

Bradford Supporting People Provider Forum Meeting

23 July 2009

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

Name	Organisation	SP Client Group	E-mail address
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
Helen Searle	Horton Housing Association	As above	helen.searle@hortonhousing.co.uk
Janice McNamara	St Anthony's Project	Hostel drug/alcohol	jmcnamara@claverhall.org.uk
Fatum Matoj	Safe Haven Yorkshire	Refugees	Fatummatoj@yorkshirehousing.co.uk
Donald Graham	Langley House Trust	Ex-Offenders	d.graham@langleyhousetrust.org
Vicky Yewdall	DISC	Substance Misuse	Vicky.yewdall@disc-vol.org.uk
Michelle Eccles	Accent	Older people	Michelle.eccles@accentgroup.org
Mike Harney	City Homes in Mind	Mental Health	mikeharney@orange.net
Pam Bennett	Incommunities	Homeless	Pam.bennett@incommunities.co.uk
Majella Dean	Catholic Care	Learning Disabilities & Mental Health	majella.dean@catholic-care.org.uk
Ruth Batty	CHAS	Homelessness Prevention	Ruth.b@chasbradford.org.uk
Jennifer Moran-Whitehead	BDCT Mental Health	Learning Disabilities Mental Health	J.moran-whitehead@bdct.nhs.uk
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.uk
Suzi Pullan	Together Women project	Female Offenders	Nicola@twpyandh.org.uk
Rubina Bokhari	Bradford Cyrenians	Supported Housing for Homeless Men	rubina@bradfordcyrenians.org.uk
Donya Byrne	Accent	Older people	Donya.byrne@accentgroup.org
Rebecca Garrett	Shipley Women's Aid	Domestic Violence	managerswa@aol.com
Soo Player	Keighley Women's Aid	Domestic Violence	kwomensaid@hotmail.com
John Hill	Foundation Housing	Offenders Mentally Disordered Offenders	johnh@foundationhousing.org.uk
Sarah Clark	Stonham	Mental Health & Learning disabilities	Sarah.clark@homegroup.org.uk

Claire Blacka	Stonham	Young people	Claire.blacka@homegroup.org.uk
Mark Hird	Bradford Foyer	Young People	m.hird@bradfordcollege.ac.uk
Rehan Shah	Foundation Housing	Offenders Mentally Disordered Offenders	rehanshah@foundationhousing.org.uk
Katie Nutman	Supporting People		Katie.nutman@bradford.gov.uk
Sue Stevens	Assisi House	Single homeless	Susan.stevens@assisihouse.co.uk
Amanda Newman	Places for people	Young people	
APOLOGIES			
Parveen Younis	BWSP/Oasis Project	Domestic Violence	parveen@bwsp.co.uk
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
Graham Mynott	Keyhouse	Homeless families Generic Refugees Teenage parents Young People at Risk	Graham.mynott@keyhouse.co.uk
Zoe Bawn	United Response	Young People & Adults Learning Disability & Mental Health	zoe.bawn@unitedresponse.org.uk
Joyce Simon	Anah Project	Domestic Violence	joyce@anahproject.plus.com
Kat Skelly	Salvation Army	Single Homeless	Kat.skelly@salvationarmy.org.uk
Jeff Gordon	Homekey	Homeless families Generic Refugees Teenage parents Young People at Risk	Jeff.gordon@keyhouse.co.uk
Julie Drake	Blenheim Project	Domestic Violence Homeless Families	Julie@blenheimproject.org
Lorraine Reagan			

1 APOLOGIES

Noted. Lorraine Reagan – HS to arrange for attendance at September meeting.
John Bell – to attend next meeting.

2 MINUTES OF LAST MEETING 28 May 2009

One correction to John Hill e-mail address. Otherwise agreed as a correct record.

3 MATTERS ARISING

Item 1 Page 5: Review dates for Domestic Violence and Mental Health Services

October 2009 – Sector review to look at need for domestic violence service and also how existing services perform

October 2009 – Mental Health annual review

Updated timetable information will be made available on the supporting people website

Pam Bennett queried Gary Furze presentation and benchmark data and when these will be received. Jayne noted that benchmark figures are dynamic and when refreshed/updated will be made available. It was noted that the average amount for older peoples services was £19, Bradford is paying between £4- £11 – not enough.

