

Bradford Supporting People Provider Forum Meeting

4 November 2010

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

| Name | Organisation | SP Client Group | E-mail address |
|--------------------------|---|---|-------------------------------------|
| Helen Searle | Horton HA | Administrator for the Provider Forum | helen.searle@hortonhousing.co.uk |
| Jonathan Saynor | Incommunities – Octavia Court | Homeless | Jonathan.saynor@incommunities.co.uk |
| Angie Cooper | Catholic Care | | 01274 257600 |
| Katie Pierce | SP | | 01274437694 |
| GS | Service User Involvement Representative | | Contact via neal@bacc.uk.com |
| Neal Heard | BACC | Service User Involvement | neal@bacc.uk.com |
| AK | Service User Representative | | Contact via neal@bacc.uk.com |
| Sandra Sales | Shipley Women's Aid | DV Women | managerswa@aol.com |
| Kenny Singh | CHAS | Generic | Baljinder.s@chasbradford.org.uk |
| Maggie Colwill | BMDC Supporting People | | Maggie.colwill@bradford.gov.uk |
| Lorna Willis | Fairweather | Mental Health | lorna@fairweather.uk.net |
| Sheila Kaur | Fairweather | Complex Needs | Sheila@fairweather.uk.net |
| Sheila Suddards | Wagtail close BMDC | PD SN | Sheila.suddards@bradford.gov.uk |
| Vicky Yewdall | DISC | Substance Misuse | Vicky.yewdall@disc-vol.org.uk |
| Claire Blacka | Stonham | Mental health & learning disabilities | claire.blacka@homegroup.org.uk |
| Soo Player | Keighley Women's Aid | Domestic Violence | kwomensaid@hotmail.com |
| Nicola Simpson | Together Women project | | 303390 Nicolas@twpyandh.org.uk |
| Rubina Bokhari | Bradford Cyrenians | Single homeless men | rubina@bradfordcyrenians.org.uk |
| John Hill | Foundation | Offenders Mentally Disordered Offenders | john.hill@foundationuk.org |
| Jennifer Moran-Whitehead | BDCT Mental Health | Learning Disabilities Mental Health | j.moran-whitehead@bdct.nhs.uk |
| Michelle Eccles | Accent | Sheltered Housing | Michelle.eccles@accentgroup.org |
| Julie Drake | Blenheim Project | Domestic Violence | Julie@blenheimproject.org |

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| | | Homeless families with support need | |
| Isis Carrasco | Blenheim Project | Domestic Violence Homeless families with support need | projectmanager@blenheimproject.org |
| Meena Asgher | BWSP/Oasis | | 635205 |
| 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 |
| Pat Smith | BCCP | Young People | Patrickjsmith57@yahoo.co.uk |
| Stephanie Inness | MASTS | Young People | stephanieinness@mastsproject.co.uk |
| Kieran Walsh | DePaul UK | | 549409 |
| Paul O'Brien | BMDC | | 434500 |
| 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 |
| Mark Best | ASBAH | Physical./sensory disability and LD | markb@asbah.org |
| Joyce Simon | ANAH | DV | |
| Fadil Pajaziti | Metropolitan Support Trust | Move On | Fadil.pajaziti@mst.com |
| Kat Skelly | Salvation Army | | Kat.skelly@salvationarmy.org.uk |
| Joy Rainbow | Bradford Nightstop | | 776888 |
| Tracey Bowmer | Hanover | | 599686 |
| Lisa Rowe | Yorkshire Housing | | 07730 780636 |
| Graham Mynott | Keyhouse | Homeless families Generic Refugees Teenage parents Young People at | Graham.mynott@keyhouse.co.uk |

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| | | Risk | |
| Kate Royce | Habinteg HA | Disabled | kroyce@habinteg.org.uk |
| Sue Stevens | Assisi House | | 666274 |
| APOLOGIES | | | |
| Jonathan Pitts | Salvation Army – Lawley House | Singles Homeless | Jonathan.pitts@salvationarmy.org.uk |
| Jeff Gordon | Homekey | Homeless families Generic Refugees Teenage parents Young People at Risk | Jeff.gordon@keyhouse.co.uk |
| Sue Littlewood | Headrow Ltd | Older people | sue@headrow.org.uk |
| Pam Bennett | Open Moves | Homeless families | Pam.bennett@incommunities.co.uk |

1 APOLOGIES

As shown above.

2 MINUTES OF LAST MEETING September 2010

Agreed as a correct record

GUEST SPEAKERS

Paul O'Brien: Project Leader Market Development BMDC
Post commissioned by Social Care Reform Grant but also sits in Commissioning Body.

