

Bradford Supporting People Provider Forum Meeting

5 February 2009

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

Name	Organisation	Role/function of organisation	E-mail address
Sheila Bamford	Horton Housing Association	Key services are aimed at: people with drug and alcohol problems, homeless people including those who are sleeping rough, people with mental health problems, teenage parents and pregnant teenagers, gypsies and travellers. The Association offers accommodation, floating support and training facilities.	sheila.bamford@hortonhousing.co.uk
Helen Searle	Horton Housing Association	Administrator for Provider meetings	For minutes please e-mail helen.searle@hortonhousing.co.uk
Mike Harney	City Homes in Mind	Supported Housing – Mental Health	mikeharney@orange.net
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.uk
Graham Mynott	Keyhouse	Head of Project: Supported Housing	Graham.mynott@keyhouse.co.uk
Sally Marney	Abbeyfield Ilkley Society	General Manager	Sally.marney@abbeyfieldilkley.co.uk
Jenny Moran-Whitehead	BDCT Mental Health	Service Improvement	J.moran-whitehead@bdct.nhs.uk
Mark Hird	Bradford Foyer	Young People	m.hird@bradfordcollege.ac.uk
Paul Gartland	Horton Housing	Service Director	paul.gartland@hortonhousing.co.uk
Anne Smith	Ripple Drug Services	Housing Development Manager	Anne.smith@ripple.org.uk
Sue Stevens	Assisi House	Provider	
	Accent	Registered Social Landlord	Michelle.eccles@accentgroup.org
Ruth Batty	CHAS	Homelessness Prevention	
Joan Pheasant	Five Dales Housing	ASBAH	joanp@asbah.org
David Hindley	Salvation Army	Deputy Centre Manager	David.hindley@salvationarmy.org.uk
Patricia Gadd	Bradford & District Association of Mental Health		queensgrange@yahoo.co.uk
Gwen Walton	Airedale Homes Project		Airedale.homes@tiscali.co.uk
Billy Walton	Airedale Homes Project		Airedale.homes@tiscali.co.uk
Cath Miller	The Lighthouse Group		Cath.miller@tlg.org.uk

APOLOGIES

Keith Scarisbrick	Support Works	District Manager	Keith.scarisbrick@yorkshirehousing.co.uk
Parveen Younis	BWSP/Oasis Project	Refuge/Domestic Violence	parveen@bwsp.co.uk
Umesh Sah	Impact Living	Provider	Umesh.sah@impactliving.org
Julie Drake	Blenheim Project	Supported Housing services women and children	Julie@blenheimproject.org
Majella Dean	Catholic Care	Learning Disabilities and Mental Health	Majella.dean@catholic-care.org.uk
Rubina Bokhari	Bradford Cyrenians	Supported Housing for Homeless Men	rubina@bradfordcyrenians.org.uk
Jeff Gordon	Homekey	Supported housing across 5 client groups	Jeff.gordon@keyhouse.co.uk
John Hill	Foundation Housing	Offenders	John.hill@foundationhousing.org.uk
Mark Best	ASBAH	Service Manager/Housing Support Worker	markb@asbah.org
Kerrie Lumley	SP Co-ordinator Hanover		
Nancy Plowes	Time Out/Shared Lives		

MINUTES OF LAST MEETING

- Page 4 Small typing error noted
- Page 5 Outstanding steady state contracts, not interim – clarified by Jayne
- Page 2 Mike Harney expressed his concern about how the minutes had been noted and suggested that the presentation of the minutes be considered further in future as people may be reluctant to speak out if they feel what they express could be open to critical interpretation.

MATTERS ARISING

Ruth Batty detailed some of the complications of the VFM spreadsheet in terms of use of different cost headings and Jayne confirmed that one to one sessions could be arranged with Gary Furze and that SP can be contacted directly to arrange this if required. If there is enough demand for a session Horton's training centre may be available for a session to be offered.

