approval as there is funding from care intrinsically linked to the service. Note little efficiencies will be gained at this stage as funds will need to be reinvested to ensure that equipment is compatible in the transfer.

**Older people – Sheltered housing support service:** Members approved in principle to decommission the funding of traditional warden services by SP and the move to a new service which will consist of:

1. **Community Integration Service.** This is a brand new service which will be tendered out. There will be one service operating across the 5 localities. In each locality the Community integration workers will be responsible for working in sheltered housing to engage service users with low level social activities and contact to prevent social isolation and pick up where support needs indicate they need a support package. In the same way they will also work in the community to pick up where older people are requiring some contact. The key aim of the role is to ensure that the community is integration with sheltered housing tenants and that what is in the community is brought to those services and vice versa. **Tender later in year. Providers could bid for this if delivering housing-related support.**
2. **Floating support.** This service will provide floating support to those that actually need a support package. It enables people in sheltered to opt out where they have no support needs and it will be extended to older people outside of sheltered. It is likely that the authority will put this service in place by going out to tender as we have had little in the way of options put forward by providers.

Note that in many cases sheltered housing wardens have a much broader remit around estate management and so if the provider wants to continue funding this service then this is their decision which is not a matter for SP to be involved in. There will be efficiencies against this service some of which will be reinvested in the community integration service. **Local authority is not decommissioning wardens – this will be dealt with elsewhere by providers.**

**Homeless** – members approved the paper which sets out a model of 4 hubs; one in the north and 3 in the south. These are a combination of providers merging and working together to provide a range of services to which in some cases detail still needs to be agreed. **Some questions about this and how future working relationships/referrals etc will work – finer details still to be agreed.**

Members approved the decommissioning of the Salvation Army hostel. A 12 month decommission plan will be put in place. **Future plan is being discussed with this service provider and TUPE may apply but this is too early for authority to comment. John Hill outlined the importance of local authority taking a view on TUPE and potential risks and liabilities to organisations taking services over.**

There will be 4 services at this stage that will be grouped and put out to tender. These are Octavia Court, Gingerbread, Disc and Fairweather – subject to further negotiation with these providers.

**Violence Against Women** – Negotiations have resulted in 4 hubs; one in the North, South, Central and a specialist BME service. Final negotiations are taking place regarding the detail of level of service that each will deliver. **Mark Hird queried cross-over of North/South boundary – Jayne Hellowell noted that there is no expectation that hubs will only work in boundaries of their area apart from some items such as target hardening etc.**

In all cases if negotiations break down we will have no alternative but to tender the services.

In all cases we will seek final approval to the SCG on 10 May and CB on 6 June 2011.

**Domestic abuse units /services for men** – part of central services to be configured for male victims and gay/Asian men. Mike Harney asked if this 4-hub system might apply elsewhere – Jayne note that there was not a 4-hub system – the authority will examine services, have dialogue and design services from there.

3. **Procure or negotiate?**

In all cases we have maintained that there are benefits to negotiating contracts rather than putting services out to tender. This debate is getting more and more difficult to justify however we have in many cases been able to negotiate to remodel. At this stage we do not know how long the contracts will be issued for – options include 3 + 1 + 1 and we have seen NHS contracts for 5 + 2. However they are based on an ultimate exercise of tendering. We will keep you advised. **Mike Harney queried 6-month clause on contract – this will remain as part of local authority risk management on contracts.**

**Older persons' new services will need to be in place by December 2011 when current contracts end so working back from that date to set timescale for tenders.**

In addition we are getting advice about the use of the Approved List of Contractors (ALOC) and we may well see this being closed and shut down and all future business procured through a full open market tender process. There are pro's and con's to this but we need to be mindful of working to procurement rules so the authority is not open to challenge. **While authority maintain funding to SP services at £19 million they are propping up the sector for approximately £2 million – not sure what the budget will be next year as the authority still has to make savings so the climate remains uncertain.**

**ALOC list – the expiry date of this was queried – Jayne felt this would still be going in future but it is still under consideration. It is likely that items will go to full open tender (through PQQ then tender)**

**Paul Gartland queried the use of frameworks and it was agreed that this route might be used further in future and that it was in place already in the learning disabilities sector.**

**The difference between ALOC and framework arrangements was briefly explained.**

#### Outcomes/Client Records

**Jayne Hellowell noted that BMDC will be contracting with St Andrew's to provide this service directly in future – Helen will circulate details of the new website to all providers.**

#### Vulnerable Person's Strategy

**Meeting on 11.4.11 of the steering group with a view to the strategy being before Strategic Core Group in May.**

For more information on the Supporting People programme please contact us in the first place on:

Email: [supporting.people@bradford.gov.uk](mailto:supporting.people@bradford.gov.uk)  
 Website: [www.bradford.gov.uk/supportingpeople](http://www.bradford.gov.uk/supportingpeople)  
 Tel: 01274 434500

**IF YOU HAVE ANYTHING YOU WOULD LIKE THE LEAD OFFICER TO REPORT ON THEN PLEASE CONTACT HER DIRECTLY IN ADVANCE OF THE MEETING**

## **5 Core Group Feedback (John Hill)**

Much was covered already in the lead officer update.

Items raised included:

**Older people** – service delivery model noted for transitional phase. Funding for 4000 people currently, in future when floating support model is introduced this will work on a 1:40 ratio during the stage when people are “weaned” off support plans. There will be no requirement for immediate removal of services but these services will be assessed in future to deliver services where they are most needed.

Supply and Demand: There is a need to more fully understand in future what fuels both supply and demand and any other further supply such as private sector.

