

## SUPPORTING PEOPLE NEWSLETTER

# WINTER 2010/11

### A message from your Lead Officer



12 months ago I wrote about change not knowing the scale of what was to come. Whilst there is relative good news nationally about the settlement of funding for the Supporting People programme we do not know what this means locally.

The Council is going through significant changes itself and this affects every department and service. Changes on a scale not seen by many will mean that we all have to think very differently to how we deliver our business.

In this newsletter we present information on the integration into one commissioning team, market development and continued improvements to the way we measure quality assurance. We continue to recognise the valuable role of external agencies and services and will express our enabling role through workshops and dialogue with you so we continue to work together at a time of reduced budgets and increased demand for preventative services.

I would like to thank you all for your hard work and commitment to the Supporting People sector and wish you all a peaceful and restful festive season.

### Integration and learning from different perspectives

In July Supporting People (SP) was integrated into the wider adults and community services structure and the SP programme is now administered by Commissioning (adults & housing related support). This includes officers from SP, domiciliary care, residential and strategic commissioners for all adult services (learning and physical disabilities, mental health, sensory needs and older people). The integration has given us the opportunity to draw on our experiences to strengthen joint commissioning with care and health by learning and sharing our knowledge.

Although Officers work in different roles and carry out different functions there are similarities to be drawn. Close joint working is taking place to ensure a consistent approach to all service areas by Commissioning and we are working across the above areas to learn about one another's roles as we start working in an integrated manner. With regards to contract management, this gives us an opportunity to merge good practice from each of the service areas which will be beneficial to service providers. Work and learning that has been carried out so far has included:

- quality standard visits (residential and nursing homes)
- validation visits (housing related support services)
- risk based validation visits (housing related support services)

- monitoring visits (domiciliary care services)
- attendance at Provider Forums (domiciliary and care homes)
- joint meetings take place between Contract & Quality Assurance officers
- training sessions where officers learn about one another's work and service areas

As part of this process, Paul Marshall, formerly Contracts and Compliance Manager with responsibility for residential and nursing services, and Liberty Mupakati, formerly SP Service Development Officer, carried out a joint validation visit to a refugee service. This was Paul's first validation visit to a SP service following the merger onto one team. His involvement was to bring a fresh pair of eyes to the process, to ascertain where improvements could be made in the validation process and to explore how a single quality assurance process covering the whole of adult and community services could be developed. Paul noted the format of the visit was different from those historically undertaken with care homes, which are regulated and registered by the Care Quality Commission. The refugee service is not regulated by CQC and the validation visit involved a comprehensive in depth assessment of the services provided, involving examining areas which CQC inspectors would normally check.

Observations made by Paul and colleagues will, in the near future, form the basis of one quality assurance framework for all the service areas. This will involve workshops to introduce the new systems and to gather feedback/comments from providers regarding the new framework. We will also be rolling out mystery shopping and service user involvement to include domiciliary care and residential and nursing homes. This will involve working with providers to ensure this is effective and achieves the outcomes required in order to further develop services.

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## Going forward with Quality

The recent contract reviews of young people and refugee services (July to October 2010) resulted in 9 out of the 11 services assessed as succeeding in achieving a level C of the QAF and 2 almost achieved a level B. The effort needed to achieve this outcome from all involved has been really appreciated, and the evident enthusiasm to improve and do well has been impressive. This will continue to build as we work through to the next round of reviews.

The **Quality Improvement Workshops** are up and running throughout November and December 2010 and the bookings are rolling in. As these are almost full, we will be adding more dates for January 2011. Thank

you also to those of you who want to get involved in **Quality Focus Groups** to provide peer to peer support within the Supporting People provider group to assist sharing of good practice and to support policy reviews. Hopefully interest in this opportunity will continue to grow and gain momentum after the programme of Quality Workshops. More details to follow in the next few weeks.

The revised **Quality Assessment Framework (QAF) Guidance for Bradford (Version 10, October 2010)** now offers good practice guidance for levels A and B, and has been well received. While one or two practical queries exist for some providers, the

issues are likely to be easily ironed out through one to one discussions.