Presentation shared with the group. The context of the presentation was noted by Jayne Hellowell along with opportunities for joint working in future and preventative services.

The market position statement and further details (Adult Commissioning Strategy) can be accessed on www.bradford.gov.uk- follow Adult Commissioning Services.

Brief notes of presentation

Population growing in terms of older and disabled people

Less money available

There will be consideration given to how to deliver services in future.

Jayne Hellowell detailed what this means to providers in terms of housing related support:

- Support planning – on behalf of care sector
- Brokerage – placements for service users – new team being set up
- Personal assistants
- Neighbourhood services/place shaping – may commission services by locality
- Flexibility of job descriptions: care/weekend activities
- Database/hub of information to be considered in future.

Rubina Bokhari asked about ethnic minority community work and care in the city – how are services going to be mapped to identify the services required to support this. Paul O'Brien noted that there is some information already in the local authority but this can be used as a starting point to gather more information and build market intelligence. Suggestion was made to go out to local community centres to gather information about care in families – this is outside the social care system and formal systems. The role of families in rehabilitation was also noted.

“Hidden market” in future – what does market look like now in terms of older services/disability services – current supply is a fairly old fashioned model

- Approximately 150 care homes in the District – private and public
- Domiciliary care
- Internal local authority service is much more expensive than external provision.
- Sheltered dwellings
- Limited extra care
- Very limited services going into peoples own homes

Currently developing a model of what older persons services may look like in future – providers and care services will be involved.

Also need to consider younger people – boon coming through. Bradford has the fastest growth in young people and 2nd highest growth in older people so services have to be developed that address these demographics. Estimate 8-12% of market fund own care (a conservative estimate). Government intention is to make this figure grow nationwide.

28% of £150 million is what Bradford needs to save over next 4 years – direction of travel is about what people can do for themselves – responsibility.

Providers can use separate commissioning inbox if they have further comments, queries or suggestions.

3 MATTERS ARISING

AGENDA

4 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.



Supporting People

Lead Officer update to Provider Forum 4 November 2010

Report to: Bradford Supporting People Provider Forum
Title: Supporting People Lead Officer Update
Date: 4 November 2010

1. Strategic approach to service delivery

In light of the outcome of the Comprehensive Spending Review (CSR) and the need to continually make savings as well as protect services a number of reports are likely to be written in 2011 which will look at potential remodel of the market by sector.

A number of meetings have taken place with providers to consult with providers over how we effectively reduce budgets and the outcome of this with continued dialogue will be used to set the direction of travel.

The vision for place shaping will start to be developed which in some cases will take time, but changes will occur and in some cases the profile of current business will look and be delivered differently so we can address changing demographics under financial pressures. There are however great opportunities through the integration of health, social care and housing related support and this stresses the importance of our approach to market development.

Still need to re-model market. There may be fundamental changes to the delivery of services in future, including the relationship with health and social care. Develop vision and model of what things will look like in future to better consider and re-model customer journey.

It was noted that earlier engagement with providers should occur before consultation on a piece of work being presented as a fait accompli. Jayne Hellowell noted that a balance is to be achieved about how this is achieved in future and the difficulties of getting work done, while listening to feedback too. Maggie Colwill noted that throughout this process she has met with and involved providers and has had recent provider experience too. Also detailed the nature of this work and the fact that it is sometimes advantageous to have just one person lead and make a start on these processes. Jayne Hellowell invited providers to let her know directly in future if they feel they have not been engaged in the processes.

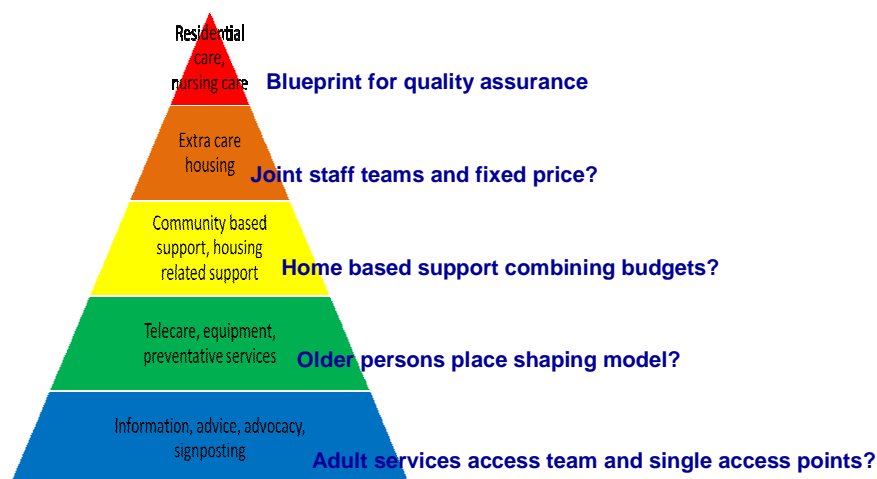
John Hill raised other discussions ongoing in local authority which could impact on supporting people/third sector so reiterated a need to still keep an eye on these.