Page 6: Poetry competition – it was confirmed that information has been circulated by Neal Heard

AGENDA

4 Stonham – New Services

Sarah Clark – Area Business Manager

Claire Blacka – Service Manager (Bradford)

Gave details of two new long-term services in Bradford. Each service is available for up to 45 clients on a floating support basis. Men and women aged over 16+

One service is for people with Learning Disabilities and the other is for people with Mental Health issues.

Electronic packs are under development with clients and a lunch date is planned for September 2009 at Carlisle Business Centre. Other providers were invited to contact Claire if they wish to have displays or information at this event.

Claire is also available to do presentation or visits other services if people wish to find out more.

01274 223261

claire.blacka@homegroup.org

5 Supporting People: Lead Officer update

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



Supporting People

Lead Officer update to Provider Forum 23 July 2009

Report to: Bradford Supporting People Provider Forum

Title: Supporting People Lead Officer Update

Date: 23 July 2009

1. Introduction of the new QAF

Providers have been sent a brief from Supporting People on the transition to the new QAF. The main points are:

In order for SP to implement the revised QAF a number of key actions need to take place, these are:

- Training of the full team
- Training of providers
- Writing of guidance documents for all levels of the QAF from C to A
- Service user awareness raising of the changes to the revised QAF
- Consultation of service users in terms of targets for the revised QAF levels

The new QAF will therefore be introduced as follows:

1. The existing QAF to remain in place until the end February 2010, validations to continue on that basis.
2. Providers may choose to use the revised QAF if they so wish and the SP team will support them with this if they prefer. Providers must make this clear to SP prior to the review.
3. All services to reach level C of the revised QAF at the first review
4. All services to reach level B at the second review.
5. Providers to be given the opportunity to work on level B or indeed A if they so wish and supported to do this by Supporting People.

2. Raising the standards

3 main reviews have now taken place. The sector review for young people/teenage parents, older persons and we are in the final stages of reviewing homeless services.

Young people/teenage parent outcomes

13 services attained a level B

2 issued with service improvement plans (1 now issued termination on contract)

1 decommissioned due to voluntary liquidation

Older people outcomes

3 services attained a level B

13 issued with service improvement plans

Homeless/generic – to date

1 currently at level B

12 currently at level C

32.1% at level B to date. 33% target was set by service users – new ones will be set in Autumn 2009

Would have attained 47.6% if all older persons support providers had attained level B.

3. Staff update

Katie Nutman appointed as Service Development Officer

Unsuccessful recruitment for Transition Manager

Recruiting Transition Officer interviews 3 and 4 August.

Hannah Hatchman leaving Supporting People to another service

Raminda Dhotka joining team 1.9.09 (Older Persons Social Worker)

4. Key priorities coming up

Service reviews continue.

Commissioning activity. 15% of services currently floating support – no specific target in Bradford but JH noted a number of local authorities have 50-60% JH still feels there is a need for supported housing. Tenders out by October and services to be operational by end of year and running in first quarter next year. Briefly discussed amounts available for Handypersons/small repairs service in future.

Mystery shopping and improving access. Mystery shopping in September 2009.

CLG outcomes monitoring.

Equality training including implementing Equality Impact Assessments. These will be used on Domestic Violence Reviews. SP team will be trained initially but JH will see if Equality Works can deliver training. R Garrett queried available training and also flexibility if services achieving new QAF on most items via service improvement plans – JH confirmed this

5. Regional update

Regional Strategy development. Steering group in place. Yet to meet. JH chairs this group of regional lead officers. New regional strategy is being commissioned for use to influence Regional Integrated Strategy from March 2010.

6. Personalisation

SP has been working on the Resource Allocations System and the self assessment form being drawn up to use for individual budgets. SP has requested that its current format is tested on some case studies and will be asking for volunteer providers to assist.