Mike Harney agreed that it is crucial for schemes to understand the VFM sheet rather than just the headings. He felt that understanding of the document was enhanced by recent workshops offered by Gary Furze.

AGENDA**Supporting People: Lead Officer update**

Jayne Hellowell: Update on changes, progress. Q&A Session
Briefing Paper circulated to those present.

The full Lead Officer update from Jayne Hellowell is attached at the end of the minutes – the notes below are in addition to the main briefing.

If people wish to hear from Jayne about other items at this Forum then please contact her directly and she will tailor the update to suit requirements.

Outcomes SP Group

Mike Harney raised issues about partnership working in sub-groups between Supporting People and provider services. Jayne confirmed that Gary Furze was leading for SP and it is important that the group discusses items to resolve and find a way forward on outcomes for providers and SP in future – the logistics of how outcomes work.

New QAF Training

Jayne noted that this was from SITRA – advised providers to try and book and attend these courses

Unallocated Funds

Some innovative ideas are being piloted which do not affect Commissioning Priorities.

New Services

Substance Misuse Service – Jayne gave details of possible building to be completed by March 2010. DISC floating support substance misuse is for one year so it is possible that both the accommodation and the floating support element will be out to tender at the same point next year.

Jointly Commissioned scheme with Supporting People and Drug Action team so there will be an element of treatment included.

Unallocated Funds

Delegated authority for decision rests with Moira Wilson and Guy Van Dichele

Investment is approximately £2 million to date

End of March spend – Jayne noted that some of this is recurring revenue so can be spent up to March 2010 in some cases so there is stability for 12-14 months. If individual providers have any queries then please contact Jayne for clarification.

There is some scope on eligibility that has been agreed – ideas around person centred support and more innovative suggestions that link to individual support plans are being encouraged.

Contract Management Timetable

An updated one will be available from the SP website once ready.

Service User Involvement Officer

BACC contract has been extended to November 2009 and part of this post will be to monitor the BACC contract. BACC is funded separately and while the funding is available the BACC contract is likely to continue.

Audit Inspection update

Jayne thanked all providers for their involvement in the process – hopefully result will be coming soon.

Graham Mynott felt that the process was much more open and transparent for providers and SP this time than previously. There are still many questions but it felt very much more positive.

Regional Working

REAP (Regional Efficiency and Procurement) – bid submitted for regional training on procurement (capacity building)

Common Access Pathway – this will be an IT infrastructure to log service users and their support needs to identify where they are etc. Still looking at how service users log on and get their details registered – there are likely to be common access points. Jayne noted that there are some discussions with Yvonne about how her post might lend itself to encouraging and facilitating this further in future.

Graham Mynott asked whether there is one place where information can be found on all the items – It was agreed that Jayne would place the minutes of the Regional Housing Support Group on the Bradford SP website.

Sheila Bamford already circulates Regional Provider Forum Minutes to all providers.

JH

Service User representation

This was queried as to whether the Provider Forum should have service user representation in future. Ruth Batty reported the valuable input from Service Users on the Regional Service User Forum. Mike Harney suggested there is a gap in the structure if service users are on other forum but not this one. It was suggested that representatives could perhaps be drawn from the BACC facilitated group. Sheila Bamford agreed to follow this up with Neal Heard.

SB

It was noted by some providers that they occasionally find it difficult to comment on items in the Provider Forum, and that there are enough facilities in place in other forum and services for clients to be consulted – felt unsure whether it was necessary for them to attend this forum too. Ruth Batty noted that this is why there is a need for proper guidance in terms of explaining the role and purpose of the group and having clear boundaries that personal issues are not brought to the Group.

JH noted service user involvement in Core Group and Commissioning Body meetings and while she understands some of the concerns raised she felt that these were things that needed to be overcome to enable involvement of service users in future.

Concerns were noted about the use of the same representatives at a number of meetings and the need to spread this more evenly – where possible there may be a need to consider who sits on which Board/Forum. The importance of offering as wide a base as possible for service user consultation and involvement is recognised. Important

to support, train and ensure there are proper opportunities for people to develop in future. Agenda support via BACC was noted.