Soo Player mentioned council survey is currently available for people to input about savings/suggestions about what money could be spent on. This is anonymous and can be completed more than once – encourage people to use this to highlight the importance of housing related support.

City of Bradford Metropolitan District Council

www.bradford.gov.uk

Joining up across health, social care and housing related support



2. Quality assurance – update

- Quality Improvement workshops are planned to take place between 10 November and 15 December 2010 in the first instance: 6 workshops over 6 weeks.
- Workshop content to include:
 - **Setting the Context**
 - **Quality Management Systems and QAF**
 - **Evidence – a systematic approach to collation and presentation**
 - **QAF – getting organised: gap analysis, work streams, planning**
 - **Continuous improvement loop**
 - **Outcomes and QAF**
 - **Levels B and A**
 - **Resources and sharing good practice**
- Interest is being sought in establishing Quality Focus Groups in order to support further development of joint working, good practice sharing (policy and practice) and critical friend works. There has been a good response to date with 14 indications of interest.
- The revised Bradford QAF Guidance has been circulated to all providers for consultation. Comments appreciated before the 10th November 2010.
- During the recent Sector and Annual reviews, 9 out of 11 providers received level C assessment with 2 almost at level B.
- Future plans include: Using provider feedback from the reviews to improve the Review Workshops and Information Packs; and to develop good practice sharing on the CBMDC website.

Jayne Hellowell noted improved and improving quality of services. May consider a “Scores on the Doors” type site in future for service users.

3. Outcome of the Comprehensive Spending Review 2010

The Supporting People programme as funded through the Area Based Grant is now aware of its settlement for funding over then next 4 years. The following sets out the key points to note at this stage.

- A reduction in funding nationally from 6.4 billion to 6 billion.
- This represents a 6% cut but a real cut of higher when nil inflation is incorporated into the equation. **(Approximately 11-12% when nil inflation is included)**
- Whilst the national settlement is known this should not be read as the local settlement as funding through ABG will be considered in relation to the wider council savings required. In addition the government is looking at settlements determined through a distribution formula and until this is known we cannot be sure of the final allocation to Bradford.
- An approach to savings will continue as part of the strategic planning of services in Bradford.

Better understanding in New Year as to what all this will mean in practice in Bradford. Presentation of Adult Services and Commissioning has been given to Councillors and well received but every department is doing this.

4. Vulnerable persons strategy – update

Work continues to develop this strategy and the tender for its work is planned to go out in mid November. The steering group has been overseeing the work and timing is very tight due to the need for a Local Investment Plan submission to the Homes and Communities Agency in January 2011. Members will be emailed with progress reports on the LIP soon so that they can see progress given that the VPS (and the older persons housing strategy) has been funded via Supporting People Grant. The timings of the meetings do not lend to reports being submitted so please watch out for progress via email.

Highly unlikely that there will be money for capital developments but Jayne Hellowell noted survey of existing stock to get evidence base for LA investment plan to submit to HCA. Noted possible de-commissioning of some buildings and may move towards more floating support services. Consultants to be appointed after 16 November 2010.

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

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| Email: | supporting.people@bradford.gov.uk |
| Website: | www.bradford.gov.uk/supportingpeople |
| Tel: | 01274 43450 |

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

Contract Management Timetable

Generic and homelessness – new timetable is now available.

It was suggested that there is little point in undertaking a sector review if the sector is going to be re-shaped.

Contract management timetable makes the assumption that the sector will remain as it is. Jayne Hellowell reported that she is working on proposed future vision/model of how such sectors may look in future. Providers are to continue working on their QAF items and appreciation of provider understanding of potential changes was noted.

Jayne Hellowell talked about customer journey and how there is a need for a starting point to any vision for the future before wider discussion and consultation can occur. This involves talking to people and gathering data to inform if remodelling should occur and what this may mean in future.

Graham Mynott queried timescales - Jayne noted that a vision statement was expected pre-Christmas to the Core Group and Commissioning Body (mid January) for in-principle agreement. After this will be opportunity for provider input to build a model. This could take months during which contracts may be extended and reviews may take place. Paul Gartland suggested that sector review is a good way to validate/inform what services exist at start of process.

