

Bradford Supporting People Provider Forum Meeting

14 January 2010

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

Name	Organisation	SP Client Group	E-mail address
Harry Whittle	Incommunities	Older persons	harry.whittle@incommunities.co.uk
Ruth Batty	CHAS	Homelessness Prevention	Ruth.b@chasbradford.org.uk
Majella Dean	Catholic Care	Learning Disabilities & Mental Health	majella.dean@catholic-care.org.uk
Mark Best	ASBAH (Five Oaks Housing Scheme)	Physical & Sensory Disabilities	markb@asbah.org
Claire Blacka	Stonham	Mental health & learning disabilities	Claire.blacka@homegroup.org.uk
Jeff Gordon	Homekey	Homeless families Generic Refugees Teenage parents Young People at Risk	Jeff.gordon@keyhouse.co.uk
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.uk
Shelley Pawson	Bradford Working Women's service		Shelley.pawson@bradford.nhs.uk
Mark Hird	Bradford Foyer	Young People	m.hird@bradfordcollege.ac.uk
Graham Mynott	Keyhouse	Homeless families Generic Refugees Teenage parents Young People at Risk	Graham.mynott@keyhouse.co.uk
Marlene Thomas	Fairweather Project	Women with mental health issues (housing)	marlene@fairweather.uk.net
Rebecca Garrett	Shipley Women's Aid	Domestic Violence	managerswa@aol.com
John Hill	Foundation Housing	Offenders Mentally Disordered Offenders	john.hill@foundationuk.org
Rubina Bokhari	Bradford Cyrenians	Single homeless men	rubina@bradfordcyrenians.org.uk
Joyce Simon	Anah Project	Domestic Violence	joyce@anahproject.plus.com

Mike Harney	City Homes in Mind	Mental Health	mike.harney@cityhomesinmind.net
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
Frank Barnes	Langley House Trust	Ex-offenders	frankbarnes@langleyhoustrust.org
Kat Skelly	Salvation Army	Single Homeless	Kat.skelly@salvationarmy.org.uk
Jonathan Pitts	Salvation Army – Lawley House	Singles Homeless	Jonathan.pitts@salvationarmy.org.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
Amanda Bolton (in Helen Searle's absence)	Horton HA	Administrator for the Provider Forum	helen.searle@hortonhousing.co.uk
APOLOGIES			
Nancy Plowes	Shared Lives	Shared Lives is a council run service for adults with learning disabilities. We provide short breaks and full time care and support	Nancy.plowes@bradford.gov.uk
Jennifer Moran-Whitehead	BDCT Mental Health	Learning Disabilities Mental Health	j.moran-whitehead@bdct.nhs.uk
Sue Stevens	Assisi House	Single	Susan.stevens@assisihouse.co.uk

		homeless	
Soo Player	Keighley Women's Aid	Domestic Violence	kwomensaid@hotmail.com
Anne Smith	Ripple	Drug & Alcohol services	anne.smith@ripple.org.uk
GS	Service User Involvement Group Representative		
MA	Service User Involvement Representative		
Sinead Ryan	Patch 22		
Parveen Younis	BWSP / Oasis Project	Domestic violence	parveen@bwsp.co.uk

1 APOLOGIES

As shown above.

2 MINUTES OF LAST MEETING November 2009

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

3 SINGLE PATHWAY

Nicola Manson – Single Pathway (Incommunities) had been invited to today's meeting, but wasn't able to attend.

4 MATTERS ARISING

Page 3 – Dates of HomeHunter Steering Group. GS wished to attend meeting with John Bell but Claire Blacka concerned that John Bell had forgotten some of the issues raised at the last meeting.

Page 7 – Tenancy Ready. Mark Hird reported that meeting this morning had been called off, so nothing much to report until the meeting actually takes place.