Sheila Bamford took on board the discussion of the group and will talk to Neal Heard about availability and support.

SB

Jenny Moran-Whitehead – queried the engagement of carers – Jayne responded that this is an area that SP needs to examine in more detail in future as it was something that came up at an Integrated Commissioning Forum recently. JH will bring something back to the group in future.

JH

Groups that are in touch with carers were asked to consider how this might work in practice to offer carers more support and enhanced understanding of forums. JMW agreed to liaise with JH about the groups already in existence and examine how people could be involved at Core Group level in future.

JH, JMW

Jayne reiterated that one of the roles of the Service User Involvement Officer will be to examine links with other existing networks too.

Core Group Feedback

(a) Performance Report

Discussed at Core Group – contact Jayne for a copy if required. 33% target to get providers to Level B by March, this is not yet achieved so improvement plans are being developed. The target was originally set by Service Users and the Core Group within the 5 year Commissioning Plan.

(b) Complaints issue

Insufficient complaints to the SP team for them to make any judgement. Mike Harney noted some concerns between the Accountable Officer and Providers – open for more discussion at this forum. JH noted the need to put new systems in place to alleviate some of the concerns of the Accountable Officer. Providers at this meeting noted that within the first few years of Supporting People there was little response to their complaints so they had simply stopped making them.

JH confirmed that Gary Furze was currently examining systems to manage complaints and ensure they tie in to corporate systems too. Providers noted that alongside this development compliments should be integral to the system too.

JH

(c) Sector review report

This has been completed and report taken to the Core Group – it offers an indication of how providers will be looked at by Supporting People. Mike Harney suggested it would be useful for providers to receive this report but asked how reviewed providers might feel about this. Some providers present felt this would be useful. Graham Mynott felt that some of this would be useful for others to understand the process/format of the reports being made but felt it would be difficult to present the report to all providers in the same format as went to the Core Group and expressed some concerns about this. There is a lot of information in the report about process in contract management document but still might be difficult for providers to understand this until they are involved in the process. JH confirmed that a seminar is held beforehand and SP is open to improving where possible to enhance provider understanding.

GM noted that this was the first sector review and there was a brief timescale – what will it be in future?

JH advised people to go back to the Contract Management Policy as timescales are detailed there. Ordinarily 6 weeks for providers then 4 weeks for SP to evaluate, then a period for providers to comment before draft goes to the Core Group, then the Commissioning Body then back to providers/work on impact assessments. The full review of the sector runs to approximately 6 months.

Sheila Bamford suggested that the query was not so much about process but about the report. Some concerns were noted about the sensitivity of the information seen by Core Group Reps but not by other providers. Some Core Group representatives have concerns about the amount of sensitive information that other providers therefore may have access to and it was noted that this is a real difficulty for some.

JH noted that she has to include detail to substantiate her findings to Core Group to evidence the conclusions drawn.

Mike Harney queried whether it would be adequate to anonymise this by simply naming the organisations A, B, C etc – Graham Mynott was OK about this but some other providers felt that some of the organisations would still be identifiable depending on what the review subject was.

The collective decision making responsibility of Core Group Representatives was noted by Mike Harney. MH felt that if such reviews were shared and providers can see how they work then improvements will be made across the sector before further reviews occur.

MH main point was that the report being shared could act as a motivator to improve services. Paul Gartland felt that the other side of this was that it may be de-motivating in that people could take the lowest-common denominator approach.

Rubina Bokhari felt that the biggest motivator in the sector is that to hold any future contracts you have to attain QAF level B.

JH drew attention to the reason for undertaking all this, which is sometimes lost in the bureaucracy, is about improving services for service users.

It was noted by some that the improvements may be faster if process, review and outcomes were clearer.