#### Contract Management

How the local authority retains oversight of this where it is passed on to providers and sub-contracting occurs. Jayne Hellowell confirmed that the local authority would still regard this as the contract resting with the contract holder.

#### Housing Benefit

It was noted that strategic negotiations are ongoing with the Director of Housing Benefit in Bradford.

### **6 Regional Provider Forum Feedback**

Next meeting 11 April 2011.

### **7 Any Other Business**

#### Service user Involvement Group

To be held at Kala Sangam (St Peter's House) Thursday 14.4.2011 11 am

#### Bradford Supporting People Provider Forum

A proposal was made that there is now confusion over the name of this group containing "Supporting People" but Jayne Hellowell expressed her desire to retain the brand and programme of "Supporting People" even though there is no specific SP money. There is money in the local authority to fund a "Supporting People" programme so the group name will remain as it is for the time being.

#### Next Agenda

Claire Blacka – to feedback on Safeguarding Adults Board

#### Personalisation/Individual Budgets

Feedback on Learning Disability Framework will be available in future. John Hill noted other work happening in the area around individual budgets issues – noted feedback from Lorraine Regan at the last Lead Officer's meeting. There was brief note of the complications of this for the supporting people programme and a need for providers to keep up to date on these developments.

### **Dates of Next Bradford Provider Forum Meetings**

***All at 10 am - 12 noon at Salvation Army, Leeds Road unless you are otherwise informed before the meeting.***

***2 June 2011***

***4 August 2011***

***29 September 2011***

***24 November 2011***

**COPIES OF ALL MINUTES WILL BE POSTED ON THE BRADFORD SUPPORTING PEOPLE WEBSITE 2 WEEKS AFTER THE MEETING. IN ADDITION TO THIS, COPIES OF ALL NECESSARY MEETING PAPERS WILL BE SENT BY E-MAIL TO ALL NAMED RECIPIENTS TWO WEEKS IN ADVANCE OF THE SCHEDULED MEETINGS.**

[www.bradford.gov.uk/supportingpeople](http://www.bradford.gov.uk/supportingpeople)

**From here please select Groups & Forums from the left of the screen and select Provider Forum.**

**TO ENSURE THAT YOU CONTINUE TO RECEIVE THE MINUTES, PLEASE REMEMBER TO INFORM THE BSPPF ADMINISTRATOR OF ANY CHANGES TO YOUR CONTACT DETAILS OR REPRESENTATIVE**

**CONTACT E-MAIL ADDRESS FOR THE ADMINISTRATOR IS: -**  
[helen.searle@hortonhousing.co.uk](mailto:helen.searle@hortonhousing.co.uk)

### **Core Group Representatives**

#### **Sheila Bamford**

Horton Housing Association, Chartford House, 54 Little Horton Lane, Bradford, BD5 0BS

The range of services provided by Horton Housing Association includes supported housing, floating support, registered care, accredited training and a day shelter and for people who are homeless or in housing need. We provide services for homeless single people, families and couples and a number of our schemes have specialist areas such as diagnosed mental ill health including crisis services, refugee and asylum support, drug or alcohol use including services for young people, teenage pregnancy and teenage parents, offenders, gypsy and traveller support and accommodation management for people with learning disabilities. Details of all our services can be found at [www.hortonhousing.co.uk](http://www.hortonhousing.co.uk)

**Tel:** 01274 370689

**e-mail:** sheila.bamford@hortonhousing.co.uk

#### **John Hill**

Foundation provides support to a range of socially excluded people experiencing housing and related problems. We have a strong focus on working with offenders (including young offenders), young people leaving care and people with severe and enduring mental health problems.

**Tel:** 01422 386910 **e-mail:** john.hill@foundationuk.org

#### **Claire Blacka**

Stonham Bradford, Unit 38/39 Carlisle Business Centre, Carlisle Road, Bradford, BD8 8BD.

Stonham is the largest provider of supported housing and housing related support in England. In Bradford we provide floating support services to people with mental health problems and people with a learning disability. Please see [www.homegroup.org.uk](http://www.homegroup.org.uk) for more information.

**Tel;** 01274 223261 **e-mail;** Claire.blacka@homegroup.org.uk

#### **Mark Hird**

Bradford Foyer, 1 Coates Street, West Bowling, Bradford, BD5 7DL

Bradford Foyer works with young people at risk providing for Supporting People 52 young people with housing & Support. We also have a Learning & Development which provides for residents and non residents Foundation Learning courses linked to media.

01274 200 500

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#### **Graham Mynott**

Keyhouse 130 North Street, Keighley BD21 3AD

Key House provides supported housing and floating support services for: young people; teenage parents; refugees; homeless families; owner occupiers and a generic service. This includes a hostel, shared houses, and private sector leased accommodation – with a full housing management service for private landlords. In addition Key House is a provider of legal advice services: in housing, welfare rights and debt law. Key House is also a provider of accredited training and an NVQ Centre providing NVQs in Housing, Advice & Guidance, Management, Management of Volunteers and Business Administration as well as the A1 Assessor Award. Further details of all our services are available at [www.keyhouse.co.uk](http://www.keyhouse.co.uk).

Tel : 01535 211311 [graham.mynott@keyhouse.co.uk](mailto:graham.mynott@keyhouse.co.uk)

**[Dates of Future Core Group Meetings](#)**

**2-4 pm, Conference Room, 1<sup>st</sup> Floor Olicana House**

<b>26 April 2011</b>	<b>21 June 2011</b>
<b>16 August 2011</b>	<b>11 October 2011</b>
<b>6 December 2011</b>	