

## Supporting People

**Minutes of the Bradford Supporting People Commissioning Body Meeting  
1-3pm on Monday, 11 January 2010  
5<sup>th</sup> floor meeting Room, Olicana House**

**Present:**

**CB Members:**

Maggie Smallridge Assistant Chief Officer – West Yorkshire Probation  
Liz Barry NHS Bradford & Airedale (Substitute for Matt Neligan)

**CB Officers in attendance:**

Guy Van Dichele Assistant Director Commissioning, Performance & Business Support,  
City of Bradford Metropolitan District Council (Accountable Officer)  
Jayne Hellowell SP Lead Officer City of Bradford Metropolitan District Council  
Gary Furze SP Finance & IT Manager  
JB Supporting People Service User  
EW Supporting People Service User  
Pam James Service User Advocate Representative  
Neal Heard Service User Support  
Katie Nutman SP Service user Involvement Officer  
Cllr Dale Smith Portfolio Holder  
Jen White Partnership Manager Health and Well Being City of Bradford  
Metropolitan District Council

**1. Apologies:**

Moira Wilson Strategic Director Adult and Community Services, City of Bradford  
Metropolitan District Council (Chair)  
David Shepherd Assistant Director Housing Service, City of Bradford Metropolitan  
District Council, Chair of the SCG  
AK Supporting People Service User

The group welcomed new members Maggie Smallridge who replaces Neil Moloney and Jen White who replaces Wendy Hall.

**2. Declarations of interest**

Cllr Smith, Item 5.6  
Neal Heard – Item 6

**3. PSA16 diagnostic – Lorraine Regan Department of Communities, Local Government**

Presentation postponed due to weather conditions. To be rearranged.  
Action: To be rearranged before next CB meeting if possible.

**4. Minutes and matters arising from the meeting held on 16 November 2009**

**Matters arising**

- 4.1 Changing Lives programme – on the forward plan for updates
- 4.2 InCommunities Octavia – in the lead officer update
- 4.3 PSA16 – feedback submitted to the CLG. CLG due to present to the CB but postponed due to weather.

- 4.3.1 Meeting with housing scheduled for January to discuss a vulnerable adults housing investment strategy.
- 4.6 Jen White replaced Wendy Hall as CB member. GVD to speak to children's services about a representative.
8. CB members to note that a mystery shopping exercise on the Council is underway at present but not led by Supporting People. Members agreed that the outcome of such work is important.

## **5. Lead Officer Update**

### **5.1 Changing Lives programme update**

Schedule of updates to the CB and SCG planned for 2010.

### **5.2 Forward Plan 2010**

Attached.

### **5.3 InCommunities – Homelessness Annual Review**

Members noted and acknowledged that InCommunities homeless service has now achieved 100% to level B of the QAF.

### **5.4 Bradford City Centre Project (BCCP)**

Members noted and acknowledged that Bradford City Centre Project (BCCP) was now achieving the required level B QAF. Strategic Core Group members agreed that BCCP should be on the same contractual arrangement as the other young person's providers and make a recommendation to the CB that a contract is extended to 31 May 2012.

**Action:** Members approved the recommendation. SP to implement contract extension.

### **5.5 Palm Cove (PCS)**

Palm Cove Society (PCS) was accredited with SP in July 2009 and was accepted onto the Approved List Of Contractors (ALOC) in August 2009. PCS provides supported accommodation for single homeless refugees, asylum seekers, eligible destitute asylum seekers, migrants and unaccompanied asylum seeker children leaving care. PCS has approached SP for funding the housing related support for 30 refugees. They are seeking £103,837.00, but members are to note that their accreditation status allows only up to £100k.

Although PCS is on the ALOC Supporting People was keen to ensure that in reality they were capable of delivering housing related support. In order to establish this a light touch assessment was undertaken on 19th October 2009. The outcome of this has demonstrated that they are delivering to a mix of level B and C standards and improving as demonstrated through recent training.

Strategic Core Group members recommend to the Commissioning Body to fund PCS to the sum of £100k and issue a contract to September 2010 which will dovetail with the end of the refugee's sector review that is scheduled to run between July and September 2010.

**Action:** Members approved the recommendation. SP to implement a new contract.

### **5.6 Abbeyfield Ilkley/Menston**

Supporting People has held contracts with Abbeyfield Ilkley and Abbeyfield Menston and recently the services have merged and as part of this SP has undertaken a review of the costs because:

- the service merged
- it has increased its capacity to 62 units from 49. Note however that it now has the capacity to deliver support to 89 people as some units can accommodate more than one person.
- it is extra care and costs have not previously been assessed to take account of joint staff teams and the care element of service delivery

SP currently funds the service to the sum of £45,569. Adult services fund the service to the sum of £246,000. The hourly rate that SP funds is skewed as an exercise to assess number of housing related support hours against cost has not taken place previously.