JH offered to look at the report initially and anonymise, discuss further with the Core Group Representatives and if they agree with changes, present this at the next Provider Forum

JH

It was further agreed that Core Group Provider Representatives would discuss at the next Core Group the acceptability of circulating Core Group papers to all providers or not given the discussions in today's meeting.

Core Group

It was noted that a number of documents were available on the internet freely so no reason not to circulate – queried secrecy on this matter. JH refuted secrecy but felt there was a need to ensure clarity.

Concerns were noted by some about possible “league table” approach that may give results without any further context or story.

Jenny Moran-Whitehead agreed that clarity about sharing documents from Core Group was needed as she shares information between people within her organisation.

It was noted by SB that information given to individual core group representatives is given to those individuals by the Core Group on a restricted list. If SP wish to share it more widely then up to SP not individual Core Group Reps. Given to aid individual representative participation in the Core Group meeting, not given to disseminate elsewhere. If required the information presented there can be requested via SP under the Freedom of Information Act.

SB noted that there were a number of views and very real concerns around this table.

JH expressed her thoughts that if material really needed to be restricted it would be disseminated under a "Part 2" which meant restricted circulation. SB noted the concerns of some providers about the commercial sensitivity which may not always be recognised by Council Officers and possibly by using Part 2 facility it would be clearer to representatives in future about circulation issue. JH agreed to discuss this further with Guy Van Dichele (Accountable Officer) – for further debate in future

JH

Jenny M-W noted the privileged position of provider representatives. Dilemma noted and some providers present felt reassured by the very fact that their representatives are struggling/wrestling with the fact that they have access to such information.

Regional Provider Forum Feedback

Covered in SP update and other papers circulated.

Area Based Grant
Sheltered Housing
QAF
Information Sharing Protocol
Move On Strategy Protocol

Move On Strategy and Posts

Paper presented by Jayne H.
Noted concerns of providers. JH meeting 6.2.09 with Incommunities to get clarity of posts and how they will work. The process has been very fast so providers have not been kept as updated as usual on this.

Supported Housing Co-ordinator not employed by Incommunities. Seeking clarity on 400 Incommunities properties.

Link Worker – employed by Incommunities but line managed by Jayne and based in SP. Yvonne Latovic – links to Common Access Pathway noted.

Move-on Co-ordinator (John Sloane) – to enable move on from supported housing to general needs. Developing tenancy ready framework/certification to enable people to move through more quickly. Also examining blockages and why people not moving on etc. Working with people in temporary accommodation, not those in more settled permanent accommodation. Brief discussion re elderly people – points made by Sally M were noted by JH.

Graham Mynott queried John's role to move people on from one bricks and mortar to another (i.e. hostels to general needs) – issues about support ending/unsupported tenancies. JH noted that this was a priority but that John was also going to examine groups where support is not in place – it is an evolving role. Initially a 12 month post only – to be evaluated in 12 months.

Sector Reviews

Whilst striving to get to level B and contracting only with the existing QAF Level B holders in future JH noted that there is a little flexibility on the Young Persons Sector review because it is coming so early in the review process. Hope that most services will be almost there but this will be a sensible approach as sector reviews are phased in.

Supplementary QAFs – when review comes around (annual or sector) services will be evaluated against the supplementary QAFS already in place – to Level C

Approved Provider List

JH reiterated a clear need for all providers to register on this approved list to be able to provide services in future (either for existing contracts or bids for new services). Being on this list means you are accredited to provide services for SP in Bradford. This is not an onerous process but providers are encouraged to register sooner rather than later

SCMS helpline extremely good and SP will offer support of needed – providers are urged to get onto this list.

Any Other Business

Graham Mynott asked when sector reviews end how long will contracts run for? JH - if successful 3 years. If longer term improvement plans issued for young person's service are then completed successfully those contracts will be awarded to align to the end of the planned 3 year steady state contract process.

A brief discussion occurred about contracts running from 2009-2012 with the impact of ring-fencing to 2011 – JH hopes to offer some stability by offering 3 year contracts in the sector.