Not just about individual budgets – much about individual choice. JH is working with “Inpower” consultants currently – will pilot with some case studies from providers to test how Resource Allocation System works. Older Persons and Physical Disabilities client group case studies have been tested but will see if this can be extended to others. Jenny Moran Whitehead noted the difficulties of testing this in Care Trust on 30 case studies – will liaise directly with JH. Jayne is keen to assess show questions are being asked – if interested in joining working group please contact Jayne directly

For more information please contact us on:

Email: supporting.people@bradford.gov.uk

Website: www.bradford.gov.uk/supportingpeople

Tel: 01274 434500

6 Core Group Feedback

SB detailed that much of the meeting was similar to details already outlined in Lead Officer feedback.

Feedback (minutes attached) from Jenny after attendance at meeting with Neal Heard - any further ideas can be fed back directly to Jenny please. JH thanks Jenny for her input on this.

Capital Funding for Supported Housing

Mike Harney noted the useful discussion on this (mainly in respect of substance misuse). Sheila Bamford offered brief details of the debate about approach taken to meeting the needs of substance misuse/complex needs groups through housing related support or floating support models. This is likely to be an ongoing discussion. Some Commissioners think of a particular model such as hostels but providers are trying to move discussion on to consider other models too.

Jayne updated from the steering group on 22.7.09 – still feel there is a need for an accommodation based model. Some financial modelling is being considered but also considering the purchase of dispersed housing (8-10 units may be available from 125 units planned for Bradford in future)

CLG Outcomes

John Hill reported that this is becoming more sophisticated for local, regional and national comparisons. Consistency across the sector is not clear so it may be worth considering some training across the sector.

Pre-tenancy – a number of models are circulating. The service user group has named this “passport”. Concerns were noted about how accommodation providers would interpret this – providers asked if this could be monitored in its application. JH agreed that a clear message was essential and felt that the choice of calling this “passport” could be challenged and that Katie could take this back to SU group.

Main concerns about support plans being up to date and clear links to CLG outcomes – relationship between these must be understood by frontline Support Workers.

7 Regional Provider Forum Feedback

There are strong links now with this group as Sarah Clark, John Hill, Jayne Hellowell and Sheila Bamford attend.

The minutes from this meeting are on the Supporting People website under “Regional Work”

A key item in the last meeting was Regional SP Strategy – the specification for this is being considered by the steering group.

Commissioning arrangements – how effectively SP links to LAA in different parts of the region is to be considered.

SB noted that NHF lead SP person attends the meeting occasionally and has good overview of national occurrences in SP programme – noted that this person also has access to Ministers nationally.

Clear links to Local Strategic Partnership also noted via Geraldine Howley’s attendance.

Jayne noted that Kris Hopkins is keen that SP in Bradford remains as a department in its own right. Roz Hall (LSP Director) is meeting with Jayne to examine 3rd Sector involvement and SP.

Sarah Clark queried map of LSP “The Big Plan” was noted – available on www.bradford.gov.uk – this details some of the structures in Bradford. It was

noted that a number of Bradford directors sit on relevant forum and Jayne is keen to ensure 3rd Sector representation.

Procurement Conference – 10.9.09 – Leeds

Aim to get a spread of people attending to consider good practice. Charles Barber is organising this – limited places available.

It was noted that Charles Barber's secondment to SP from Foundation will end soon.

Jayne noted that she would be leading on a restructure of Regional SP Group in future.

Pam Bennett queried supported housing gateway – Jayne noted negotiations with procurement currently. Noted that there is little will to continue this regionally but locally there is.

8 Elections

Terms of Reference note that this will be held annually – last time was 17.7.09.

Current Representatives are detailed at the end of the minutes.

Due to forthcoming changes in the sector it was felt that it would be helpful to have someone on the group with older person experience as a representative.

Following brief discussions Sarah Clark nominated Claire Blacka for election which along with existing representatives wishing to continue means that an election process is triggered. This formal election process was agreed with Mike Harney too as Deputy Chair.

Elections for: Chair, Vice-Chair and remaining three Core Group Provider Representatives

11 Any Other Business

Sheila is unable to attend a forthcoming meeting and it was agreed that Mike Harney would chair this in her place. Since the meeting SB has confirmed that it is the November meeting that she cannot attend).