John Hill noted an interesting parallel with Drug System Change Pilot which uses the basis of customer journey. Some of the most effective changes have been relatively small ones to key points on this journey rather than a radical overhaul. Jayne Hellowell accepted the point but noted that sometimes a radical overhaul is required rather than tweaks to an existing system.

Neal Heard is keen to ensure that service users have key involvement in this process. Some of the blocks in pathway are almost systemic i.e. housing benefit etc. Both AK and GS noted much repeat homelessness at the point of exit/end of customer journey.

5 Core Group Feedback (John Hill)

- CB: Moira Wilson re-elected chair; commissioners have requested a briefing on QAF, LD framework accepted
- Refugee sector review report delayed pending Equality Impact Assessment
- Changes to procedure relating to supporting providers being discussed at SCG –
 - Providers can bring ‘appropriate & reasonable levels of representation’ instead of just one person
 - PF reps will offer support with the process

- Provider to be asked to wait outside in case of further clarification being required
- The process otherwise remains the same
- SU Action Plan; presentation by SUs, debate around additional workloads, undeliverable actions & how it links to contract management processes, particularly where providers refuse to comply.
- SUs have agreed to reduce the payments they receive (reward & recognition payments) for attending meetings.
- A review of the decommissioning policy has introduced an EIA to inform the overall Impact Assessment (change requested by providers), with details going to SCG to assist decision making. Also, an option now exists to not decommission if 'exceptional' presenting risks are identified. The policy will be further reviewed if experience demands it
- Mystery Shopping exercise has highlighted ongoing concerns around knowledge of SP services & attitudes of staff in key agencies to vulnerable people. Not generally SP services but some advice centres/probation etc

6 Regional Provider Forum Feedback

John Hill is now Chair of this meeting.

Meeting held two days before CRS

Regional intelligence - noted different approached by different local authorities i.e. Leeds has asked all providers to save 10% on budget – equivalent to approximately £1.5 million next year. Many other local authorities are waiting for the outcome of CSR first. The many interesting and different approaches being adopted or suggested by local authorities was noted.

Prevention & Personalisation document – this needs to be used by providers locally and regionally where possible to demonstrate savings.

Minutes will be circulated when available.

7 Any Other Business

Next Core Group

It was noted that provider attendees from Langley House Trust would be attending and one other provider will be submitting a written statement for consideration.

SU Involvement SP Committee

Elections being held in November. This can include current or recent SP service users.

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.

16 December 2010

10 February 2011

7 April 2011

2 June 2011

4 August 2011

29 September 2011

24 November 2011

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

John Hill

Foundation provides support to a range of socially excluded people experiencing housing and related problems. We have a strong focus on working with offenders (including young offenders), young people leaving care and people with severe and enduring mental health problems.

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

Claire Blacka

Stonham Bradford, Unit 38/39 Carlisle Business Centre, Carlisle Road, Bradford, BD8 8BD.

Stonham is the largest provider of supported housing and housing related support in England. In Bradford we provide floating support services to people with mental health problems and people with a learning disability. Please see www.homegroup.org.uk for more information.

Tel; 01274 223261 **e-mail;** Claire.blacka@homegroup.org.uk

Mark Hird

Bradford Foyer, 1 Coates Street, West Bowling, Bradford, BD5 7DL

Bradford Foyer works with young people at risk providing for Supporting People 52 young people with housing & Support. We also have a Learning & Development which provides for residents and non residents Foundation Learning courses linked to media.

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Graham Mynott

Keyhouse 130 North Street, Keighley BD21 3AD

Key House provides supported housing and floating support services for: young people; teenage parents; refugees; homeless families; owner occupiers and a generic service. This includes a hostel, shared houses, and private sector leased accommodation – with a full housing management service for private landlords. In addition Key House is a provider of legal advice services: in housing, welfare rights and debt law. Key House is also a provider of accredited training and an NVQ Centre providing NVQs in Housing, Advice & Guidance, Management, Management of Volunteers and Business Administration as well as the A1 Assessor Award. Further details of all our services are available at www.keyhouse.co.uk.

Tel : 01535 211311 graham.mynott@keyhouse.co.uk

Dates of Future Core Group Meetings

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

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|------------------------|-----------------------|------------------------|
| 18 January 2011 | 1 March 2011 | 26 April 2011 |
| 21 June 2011 | 16 August 2011 | 11 October 2011 |
| 6 December 2011 | | |