Mike Harney reported that four providers had met regarding the Tenancy Ready pilot, but it was felt that the document was cumbersome and needed some changes to it. A group of service users were due to discuss further, but because the initial meeting was cancelled, their meeting had to be cancelled also. John Hill added that any model could be chosen as long as it complies with the key strategies. Rubina Bokhari queried this, as she was under the impression that Supporting People wanted everyone to use the same form. Paul Gartland added that even if the Framework was in place by 1 April 2010, then those providers who haven't been involved in the pilot would need time to implement it.

AGENDA

Single Pathway

As Nicola Manson wasn't able to attend the meeting, Sheila Bamford asked if anyone else was able to provide information regarding Single Pathway. Harry Whittle was able to provide the following information. The Single Pathway is a way of gaining a route into supported accommodation where support needs have been identified and a support package is already in place. This process needs to have happened before the client moves into accommodation. Nicola is the Single Pathway Co-ordinator and referrals can be made direct to her; Nicola is effectively a clearing point for referrals and this may make it easier for those clients who have

had difficulties in the past. The Single Pathway is intended to assist clients into accommodation with the aim of sustaining their tenancy and, if refused, should be provided with a clear reason why they have been refused.

Mark Best asked if this could be passed onto others in Supported Housing. Harry Whittle reported that, yes, the ambition was to make other housing stock available.

Harry went on to report about the Single Access Point which is being run through Supporting People and the concerns about the new computer program. Harry is looking at a package to fit in with this system. This is not an attempt to reduce someone's ability to access services. It was queried if links were being made to the Tenancy Ready Framework and Harry reported that they were. John Hill felt that this was part of the wider agenda for Supporting People providers and InCommunities and it is hoped that everyone could move towards a joint protocol way of working with proper reporting mechanisms in place. The Single Access Point should facilitate someone being directed to the correct service. Mike Harney asked about the Tenancy Ready Framework and whether there would be support available if some of the competencies weren't identified. Rubina Bokhari concerned about direct access services and the Tenancy Ready Framework. Jeff Gordon commented that providing you can prop-up the service user with support, then there's no reason why they can't move on. Harry reported that as long as appropriate levels of support are identified, then there's a definite chance of accommodation being provided. The intention is to gradually pull away support at an appropriate point whereby the tenancy can still be sustained. However, Rubina was concerned about those who don't have the competency to be Tenancy Ready. Jeff then commented that the number of people who need long term support will plug the gaps. Harry replied that hopefully there will be a single list for those in need of support and that more packages can be requested from Supporting People. Sheila added that hopefully Nicola Manson will be able to attend a future Provider Forum to give her presentation; and agreed with Rubina and Jeff's comments about the need for chaotic service users to be provided with intensive support.

Service User Feedback

Neal Heard firstly gave apologies from the two service users who usually attend this meeting; and went on to report that the service users had set up a Governance meeting which consists of 7 service users who are elected every year (in November) via an election process. Service User reps now attend various meetings on a bi-monthly and longer basis. Housing Benefit and Accessing Work being consulted on at present. The service users would like to link in with involvement meetings; and want to develop a Supporting People Service User Newsletter as a way of feeding in issues and getting feedback back out to service users.

Date of next meeting is 28 January 2010 at the Cellar Project, Shipley from 11am-2pm. Please speak to Neal Heard if you would like more information.

Tenancy Ready query from earlier in meeting

Jayne Hellowell wasn't in attendance at the start of the meeting and so wasn't able to respond to the query regarding the Tenancy Ready Framework pilot, so Sheila asked Jayne if she could provide any further information to clarify any points made earlier. Jayne responded by saying that the deadline hasn't yet been set, though it could possibly be March 2010. Jayne said that she would ask John Sloane about this and to circulate a report back to all providers.

5 Supporting People: Lead Officer update – presented by Jayne Hellowell

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 14 January 2010

Report to: Bradford Supporting People Provider Forum
Title: Supporting People Lead Officer Update
Date: 14 January 2010

1. Training on outcomes

Training will take place on 19, 20, 22 January 2010. The training will cover:

- Defining outcomes and why they are important.
- Structure of support plans and how to create an outcomes based support plan. This will cover how to use one if already in operation. Particular reference is made to the golden thread to the CLG outcomes form.
- Case studies.
- Language use and when is an outcome an outcome?
- CLG outcomes and how to use the form.

For further information contact Vicky Searcey
Victoria.searcey@bradford.gov.uk

Please bring a blank copy of Support Plan to training. Applying a lite touch to Annual Reviews is good news. Mark Hird queried the QAF levels and whether they were new or old? Jayne reported that everyone should be working to new QAF by April.

2. Contract Management timetable – coming up in 2010

Sector reviews:

Offenders March 2010

Gypsy and Traveller April 2010

Refugees July 2010

Homeless/rough sleepers and generic October 2010

Annual reviews:

Young people/teenage parents June 2010 – lite touch

It is proposed that we introduce a lite touch to services which are post sector review. This means that we will invite you to submit a self assessment form and only if you wish to be assessed at a higher grade of the QAF will we ask for evidence. If you do not wish to be assessed as a higher grade then we will conduct a light touch approach. This has not yet been finalised but will not involve full submission of evidence but more likely involve a short site visit, discussions with service users and a test of some of the evidence such as support plans and safeguarding procedures. It will still be an annual review but much less involved and the reason is because we will have providers post sector review at a minimum level and be able to check on service delivery through a lite touch.

For further information contact Rachel Lorimer
Rachel.lorimer@bradford.gov.uk

Majella Dean asked about Learning Disabilities. Jayne responded that the “Changing Lives – Where People Live” Board is out for consultation with the Accommodation Strategy. For those currently holding contracts, the estimated review date will be February/March and it is hoped that care/accommodation

will be streamlined. With regards to Learning Disabilities, personalisation for each client is being looked into and client budgets are currently being checked.

3. Unallocated funds

Thank you for the submissions for use of unallocated funds. They will be looked at and finalised at the end of January with a view to letting providers know the outcomes soon after. For further information contact Tyler Moore tyler.moore@bradford.gov.uk

It was reported that a lot of the bids are linked to the Tenancy Ready Framework and a lot haven't been successful. The outcomes for those who have been successful will be available in the next week or so.

4. New services to tender

Bids in progress:

Generic floating support

Teenage parent floating support

Tender documents being prepared:

Young people who are sexually exploited

Young people who are carers

Young people living at home

Documents being planned:

Older persons hospital discharge with handypersons

Substance misuse

For further information contact Mark Gillen mark.gillen@bradford.gov.uk

Supporting People are still looking for a site for the substance misuse scheme. Graham Mynott queried the Street Outreach Service – Jayne replied that this was part funded by Trailblazer/Supporting People and Access to Housing, but the contract is held by Supporting People.

5. Regional update

Regional Strategy is out to tender with a deadline of 29 January 2010. Tender to be awarded by mid February 2010 and final strategy to be completed and launched on 30 June 2010. For further information contact Jayne Hellowell Jayne.hellowell@bradford.gov.uk

The launch date for the Regional Strategy is set for 30.6.2010. Providers are being asked to contact Jayne Hellowell with any "wow" factor case studies.

6. Supporting People conference Bradford

Date for the diary is 7 May 2010. Conference detail to be sent out in due course. For further information contact Yvonne Latawiec Yvonne.latawiec@bradford.gov.uk

The conference is being held at the Ramada Jarvis, Bingley on 7 May 2010 and will involve Service Users. Please contact Yvonne if you would like to be involved.

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

Email: supporting.people@bradford.gov.uk

Website: www.bradford.gov.uk/supportingpeople

Tel: 01274 434500

Jeff Gordon queried the "hours of support" benchmarks and whether they were being worked as the contract price. Jayne replied that benchmarks are being used for guidance only and the contract price is negotiated with the provider. Hours should dictate whether the service is a low, medium or high value service; not the contract price. Jayne advised that providers should not take the benchmarks "as read". Graham Mynott reported that he had concerns regarding the wording used in the annual review document.

5 Core Group Feedback

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

Mike reported that the last meeting was on 8 December 2009 and the main issue was about the outcomes benchmarks. Gary Furze has given a sample, but full outcomes would be useful. Jayne's looking at benchmarks to average out – if 50% of people in education, then it is expected that that service would assist 50% of people into education. It is expected that in April, the schedule of outcomes will be sent out to providers; but the Outcomes Training next week will allude to this query.

Mike reported that the NI141/KPI2 not doing too well on planned outcomes – if 72% benchmark, but if delivering at 73%, then some services are not achieving the benchmark. NI141 to be made more service specific. Graham asked if Gary Furze had benchmarks for services. Jayne reported that they will come out from minutes of meeting. John Hill commented that it was important to take them with a pinch of salt.

Appeals

Mike raised the issue about not being able to provide further evidence for an annual review. Request from providers to be able to put questions to panel. Jayne added that it is the process that you are appealing against, not the evidence/content.

Mike also raised the points of order on evidence and the lack of reps on some services. Jayne replied that the Terms of Reference will be going back to the Core Group in April or May, so this hasn't been looked at yet. Sheila raised concerns about inaccuracies being discussed and the fact that providers are not able to correct any inaccurate factual information. Sheila continued that once you have declared an interest, you are not able to discuss your scheme any further. Jayne suggesting that other providers are temporary elected to speak on your behalf, for example, if Sheila is not able to discuss an item from the Agenda, then Paul could be put forward to speak on Sheila's behalf – not to advocate but to clarify, but this needs to be contained within the Terms of Reference. Jayne to put conditions into Terms of Reference explaining when reps can represent reps that have declared an interest.

Mike queried the 4 hours per week funding that Abbeyfield had received recently. Jayne reported that this related to extra care services and is being funded by Adult Services, not Health. It has been agreed to pay the same hourly rate that Care Services would have paid. Only the costs have been agreed currently. Jayne added that the other 7 services are not funded by Supporting People currently, but there is a big demand for Adult Care Services.

Rubina asked whether the budgets had been set for 2010/11 yet. Jayne replied that inflation had not been decided on yet, but it is expected to be at a very low level; but Jayne isn't aware of when the decision will be made.

John Hill added that he was keen to see outcomes streamlined following conversations with Pip from Probation.

Sheila asked about the informal nature of the Core Group feedback given by Provider Meeting reps and commented that no formal written feedback is given. Sheila asked those present what they thought of the current format? Graham suggested that the Core Group minutes be circulated prior to the BSPPF meeting, then at least 1 Provider Meeting rep to feedback during the meeting.

Jeff commented that the group receives a good amount of input from other providers and they can give a lot of useful information. Mike added that he wouldn't want to have a written report and Mark Hird commented that it was useful to have the different perspectives of 4 or 5 people.

Jayne suggested that groups should liaise with Helen Searle or Sheila Bamford for items that they wish to be covered on the Agenda.

6 Regional Provider Forum Feedback

Sheila reported there needs to be some debate on needs or outcomes and added that the research is quite important.

7 Any Other Business

Safeguarding Adults Board

Claire Blacka reported that the Safeguarding Adults Board meeting will be taking place soon and she will feedback at the next meeting.

Bradford District Partnership Board

Sheila circulated copies of the Bradford District Active Citizenship Framework Consultation document and highlighted the questionnaire on Page 7. Sheila asked those present if they wished to complete this individually or as a group? However, Harry added that the questionnaire should probably be completed by the Lead Officer Partnership. Though it was felt that there had been little consultation about this document. Neal Heard added that the Service User Involvement Group are already involved with the document. Jayne added that this consultation is following on from the Empowerment Act 2008, but is not sure that the message is as strong as it should be. It was suggested that Mick Charlton be invited to this forum to discuss the document further. Graham asked about convening an Active Citizenship Delivery Group – Neal will check with his Management Committee and report back at a later date.

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: -

<mailto:amandab@hortonhousing.co.uk> 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