Swine Flu

Mark Hird queried information about this. Recent Council information for circulation was noted and Rubina Bokhari also noted information via NHS. Jayne is attending adult services swine flu working group.

- Treatment not containment
- Contingency planning for staff epidemic
- National telephone line – not GP's and casualty
- Most cases can be treated like flu – sensible message

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.

17 September 2009

6 May 2010

12 November 2009
14 January 2010
11 March 2010

1 July 2010
9 September 2010
4 November 2010

AS AGREED ON 28 JUNE 2007, 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:** sheilab@hortonhousing.co.uk

Graham Mynott

Keyhouse Project, 130 North Street, Keighley, BD21 3AD

We provide housing related support to the following 5 client groups: young people at risk, single homeless, refugees, homeless families and teenage parents. We use a mixture of Incommunities, other RSL and private rented accommodation to deliver our services and use 3 property types: self-contained units; shared houses and a hostel. We have services across the Bradford District.

Tel: 01535 211311 **e-mail:** graham.mynott@keyhouse.co.uk

Cath Gormally (Jenny Moran-Whitehead acting up in this role currently)

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:** mikeharney@orange.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:** johnhill@foundationhousing.org.uk

Dates of Future Core Group Meetings

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

18th November 2008

13 January 2009

3 March 2009

28 April 2009 (City Training venue!!)

23 June 2009

18 August 2009

13 October 2009

Involving Carers in the Supporting People Programme 14th July 2009

Present: Jenny Moran –Whitehead IBDCT) & Neal Heard (BACC)

Purpose of the meeting: To look at ways that carers might be further involved in the SP programme.

	Action
<p>Neal gave a bit of background information about work carried out so far to involve carers contact with Carers Connection & Carers Resource – info in Newsletters etc</p> <p>Talked about the different groups that might have carers including: -</p> <ul style="list-style-type: none"> • Older people • Mental health • Learning disability • Homeless People • Drug & alcohol • Physical disability • Vulnerable young people • Teenage parents • HIV & Aids <p>All SP client groups may have involvement of carers – with some client groups there may be problems around involving carers – abuse in the past, confidentiality from the service user perspective.</p> <p>Jenny explained that In the Care Trust carers may already be engaged in a variety of ways e.g. Open days & coffee mornings etc</p> <p>Care Trust has different Care Groups: -</p> <ul style="list-style-type: none"> • Mental Health • Learning Disability • Forensic Services • Child & Adolescent • Drug & Alcohol • Older People • Social Care & Inclusion – this includes social work & housing related support <p>Each Care Group has an officer with Lead responsibility for Carers. There is a trust wide service user & carer involvement group that meets monthly.</p> <p>Neal explained that in addition to BACC, who are commissioned</p>	<p>Jenny to gather evidence of engagement that's already taking place & make a link with these carers</p> <p>Neal to send</p>

<p>to facilitate & support the development of the Supporting People Service User Involvement Group – the group aims to involve current & recent ex-service users, potential service users, Carers & advocates in the SP programme, a service user involvement officer has just been appointed to the SP team – Katie Nutman. Lack of involvement of carers identified as a weakness by audit commission.</p>	<p>Jenny Katie's contact details.</p> <p>Katie to be invited to trust wide SU & Carer IG</p> <p>Jenny to send Neal email contacts of all Care Group leads for carers. N to contact all of these & then include them in all future SUIG mailings</p>
<p>Mandy Lewis the carers development worker for MENCAP – has been receiving reports about the group for sometime – she contacted Neal yesterday to say she would attend the August 6th SUIG group.</p>	
<p>SP in their commissioning plan is seeking to develop a floating support scheme for young carers. Barnado's support a young carers group for families with mental health problems. – Jenny to get the contact details for Neal 481183</p>	<p>Number supplied</p> <p>Neal to suggest SP talks to this group</p>
<p>Jenny suggested Neal also contact Gillian Anderson at Making Space who has a role in involving carers of people with mental health problems</p>	<p>Neal or Katie to contact 0845 111 4440</p>