The purpose of the work was designed to: increase understanding of requirements within the provider market generally; provide clarity in areas where some confusion was present; and enable the providers and quality auditors to operate more efficiently and succinctly within an enhanced, more streamlined and aligned series of processes.

The work involved increasing the level of detail in respect of the evidence required in order to provide guidance for those providers who are less aware of what is likely to be involved in delivering good practice, and those who are less familiar with the process of generating and collating evidence of performance and practice.

During the writing and re-writing of evidence requirements, standards have been removed where there has been clear repetition, or combined with

others when doing so will enhance the ease of collating and assessing the required evidence.

The total number of standards which have been removed during this revision (C to A combined) was 30, equating to 11% percent of original total. However, the updated version still retains a fully comprehensive series of standards, the management of which remains very process intensive for both providers and the Contract Management Team.

**More quality news** .....we will let you know when we have organised a **quality section on the [www.bradford.gov.uk/supportingpeople](http://www.bradford.gov.uk/supportingpeople) website** where we will be loading up good practice ideas and useful document templates and tools for you to access and utilise in your own services. We will also be inviting others to share some of their work practice for others.

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Quality Champion or tel: 01274 434443

## **Vulnerable peoples housing strategy**

The Vulnerable Peoples Housing Strategy was initiated and received support from the Supporting People Strategic Core Group and Commissioning Body based on the 2008 needs analysis that found a proportion of supported accommodation was unsuitable in respect of design, location and physical condition.

Currently the supported housing agenda is focused on modernising and expanding into different products to meet differing needs and growing service user expectations. Raising the standards of housing related support services will need to be matched by raising physical standards of the accommodation vulnerable people live in. The work behind the strategy is being overseen in partnership with strategic housing and other key partner organisations. There are two important functions of the strategy.

Firstly to establish a clear accommodation strategy that sets out where future investment or disinvestment should be targeted towards in the current supply of key fixed accommodation based schemes (hostels and refuges for different service user groups) in order to make them fit for purpose now and in the future.

Secondly, the strategy will shape the future direction of housing related support services to fixed properties. This will take into account the nature and physical

condition of current provision and be set against the need to decommission and remodel some of this provision into floating support which is a key strategic aim. Housing providers will have a key role to play in this and will be fully engaged throughout this process.

The strategy will be used to try and attract capital investment into Bradford to improve the physical condition of key buildings. Initial prioritisation work has identified 24 fixed accommodation properties where a strategic decision needs to be made over priorities for investment in the future. These properties are a mixture of hostels, refuges and shared accommodation. Detailed information will be gathered on each property through the commissioning of a formal stock condition survey and the pulling together of the strategy itself. This will include various options around funding and the costs and practicalities associated with bringing properties up to the required standards.

The Council will use the evidence from the strategy to inform the Local Investment Plan which will be submitted to the Homes & Communities Agency to bid for capital investment in January 2011. In the longer term, the strategy will enable the development of a range of housing based options for vulnerable people to choose from. It will ensure that housing related support is tailored to individual need and accommodation conforms to a minimum set of standards; is fit for purpose and meets quality expectations now and in the future.

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## **“Open for Business”**

In October the Bradford Council Adult and Community Services hosted two events ‘Open for Business’ bringing together social care and support providers from all sectors to commence a dialogue about the future of social care in our District. This was in conjunction with the publication of Bradford’s Market Position Statement which sets out the Council’s view of the local care and support market and how it intends to behave towards the market. Moira Wilson – Strategic Director, Adult and Community Services and Janice Simpson – Assistant Director, Operational Services Adult and Community Services attended to open the events and Councillor Amir Hussain was present to hear the important messages and discussions that took place. Guest speaker Professor Andrew Kerslake from the Institute of Public Care gave a very stimulating and thought provoking presentation about

national trends in the social care and support market.

Following on from these events, Jayne Hellowell, Service Manager, Commissioning (adults & housing related support) and Paul O’Brien, Market Development Project Lead attended the SP provider Forum on 4<sup>th</sup> November to give a presentation and set out how Adult and Community Services intends to engage with the sector. The Personalisation Agenda has important implications for the housing related support sector and the department will be keen to continue this dialogue to start looking at ways to meet the challenges that lie ahead.

For details visit [www.bradford.gov.uk/bmdc/health\\_well-being\\_and\\_care/adult\\_care/market\\_development](http://www.bradford.gov.uk/bmdc/health_well-being_and_care/adult_care/market_development) or [paul.obrien@bradford.gov.uk](mailto:paul.obrien@bradford.gov.uk) Market Development Project Lead or tel: 01274 437710

## **Access Point goes live!**

The Access Point went live on 15<sup>th</sup> November. This is the new telephony service offering one point of contact to respond to customer enquiries for Adult & Community Services (see summer 20101 newsletter for details).

A new information database supports the Information Officers working at the Access Point in their work and includes information about a range of services provided by the Council, voluntary and community groups and those funded by the Supporting People programme.

As from the 22<sup>nd</sup> November the direct dial number for the Link Worker (01274 434456) will be re-routed to the Access Point and the signposting service offered by Supporting People will now be carried out by the Access Point.

The Supporting People on-line directory can still be accessed from our web page [www.bradford.gov.uk/supportingpeople](http://www.bradford.gov.uk/supportingpeople) and team members can still contact Supporting People on 01274 43500 or individual staff on direct dial. For details click here [M:\Supporting People\Information & Communication\Fact Sheet 2010 Commissioning Team\Commissioning Team Fact Sheet - FINAL September 2010.pdf](#)

## **Personalisation and Personal Assistants**

Since the advent of Personalisation, the pilot areas reported an increase in the demand for Personal Assistants (PA) as an alternative to using domiciliary care agencies.

As we shift from meeting essential needs to outcome-focused care plans, more people are finding that a PA can be useful in meeting their goals e.g. having someone to support them so they can shop for themselves, or to have access to mainstream services as alternatives to day care. This makes more sense to older people; if you've always met your friends on Saturday in Morrison's café or gone to the local pub on Friday night before you had a stroke, would you want to be provided with a bus to a day centre to meet your social needs, or have a PA to support you to continue to do these things you've always done? Not only does this provide a social outlet, it maintains those important relationships in the person's community. This is where we find an increase of interest in having a PA.

People have always had this option via the direct payments route, but it has tended to be something that younger people with physical disabilities or the parents of people with learning disabilities have chosen. People who employ their own staff enjoy building a relationship with the person or people who support them and being in control of what happens and when. However, historically very few older people have opted to have a PA as along with all the benefits of choosing one, also comes the responsibilities of being an employer. If you rely on someone to provide essential tasks, getting that relationship right and being sure that you have cover for holidays and sickness absence can seem onerous, especially if the service-user is ill or vulnerable themselves. For details of the Bradford Voluntary and Community Personalisation Project for older people visit <http://www.bradfordvcsp.org.uk> Although support has always been available to help people employ their own staff via the Direct Payments team, opportunities exist to make finding the right PA easier.

Currently Social Business Brokers, who have been commissioned by the Council, are working with organisations and individuals who are interested in developing this type of service. Click here for more information [www.socialbusinessbrokers.co.uk](http://www.socialbusinessbrokers.co.uk)

Where people don't want to directly employ a PA other organisations, who provide care or support, are looking at how they can change to be more Personalised in their approach and identifying how their services could meet the outcomes identified in people's support plans. This way people can have the benefits of a PA without the responsibilities which for many is an attractive option.

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## **Fulfilling and Rewarding Lives: Bradford's Response to the national Autism Strategy**

The Autism Act 2009 put a duty on the Secretary of State for Health to introduce a strategy for improving outcomes for adults with autism. 'Fulfilling and Rewarding Lives' was published in March 2010 and is the government's strategy for adults with autism. The key statement of the strategy "is about making faster progress in the future to improve the lives of people with autism and their families". The Act also puts a duty on the Secretary of State for Health to introduce statutory guidance for local authorities and local health bodies to accompany the strategy.

Following on from this the first year delivery plan was published in April 2010 setting out the governance structure and the key actions, timescales and responsibilities which will be taken in the first year to support the implementation of 'Fulfilling and Rewarding Lives'.

Key actions and areas for progress have been identified as:

- Increasing awareness and understanding of autism among frontline professionals
- Developing a clear, consistent pathway for diagnosis in every area
- Improving access for adults with autism to the services and support they need
- Helping adults with autism into work
- Enabling local partners to plan and develop appropriate services for adults with autism including:
  - Identification of a lead commissioner for autism
  - Development of a Local Autism Partnership Board

Bradford Metropolitan District Council (BMDC) welcomed the publication of the national strategy and has embraced the first year delivery plan and guidance as a blueprint for local implementation.

Progress so far has included the identification of a Strategic Commissioning Manager with responsibility for autism, the development of a local Autism Commissioning Strategy which will be completed in the New Year, and establishment of a Local Autism Partnership Board. The Partnership Board will consist of Strategic Commissioners and Senior Managers from BMDC, NHS Bradford and Airedale, Bradford District Care Trust, organisations and specialists working with those with autism and most importantly adults who have autism, and parent and carer representatives.

In addition to this the Link Autism Working Group has been established to engage with adults on the spectrum, their parents and carers, and professionals working in services and teams which support those with an autistic spectrum condition and their families. A Parents and Carers Focus Group has also been set up, and one 2 one meetings (face to face, email, and via telephone) are taking place with adults who have autism. These networks are directly informing the development and composition of the local commissioning strategy.

Some of the key areas of development which have been highlighted by those we have spoken to are the need for a clear and consistent diagnostic pathway, effective planning to support a young person with autism through the transition from children's to adult services and the need for staff who are working with or assessing people with autism to receive specialist training in autism to support them.

If you would like to get involved or have your say please contact Linda Peacock Strategic Commissioning Manager (Adult Mental Health and Autism) on: [linda.peacock@bradford.gov.uk](mailto:linda.peacock@bradford.gov.uk)

## **Equality Impact Assessments**

As laid out in its Corporate Equality and Diversity Strategy 2010-2013, Bradford Metropolitan District Council has an ongoing commitment to developing and promoting equality and diversity within the Council and across the district. As part of this Supporting People (SP) have been driving forward standards in Equality and Diversity both within the team but also encouraging best practice after feedback from providers was that more guidance would be appreciated in this area.

With the support of Equality Works, the Commissioning Team have developed two toolkits, one for the use of Providers and one for use in-house. Both of these include a procedure/guidance for carrying out Equality Impact Assessments (EIAs) and includes a corresponding EIA tool. The in-house policy and EIA tool will help the SP team to review its local policies and procedures to ensure that the department fulfils its legal and ethical duties under anti-discrimination and equalities legislation. It has been applied to new policies as they have been developed, and it has become mandatory that they are incorporated into any decommissioning action plans.

The provider toolkit was rolled out as part of a wider training session which was held with Providers to introduce the revised QAF (2009). Whilst the use of the Commissioning Team's specific toolkit in itself is not mandatory, in order to attain level B at C1.4, part of the requirement is that an EIA is carried out when '*producing or reviewing any policy, procedure, function, service or strategy*'. Providers therefore have the option of producing their own or the Team's. This message is further reinforced by Contract & Quality Assurance Officers (formerly known as SDOs) by inclusion in the provider workshop presentation in advance of an annual or sector review.

Generally the feedback from the training was very positive and two further sessions on C1.4 have been held since with Providers. In addition the EIA itself has been reviewed following feedback from Providers, this has particularly scrutinised 'Social Class' as a diversity strand. SP are now proposing that this be changed to 'Socio-economic Issues' and the guidance would be clear that this strand incorporates issues such as low income, low literacy/ innumeracy, poor access to transport/ information/ IT/

services, reduced opportunities to participate in social / public/ cultural life'. In the tool the providers would then be asked to assess 'issues for/ need of those experiencing one or multiple causes of social exclusion.'

To date EIAs have been received as part of the domestic violence sector review, these have been fed up to the Adult & Community Services Equality Champion. Going forward these may be used more pro-actively by the team themselves to identify good practice or areas for improvement.

For more information contact [alexandra.mullett@bradford.gov.uk](mailto:alexandra.mullett@bradford.gov.uk) or 01274 43 5064

## Down To Earth Project

Keyhouse set up its first allotment 5 years ago as an interest of Support Worker Ian Fallon who enjoyed growing vegetables and thought that Keyhouse Service users may be interested in helping at the allotment. Jeff Gordon, Manager, agreed and Keyhouse paid for one of the plots and provided a budget of £250 to purchase materials and tools. The first year was attended by a few very enthusiastic service users who assisted Ian in developing the site and bringing it up to standard regarding health and safety.



Ian promoted the allotments to other support agencies in Bradford and meet with agencies including Yvonne Slater, PATH [www.path.org](http://www.path.org) who was running a programme around healthy eating. In 2009 Path funding was used for a new greenhouse roof and a poly tunnel. Also staff from BCEP [www.bcep.org.uk](http://www.bcep.org.uk) worked with service users two days a week at the site which grew from four plots to seven.

Service users began to come down on a more regular basis and a shelter was built for them to sit and have food and drink.

2010 was a very productive year not just for produce but other joint initiatives e.g. working nationally with the Eden Project on the Places For Change garden at the Chelsea Flower Show for which Down To Earth provided over 350 plants. The garden was the biggest garden ever at Chelsea and was awarded a silver medal. We hope to be working on next years garden at Chelsea.

Down To Earth is now employing allotment workers through the Future Jobs Fund and will be employing more workers for the next 12 months. The contracts for these workers only last 6 months but give vital work experience that they can carry on to future employers. Keyhouse hostel in Keighley and Down To Earth are now in the process of developing a site at the Woodville Activity centre next to Devonshire Park in Keighley. Also, residents at the hostel are involved in this plot and Future Job Fund employees can work towards NVQs.

Down To Earth hosted a very successful open day on 1<sup>st</sup> September with over 100 people attending including people from the media, local community and community groups as well as service users from a wide range of local agencies. Also had away days out to the Dales, tree planting and visited social enterprise growing centres in Clapham and Burnley. These visits were very popular and educational and will be a

regular thing to do with our clients next year. We are also looking at developing clients gardens into vegetable plots so they can eat what they grow in their gardens – we feel that this can be very beneficial to service users in encouraging them to eat more healthily as well as getting some physical exercise. Down To earth is also trying to work with other social landlords to develop gardens in the local community.

Other ideas are in the pipeline include local authority land that is not being used and making these areas into vegetable plots for the local community to grow produce for free. This is successfully happening in Calderdale with Incredible Edible leading the way.

Down To Earth is now at a crossroads due to the Government's comprehensive spending review. This will impact on both the PATH and B CEP projects that may not get re-funded for 2011. These two projects have been vital in moving things forward at the allotments and special thanks to Yvonne Slater for making the project more accessible to other projects in the area and making the Chelsea Flower Show a success. However, Down To Earth will move forward next year due to the commitment of Ian Fallon and the backing of Keyhouse who continue to support it.

For more information please contact Jeff Gordon, Head of Housing, Keyhouse Tel - Direct line: 01274 514621 General Office 01274 738954

## **Service Users Take Action!**

The Supporting People Service User Involvement Group has been working really hard over the last year to look at ways that they can listen to a range of service users' views and make improvements to services through these views. The group has also had a committee for nearly a year now and so elections for a new committee will be taking place in November. The announcement of the new committee will be given in the next newsletter. One of the first tasks for the new committee will be to plan the year ahead and look at how they are going to achieve the objectives that have been set by the group which are as follows:

- All providers to have a service user group
- To develop a communication strategy for the role of the Service User Involvement Group and committee
- To ensure there are improvements to services through service user involvement
- To ensure providers link their service users to the local community
- To establish networks for service users to link with other service users and group. This will also include representatives from provider groups to link with the SP service user involvement group.