Graham queried inflationary awards – JH noted that this would go to Core Group on 13 March then Commissioning Body in April but because of economic climate this is a Corporate Decision too.

Dates of Next Bradford Provider Forum Meetings

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

2 April 2009

28 May 2009

23 July 2009

17 September 2009

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



Supporting People

Lead Officer update to Provider Forum 5 February 2009

Report to: Bradford Supporting People Provider Forum
Title: Supporting People Lead Officer Update
Date: 5 February 2009

1. Provider Sub Groups

Outcomes sub group: Gary Furze is leading from Supporting People and is currently organising the first meeting for the end of February 2009.

2. Ring fencing the Supporting People Grant

Approval has been granted from the Executive Committee on 16 December 2008 to ring fence the SP Grant locally until the end of March 2011. This will allow the delivery of the commissioning plan based on the priorities set out in the 5 year strategy.

3. New services coming on stream

The substance misuse tender has been awarded to DISC and the complex needs to Horton HA.

We are in the process of selecting for the mental health and learning disabilities floating support with a healthy list of bids for each service.

We are also in negotiation with housing colleagues over the identification of land to deliver a new substance misuse service. Ideally this will be for 20 units but split over 2 sites (Keighley and Bradford?). The buildings will be developed and managed separately to the support and we have planned the tender for the support in late spring so that the successful provider can work with the developers on the building specification and the management arrangements.

4. Bids for unallocated funding:

We have now received 47 bids to date for the use of unallocated funding. There are more to assess. In summary the position is:

- 16 approved - £474,198.97 investment
- 11 need approval which is being sought today (5 Feb 09) - £600,696.40 investment
- 13 require further information – Potential £1,140,664.44 investment
- 3 are on hold - £35,580 potential investment.
- 3 rejected as non eligible

Potential £2 million commitment of which some will be spent in 2008/9.
 All bids to be considered to March 2010.

5. Contract management timetable

Revised to reflect staffing shortages and outcomes of young person/teenage parent and older person's reviews. The new timetable will be posted onto our website.

This means that the annual review of homeless services will be put back by about 8 weeks.

6. SP staffing update

Simon Pickering has now left the department and Tony Myers leaves at the end of this month.

We will interview for a permanent finance officer on 13 February 2009.

We will interview for 2 Service Development Officers on 27 February 2009.

We are going to establish the post of service user involvement officer on 6 February 2009 and will go out to advertise internally shortly after and externally after that if unsuccessful internally. It is hoped this post will be filled by May.

7. Audit inspection update

The inspectors have now concluded their visit and information gathering and are in the process of writing their report on their findings. We hope to get a result on 13 February 2009.

8. Regional working – update on key work strands

There are a number of sub groups that work to the regional housing support group and where the work is coordinated by Charles. It is useful for Bradford providers to be aware of this work as it supports work locally:

- Performance management: Introduction of the new QAF and outcomes.
- SU Involvement at a regional level.
- Capacity building – procurement training.
- Common Access Pathway.
- Cross authority commissioning

9. Service user involvement

We have just finished 3 days training with service users to enable them to undertake reviews of services with SP. Thanks to the providers who assisted in this.

BCCP
City Homes in Mind
Headrow
Norman Bank

SP would like the forum to consider service user representation on it.

For more information please contact us on:

Email: supporting.people@bradford.gov.uk

Website: www.bradford.gov.uk/supportingpeople

Tel: 01274 434500

Regional Provider Forum feedback:

- **Area Based Grant:** Requested an update from each authority where they are in relation to ABG in terms of the effect it may have on their investment in housing related support. This is to include where any efficiencies are to be made.
- **Sheltered housing** – an update on how the region is approaching housing related support provision to older people particularly with the debate relating to sheltered.
- **QAF:** A clear steer from the region on the implementation of the new QAF. Although it comes in from April authorities need to think about the transition especially where they have targets set against the current QAF standards.
- **Information sharing protocol** – to include where there has been a serious breach only.

Move on strategy – posts:

