

Bradford Supporting People Provider Forum Meeting

12 November 2009

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

Name	Organisation	SP Client Group	E-mail address
Mike Harney	City Homes in Mind	Mental Health	mike.harney@cityhomesinmind.net
Majella Dean	Catholic Care	Learning Disabilities & Mental Health	majella.dean@catholic-care.org.uk
Michelle Eccles	Accent	Older people	Michelle.eccles@accentgroup.org
Rebecca Garrett	ShIPLEY Women's Aid	Domestic Violence	managerswa@aol.com
Soo Player	Keighley Women's Aid	Domestic Violence	kwomensaid@hotmail.com
Claire Blacka	Stonham	Mental health & learning disabilities	Claire.blacka@homegroup.org.uk
Mark Hird	Bradford Foyer	Young People	m.hird@bradfordcollege.ac.uk
Katie Nutman	Supporting People		Katie.nutman@bradford.gov.uk
Graham Mynott	Keyhouse	Homeless families Generic Refugees Teenage parents Young People at Risk	Graham.mynott@keyhouse.co.uk
GS	Service User Involvement Group Representative		
Harry Whittle	Incommunities	Older persons	harry.whittle@incommunities.co.uk
Donald Graham	Langley House Trust	Ex Offenders	d.graham@langleyhoustrust.org
Helen Searle	Horton HA	Administrator for the Provider Forum	helen.searle@hortonhousing.co.uk
David Hindley	Salvation Army	Single homeless men 18+	David.hindley@salvationsrmy.org.uk
Nicola Manson	Incommunities		Nicola.manson@incommunities.co.uk
John Bell	Incommunities		John.bell@incommunities.co.uk
Jonathan Saynor	Incommunities	Homeless	Jonathan.saynor@incommunities.co.uk
Rubina Bokhari	Bradford Cyrenians	Single homeless men	rubina@bradfordcyrenians.org.uk
Anne Smith	Ripple	Drug & Alcohol services	anne.smith@ripple.org.uk
Kate Royce	Habinteg Housing	Wheelchair accessible	kroyce@habinteg.org.uk

		housing	
Tyler Moore	Supporting People		Tyler.moore@bradford.gov.uk
APOLOGIES			
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.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
MA	Service User Involvement Representative		
Pam Bennett	Incommunities	Homeless	Pam.bennett@incommunities.co.uk
Verena Scrimshire	Places for people Individual Support	Young People	Verena.scrimshire@placesforpeople.co.uk
Carl Smith	Hanover	Elderly	Carl.smith@hanover.org.uk
Kat Skelly	Salvation Army	Single Homeless	Kat.skelly@salvationarmy.org.uk
Joyce Simon	Anah Project	Domestic Violence	joyce@anahproject.plus.com
John Hill	Foundation Housing	Offenders Mentally Disordered Offenders	john.hill@foundationuk.org
Paul Gartland	Horton Housing Association	Generic Mental Health Alcohol Misuse Teenage Parents Single Homeless Complex Needs	paul.gartland@hortonhousing.co.uk
Neal Heard	BACC	Service User Involvement	neal@bacc.uk.com
Eve Stewart & Patty	Queen's Grange	Mental Health	queensgrange@yahoo.co.uk
Jennifer Moran-Whitehead	BDCT Mental Health	Learning Disabilities Mental Health	j.moran-whitehead@bdct.nhs.uk
Ruth Batty	CHAS	Homelessness Prevention	Ruth.b@chasbradford.org.uk

Parveen Younis	BWSP / Oasis Project	Domestic violence	parveen@bwsp.co.uk
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1 APOLOGIES

As shown above

2 MINUTES OF LAST MEETING September 2009

Claire Blacka – service user group under those recorded as present at the meeting should have read “Mental Health & Learning Disabilities”, not “Young People” as stated.

The minutes were agreed as an accurate record of the meeting.

Guest Speakers

Nick Simpson – Common Assessment Framework (handouts circulated in meeting and e-mailed 12.11.09)

Use of CAF will be placed in future contracts with BMDC for people providing services contractually for BMDC.

There is a 2-3 year roll-out for “contact Point” – data record of Children Act 2004.

There was brief discussion about recent OFSTED criticisms of Bradford’s lack of implementation of CAF by 2008 and Nick detailed what is happening now to address this. Priorities in Bradford and government funding delays were noted.

e-CAF in Bradford – a decision has not yet been made about this and some providers noted problem with paper-chase mechanisms in place now. There was some discussion about past e-CAF development and whether this would be local or national but currently nothing is in place in Bradford as they were waiting for a national solution for this rather than developing a separate one.

Nick can be contacted on nick.simpson@bradford.gov.uk if anyone has further questions or would like more information.

John Bell – Choice Based Lettings (Incommunities) (handouts circulated in meeting and e-mailed 12.11.09)

(Note: Following a technical problem, John Bell’s presentation occurred after the lead officer update)

Following John’s presentation Harry Whittle asked about age restrictions on some properties and how this impacted on the allocations highlighted. JB noted that his team offered to consider this issue in the next 3 months with HW and other interested members.

GS expressed concerns about opportunities for people to move from hostel and other accommodation if they do not meet the higher priorities and Nicola Manson noted that this is what the Single Pathway aims to assist with for vulnerable single people. She is attending the meeting in January to discuss this further.

It was noted that the existing HomeHunter Steering Group is a useful forum for these types of discussions and increased attendance would be welcomed – he will circulate dates to the Group. It was agreed that he would also take to the HH Steering group the issue of service user representation in future (to liaise with Katie Nutman about this)

There was brief discussion about the impact of refusals on waiting list position and at the moment there is no restriction at all. JB noted that consideration is being given to limiting the number of bids a person can make during any bidding round and also perhaps restrict to 3 refusals on demonstrably suitable properties leading to suspension from the system for a brief period.

Nicola Manson – Single Pathway (Incommunities) To attend January 2010 meeting

3 MATTERS ARISING

There were no matters arising from the minutes of September meeting.

AGENDA

4 Supporting People: Lead Officer update – presented by Tyler Moore

Items in GREEN Text are minutes from the meeting – the other notes in the lead officer report are from Jayne Hellowell

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



Supporting People

Lead Officer update to Provider Forum 12 November 2009

Report to: Bradford Supporting People Provider Forum

Title: Supporting People Lead Officer Update

Date: 12 November 2009

1. Training on the new QAF

Training has taken place on 20 October 2009. Further guidance/training will be given on equality schemes as set out in the new QAF.

Women's services currently being reviewed using new QAF and they briefly detailed some of the positive changes but also a number of issues due to lack of a specific Bradford guidance. Yorkshire and Humberside guidance is available but is not detailed enough for Bradford.

There was brief discussion about only including one copy of each piece of evidence and then referencing this to relevant QAF section to save much repetition of copies. Mental Health service providers confirmed that this is what they have done and trust this will be acceptable. Tyler agreed that such use of referencing documents is fine in this process.

Some concerns were noted about this being more of a desktop review and less emphasis on validation visits but because this was not known well in advance there had not been sufficient time to prepare for this.

Tyler asked that any such points be fed back into the SP team to try and assist in getting the process right in future.

Mike Harney noted in respect of outcomes driven personalised support planning that there is a shift in what is expected in service delivery even at Level C – concerns were noted about the impact of this in future.

Tyler noted the shift in Bradford and nationally on outcomes of services. Advice to providers is to think more “smartly” on main indicators, economies and cost issues.

Discussed briefly the involvement of service users and issues which need to be considered in establishing realistic targets in future.

Links of QAF to personalisation – Rubina requested future briefing specifically on this.

2. Contract reviews learning disabilities

For providers that hold contracts to support people with learning disabilities they will have been informed that the reviews are on hold because they are being through the Changing Lives programme.

Changing Lives is a programme that will look at existing provision (including day services and residential) with a view to ensuring that people with learning disabilities are offered choice of where they live and how they receive their support.

Some important key steps are taking place over the coming months which are to note. These will inform adult services (including Supporting People) on how we manage future contracts, and by this we mean whether or not decommissioning or remodelling takes place.

- Assessment of person centred plans.
- Training service users to carry out quality checks.
- Joint contract reviews in partnership with adult services.
- Carrying out quality checks.
- Assessment of viability of existing contracts.
- Future commissioning decisions.

Providers who hold contracts with SP for this client group will be contacted soon about our approach.

The programme manager is Steve Clayton and the SP lead is Tyler Moore. Service user involvement is being lead by Susan Moreland.

If learning disability providers receive a request for information from Community Team Learning Disabilities please refer this back to Tyler as all the necessary information is already held by Supporting People and this will avoid unnecessary duplication.

3. Staff update

Christine Brooke is a part time administrator working from Weds lunch.

Charles Barber leaves the team on 17 November 2009

Alison Edge rejoins the team from maternity on a staggered return from 9 November 2009

Full team contact details with email and telephone numbers will be posted on the website.

4. Unallocated funds

An email was sent out on 12th October to all providers (current and on the ALOC) asking for service enhancement proposals for this years unallocated funding round. The closing date was the 6th November 2009. We have received over 40 applications. Over the next three weeks these applications will be evaluate with the successful applicants being notified early December 2009.

Running concurrently to this work, some providers have been asked to submit a report on the funding they received in the 2008/ 09 round. A reporting format and guidance notes were provided for providers to report back on progress and challenges, in particular how the funding enhancement had met its original aims, objectives, anticipated outcomes and provide evidence of these.

The deadline for providers to submit their outcome reports was the 28th October 2009. The Transitions team are currently analysing the information with a view to producing an evaluation report for SCG in December 2009 and CB in January 2010.

Once report has progressed through SCG in December regarding how last set of funding has been spent this information will be made public.

Tyler noted new requirements in funding applications for this round and how this affects key indicators.

5. Regional update

Regional Strategy brief is in the final stages of development with a view to tendering the work out in December.

6. Annual review vs sector review

A reminder of the difference between the annual review and the sector review:

Annual review

Every service holds a contract with SP. This is usually for 3 years. During the 3 years SP will carry out 2 annual reviews. The annual review assesses full value for money including cost, quality, performance and service user feedback. This tells us how the service is performing during the life of the contract. It is designed to aid continuous improvement. SP may take decision relating to the service at the point of annual review and this will depend on how the service is operating. Action plans are often put into place to aid service improvement.

Sector review

Sector reviews are carried out to assess how all contracts relating to a particular client group have been performing. Contracts relating to each client group should or will in future expire at the same time. Sector reviews are therefore carried out 6 months before the expiry date.

The sector review will look at the client group and assess what the strategic needs for that client group are. They will then take the information on the review of existing contracts to see how they are performing.

The outcome of this exercise is to inform SP on whether there is a strategic demand for the client group and whether or not existing contracts deliver that need. If they do and they are performing to the expected standards (based on annual reviews) then SP may extend the contract. If they are not decisions will be made relating to remodelling or decommission. SP may wish to commission brand new services as a result of the sector review.

In addition to the note from Jayne, providers have no problem with the framework/theory but noted that there is little difference between the two processes either individually or collectively. There is much confusion in sector reviews as schemes are not being asked to demonstrate their strategic relevance – questions are more about the individual service. SP team might be asking other organisations if for example the Domestic Violence services are strategically relevant.

From a provider perspective there is no difference between the reviews – only difference at the moment is the annual review is on the old QAF and sector review on new QAF (Young People and Teenage Parents)

Tyler agreed to feedback these comments to SP team and advised that 5 provider representatives raise this at Core Group in near future.

TM highlighted his thoughts about what sector review examines strategically in terms of identifying gaps or need to modernise services – not about the quality of individual services.

Following further discussion it was noted that Bradford has undergone some transformation in a short space of time and this process is still ongoing. Providers reiterated their concern about the volumes of work required to send all evidence to the 'desk top' review and asked if the previous year's evidence would be enough for the sector review.

Providers also felt they should have more involvement in the strategic aspects of sector reviews.

Mike Harney agreed to raise these comments with Jayne and seek advice from her on which other forums to raise this issue at.

7. Outcomes training

Providers are aware that the forum set up an outcome sub group to set guidance on how SP manages and monitors the CLG outcomes data in relation to contracts. Progress has been made and information will be brought to the next forum on 14 January 2010, noting that if any providers want to see progress to date to contact Gary Furze and/or request data/minutes from the sub group.

A key issue has been raised through the sub group in relation to training providers on outcomes. A consultation exercise has taken place asking if providers needed training and whilst the response wasn't overwhelming, it did suggest that the provision of training would be useful.

The main intended purpose of the training is for providers to understand the relationship between support planning and the CLG outcomes and how SP audits, monitors and reports on this data. The training would also cover how to complete the CLG outcomes form (in relation to the support plan and technically).

Jayne Hellowell provides such a training course and has agreed to hold 3 days training in January. Information will be sent out to invite providers who are asked to identify one key person to attend from their organisation. Note that whilst the training has been designed for front line staff it is geared to assist managers in delivering outcomes based support planning and therefore it is assumed that providers will send someone at management level who can take the lessons learnt back to their organisation. SP contracts with 59 organisations and there will be 45 places available over 3 days. If demand outweighs places a further day will be provided. If demand is low providers can request a second place which will be allocated on the basis of demand.

Concerns were noted that not enough information is being given to providers about changes required in terms of outcomes i.e. from the outcomes sub-group.

Training is expected in January from Gary Furze.