To assess a suitable hourly rate for the new service an assessment with Abbeyfield has taken place and concluded that the hourly rate paid by care is reasonable. 7 similar services across Yorkshire and Humber have also been looked at to assess comparative data for suitable number of housing related support hours. The above has concluded that:

- a suitable hourly cost is £12.83
- a suitable number of hours per person is 4

Strategic Core Group members recommend to the CB that an:

- increase in funding based on a potential maximum occupancy of 89 but on 41% of current subsidy values which would equate to £96,334 and increase in funding to the sum of £50,765
- a contract variation to reflect the new hourly rate of £12.83 and number of hours per person of 4 per week.

Members asked what would happen if the capacity changed (increased?). JH responded by stating that any capacity changes come through SP and are negotiated depending on strategic relevance and funding but that any provider should not increase capacity and expect funding to follow. JH highlighted that fixed capacity contracts will help in managing financial risk and SP are looking to implement from the next financial year subject to CB approval. Members asked for a report on fixed capacity contracts and financial risk to be submitted for approval in May.

**Action:** Report on fixed capacity contracts to the 10 May 2010 meeting.

**Action:** Members approved the recommendation. SP to implement a contract variation.

#### **5.7 Attendance monitoring**

Members to note the attendance record.

#### **6. Bradford Alliance on Community Care (BACC) Contract**

KN presented the report. Bradford Alliance on Community Care (BACC) has been funded by the Council's Community Funding Unit (CFU) for nearly 2 years to implement and delivery service user involvement. A lot of progress has taken place and this is now supported by a dedicated service user involvement officer in the SP team. This report seeks an approval for extension of the funding for one year to enable further progress, noting that whilst SP does not fund the service it has approval from the CFU and approval is sought for the principle of extending the contract.

Members wished to see that the work continues to achieve demonstrable outcomes and support the strategic priorities of the next year relating to older persons and learning disabilities reviews. In the long term service user involvement should be self sustaining but members recognised that more work needs to take place to get to this point.

**Action:** members approved the recommendation to fund BACC for another year. BACC to be formally notified by KN.

#### **7. Progress on improved targets and benchmarks for Outcomes / KPI 2 Benchmarks / Cost Benchmarks**

This report looked at 3 key areas that measure outcomes:

1. CLG outcomes relating to service user support needs.
2. Planned move on (NI141).
3. Cost.

### **CLG outcomes relating to service user support needs.**

Data is submitted using a nationally standard CLG outcomes form by providers to a research centre in Scotland. Data is then analysed locally to show how many service users are achieving outcomes through their support planning in relating to:

Achieve economic well being  
Enjoy and achieve  
Be healthy  
Stay safe  
Positive contribution

The data will show for example the number of services users with mental health problems who have been helped to manage their mental health. By looking at this data SP can see which providers are achieving outcomes and where not being achieved analyse where there are gaps or issues.

The purpose of the report is to show that SP has analysed the data and is working with providers to set benchmarks against the outcomes.

Members keen to ensure that the benchmarks include stretch targets and not just an accumulative average.  
Members agreed that the data needs to be presented in a more meaningful way using consistent language.

**Action:** GF to work with providers to set the benchmarks for introduction from April 2010. Reports are to be made clearer.

### **Planned move on (NI141).**

The benchmark for NI141 is set and data is provided on an accumulative basis averaging all outcomes for every service.

The report sets out that in some cases the benchmark is too high for some service because of the support needs of the client group. Members are asked to approve an exercise to look at setting benchmarks by service and client group.

Members agreed but noted that where providers were achieving the current targets that the benchmarks should not be reduced.

**Action:** GF to work with providers to set the benchmarks and report the results and recommendations back to the CB.

### **Cost**

The cost benchmarks have been revised and GF explained the methodology. It was recognised that benchmarks will give an indication only and it is more important to understand why we pay what we pay and to challenge costs that fall outside of benchmarks stating reasons. It was noted that benchmarks assume that the data used to put them together is accurate and that this is not always the case. Concern was raised about using the number of hours as a benchmark to dictate price? Why would a low level service at 1-3 hours per person per week have a lower hourly rate?

**Action:** Members approved the new benchmarks but that they should be used for guidance only. GF to instruct that low service doesn't mean low hourly rates and that all costs submitted and analysed should have justification.

## **8. Revised appeals policy and procedures**

The appeals process has been revised with the following new changes:

- There are 2 processes now, one for reviews and one for accreditation.

- There is no opportunity for providers to submit more information as part of the appeal as the appeal looks at process.
- A provider may present a case to the appeals panel but it must be in relation to process and not further information.

**Action:** Members approved the recommendation to adopt the revised appeals policy and process subject to legal.

**9. Service user key outcomes October 2009 – January 2010**

NH presented a report of the outcomes that have been achieved to date through service user involvement.

KN said that there had been a meeting in which the service user involvement group intended to publish a good practice guide on empowering service users. This would be launched at the conference on 7 May 2010.

Members acknowledged the work that goes into service user involvement. Members keen to ensure that we keep challenging the 'so what' and ensuring that the outcomes of involvement are made clear.

**10. Any other business**

EW highlighted the recent research report on '*understanding and tackling the broader issues of repeat homelessness in the Bradford District*'. This has a number of recommendations that are expected to be implemented by SP.

Action: JH to note to ensure actions are implemented.

**Date, time, venue for next meeting**

8 March 2010, 1-3pm, Olicana House, 5th Floor Meeting Room