The group have been looking at ways to work with providers to record the improvements they make to their services as a result of feedback from service users. One idea they have had is through the Service User Action Plan. The idea has been approved in principle by the Strategic Core Group but work now will be taking place to develop this further in partnership with providers and service users.

For further information please contact Katie Pierce, Service User Involvement Officer on 01274 437694 or [Katie.pierce@bradford.gov.uk](mailto:Katie.pierce@bradford.gov.uk)



## Polytunnel at Queens Grange

You may remember in the summer edition of the SP newsletter the news of Bradford and District Association for Mental Health spending their prize for 100% completion of the SP annual service user survey on a polytunnel.

Here is a photo of the polytunnel, which service users built, and a service user looking after the plants in the polytunnel.

## Year of Active Citizens & Volunteering 2011

Is your organisation or service users doing any work that you consider to be good practice that you would wish to share with people living in the district and partners?

The EU has designated 2011 as the “European Year of Volunteering” and its objectives include recognising volunteering activities and to raise awareness of the value and importance of volunteering.

Throughout next year Bradford Council will promote, celebrate and showcase initiatives that show active citizenship e.g. community and service user involvement with services, volunteering, being a good neighbour, people working together in groups. The aim is to create new opportunities for everyone to get involved and contribute to life in the District, to get involved in the debate on the future of the District and to celebrate active citizens’ contributions and achievements.

If you wish to promote your service’s or service users’ work, initiatives or activities contact [katie.pierce@bradford.gov.uk](mailto:katie.pierce@bradford.gov.uk) or 01274 437694



## News and Events

**Supporting People web page** [www.bradford.gov.uk/supportingpeople](http://www.bradford.gov.uk/supportingpeople)

Our new promotional DVD can be viewed from our web page and at reception areas at City Hall, Jacob’s Well and Manningham One Stop Shop and some libraries.



Also the report Prevention and Personalisation: the case for housing related support can be viewed from our web page.

Prevention and Personalisation was commissioned by Yorkshire and Humber Housing Related Support Group of which Jayne Hellowell is the Chair. It sets out compelling evidence of why investment in housing related support makes sense both financially and emotionally to those in receipt of support. We have produced a shortened pocket size version to be passed to those in decision making roles. Copies available from [jayne.hellowell@bradford.gov.uk](mailto:jayne.hellowell@bradford.gov.uk)

### **How can alcohol services assist in helping individuals and their families?**

Bradford & Airedale NHS are offering a free half day event. For more details and booking form click here <M:\Supporting People\Information & Communication\Newsletters\SP Newsletters\Winter 2010\alcohol conference Dec.doc>

### **Multicultural Britain: Social Inclusion and Discovering our Similarities**

Cyrenians are running these training events. The next round of dates to attend this one-day training are 14th December 2010 and 11th January 2011. For information about the training contact **Humayun Islam on 07868 322723**. Booking forms are available by emailing [caroline@bradfordcyrenians.org.uk](mailto:caroline@bradfordcyrenians.org.uk)

### **Service User Group Meetings**

Please let service users know about these meetings. If service users wish to have a chat about the meetings they can contact Katie Pierce on 01274 437694 or Neal Heard 01274 481590. Dates for 2010 are posted on our webpage.

### **Change of name**

Katie Nutman has changed her last name to Pierce, which is her newly married name. Please change your email to [katie.pierce@bradford.gov.uk](mailto:katie.pierce@bradford.gov.uk)

### **Thank you and goodbye**

Yvonne Latawiec leaves us on 26 November for pastures green – much greener and quite frankly she couldn't get far enough away from us.... an extended holiday to New Zealand.....no offence taken Yvonne and do think of us! The whole team wishes Yvonne all the very best. We thank her for her hard work and being a great member of the team. We will miss you but remember to send us a postcard and keep in touch.

# **HAPPY NEW YEAR!**