MH gave brief details of outcomes sub group and anticipated sector targets being set to achieve following January training. TM encouraged providers to challenge targets if they are felt not to be realistic. Mike Harney noted anticipated issues with national benchmarks being used along with practical difficulties of shifting service provision to meet the changing environment.

Tenancy Ready

Phase 2 starts 23 November 2009

Four organisations are participating in phase 2 delivering Tenancy Ready. Noted John Sloane's aspiring concept to a set of standards, governing Tenancy Ready standards across the board. Robust measures of 12-13 standards are to be tested and established in next 6 months.

What is it? How does it work? A Bradford guide and standard of tenancy readiness is being developed.

Claire Blacka voiced concerns about how open the programme is and possible confusion for clients and landlords – she would prefer fewer options.

TM noted that it is hoped that a set of core standards will be established but how providers meet this is being left quite flexible – there are some really good models (accredited or not) being delivered in services in Bradford – trying not to be prescriptive about the one that has to be followed.

CB still felt that fewer options would be preferable. Donald noted that there was a need to ensure that a standard certificate is used for landlords which focuses on client having met the standard rather than the courses/model through which they achieved this. He further queried any advantages/benefits for clients if they have such a certificate i.e. would they have lower bond or any advantage in bidding process etc?

GS suggested that the advantage to the client is about personal achievement, not additional "cherries" but bonds for some clients is a real problem to accessing tenancies.

TM noted that as part of phase 2 there are three sub-groups to consider various items and where this type of dialogue should occur

1. Delivery
2. Services users/clients
3. Outcomes

RB asked that the outcomes group in this consider the different needs groups very carefully. TM noted that four services currently selected by this group and some detailed issues are being considered.

For more information please contact us on:

Email: supporting.people@bradford.gov.uk
 Website: www.bradford.gov.uk/supportingpeople
 Tel: 01274 434500

5 Core Group Feedback

Mike Harney and Harry Whittle present at today's meeting.

Little to add to Lead Officer update.

MH noted that some consideration was given to funding for MAPSS, Bradford Foyer and Bradford Day Shelter.

Mystery Shopping Exercise – concerns noted about BMDC front line access points/services – Katie Nutman noted that it has been proposed that this be taken to a corporate level within BMDC.

Service User Governance group – KN noted developments ongoing to try and ensure greater representation at a more strategic level in future from a wider group of service users.

6 Regional Provider Forum Feedback

N/A this meeting

7 Any Other Business

Safeguarding Adults Board

Moira Wilson Chairs this group and it was noted that there has been a request through Ruth Ingram for representation from the Provider Forum – Claire Blacka volunteered to attend and this was agreed by those present.

Graham Mynott – Key House

Information was circulated about a future training programme “Engage to Change” – this is aimed at front line workers and mapped to new QAF at Level B. More information will be sent out to the group in near future.

At the moment costs are under consideration but will be approximately £340 per person if some external funding can be accessed. Places are limited to 15 per programme but it is hoped that 6 programmes will be run next year (currently two are planned). This is a CIH Level III award – accredited to half way towards achievement of a Level III certificate.

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.

14 January 2010
11 March 2010
6 May 2010

1 July 2010
9 September 2010
4 November 2010

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

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

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 wet garden 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

Tel: 01274 370689 **e-mail:** sheila.bamford@hortonhousing.co.uk

Harry Whittle

Incommunities is the largest provider of social housing in the District, owning and managing about 22,000 properties. As well as accommodation, Incommunities provides a wide range of services including support services for older persons and intensive housing management for vulnerable households

Tel: 01274 254410 **e-mail:** harry.whittle@incommunities.co.uk

Jenny Moran-Whitehead

BDCT Headquarters, Level 4, New Mill, Saltaire, Shipley, BD18 3LD

The Care Trust provides a range of housing related support to adults recovering from mental ill health and adults with a learning disability. 335 places are provided across Bradford and Airedale.

Tel: 01274 223423 **e-mail:** jennifer.moran-whitehead@bdct.nhs.uk

Mike Harney

City Homes in Mind, Aire Valley Tradeforce Limited, Tradeforce Building, Cornwall Place, Bradford, BD8 7JT

City Homes in Mind provides housing related support and housing management to people suffering mental distress. We have 20 self contained flats in Manningham.

Tel: 01274 822333 **e-mail:** mike.harney@cityhomesinmind.net

John Hill

Foundation Housing provides housing related services for single homeless people. Much work is undertaken with offender groups.

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

Dates of Future Core Group Meetings

2-4 pm, Conference Room, 1st Floor Olicana House

8 December 2009

2 February 2010

30 March 2010

25 May 2010

20 July 2010

14 September 2010

9 November 2010