

# Bradford Supporting People Provider Forum **AGENDA**

For the meeting to be held on Thursday 24 November 2011  
Worship & Community Centre, Salvation Army, Lawley House,  
371 Leeds Road, Bradford, BD3 9NG at 10.00am

1. Apologies
2. Guest Speaker: Incommunities Debt Policy: Dave Dickens
3. Minutes of Last Meeting (29 September 2011)
4. Matters Arising
5. Supporting People Lead Officer Update: Jayne Hellowell
6. Core Group Representatives Feedback: John Hill
7. Regional Provider Forum Feedback: John Hill
8. Bradford Safeguarding Adults Board – feedback: Claire Blacka
9. Any Other Business
  - Fairer Future Steering Group Nominations
  - Operation of Homelessness HUBS/Homeless Definition
  - Provider Accreditation Limits
10. Date of Next Meeting 2011 - 12

Day	Date	Time	Venue
Thursday	<b>To be confirmed</b>	10 am – 12 pm	Salvation Army 371 Leeds Road, Bradford BD3 9NG

(Please e-mail any items for inclusion on the Agenda to [sheila.bamford@hortonhousing.co.uk](mailto:sheila.bamford@hortonhousing.co.uk) 2 weeks in advance of the meeting)

## Bradford Supporting People Provider Forum Meeting

29 September 2011

## 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 HA	Administrator for the Provider Forum	helen.searle@hortonhousing.co.uk
AK	Service User Representative		Contact via neal@bacc.uk.com
Rubina Bokhari	Bradford Cyrenians	Single homeless men Rough Sleepers	rubina@bradfordcyrenians.org.uk
Jamie Glencross	Horton Housing Training Centre		01274 739926 Jamie.glencross@hortonhousing.co.uk
Maggie Colwill	BMDC		Maggie.colwill@bradford.gov.uk
Kieran Walsh	DePaul UK	Young people at risk	Kieran.walsh@depauluk.org
John Hill	Foundation	Offenders Mentally Disordered Offenders	john.hill@foundationuk.org
Mark Hird	Bradford Foyer		200500
Pat Smith	BCCP		742345
Sheree Bosco	Fairweather		777897
Donya Byrne	Accent		767837
Janet Bradley	Places for People	Older People	Janet.bradley@placesforpeople.co.uk
Cobie Laan	Manningham HA	BME Women and children's domestic violence HUB	cobie@manninghamha.co.uk
Kath Copley			Kath.copley@actionforchildren.org.uk
Musarrat Khan	Langley Trust	Male offenders with complex needs	mkhan@langleyhoustrust.org
Kate Royce	Habinteg		kroyce@habinteg.org.uk
Michelle	Bradford Adult	Physical	Michelle.douglas@bradford.gov.uk

Douglas	Services	Disabilities	
P Younis	Anah Project		0845 9606011
Jeff Gordon	Keyhouse		01274 514621
Jonathan Saynor	Incommunities – Octavia Court		257901
Gerard Stocks	Palm Cove Society	Refugees	Gerard@palmcovesociety.co.uk
Graham Mynott	Keyhouse	Homeless families Generic Refugees Teenage parents Young People at Risk	Graham.mynott@keyhouse.co.uk
Paul Gartland	Horton Housing Association	Generic Mental Health Alcohol Misuse Teenage Parents Single Homeless Complex Needs	paul.gartland@hortonhousing.co.uk
Claire Blacka	Stonham	Mental health & learning disabilities	claire.blacka@homegroup.org.uk
Jenny Moran-Whitehead	BDCT	Learning Disabilities Mental Health	j.moran-whitehead@bdct.nhs.uk
Pansy Wills	City Homes in Mind		pansy@cityhomesinmind.net
Soo Player	Keighley Women's Aid		01535 210067
Joyce Simon	Anah	Domestic Violence	joyce@anahproject.plus.com
Helen Potts	Housing 21		Helen.Potts@housing21.co.uk
Jess Ward	United Response	Learning Disabilities	Jessica.ward@unitedresponse.org.uk
Neal Heard	BACC	Service User Involvement	neal@bacc.uk.com
Jo Howe	Headrow Housing	Older People	jhowe@headrow.org.uk
Angie Cooper	Catholic Care		0113 385 4000
Stephanie Inness	MASTS	Young needs	Stephanie.inness@mastsproject.co.uk
Trish Atkins			trish.atkins@depauluk.org
<b>APOLOGIES</b>			
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.uk
Pam Bennett	Incommunities		Pam.bennett@incommunities.co.uk
Yvonne	Palm Cove		

Hall			
GS	Service User Involvement Representative		Contact via <a href="mailto:neal@bacc.uk.com">neal@bacc.uk.com</a>
Rebecca Garrett	Shipley Women's Aid		01274 530124
Michelle Eccles	Accent Foundation		01274 767562
Mike Harney	City Homes in Mind	Mental Health	<a href="mailto:mike.harney@cityhomesinmind.net">mike.harney@cityhomesinmind.net</a>
Vicky Yewdall	Disc		01274 223277
Claire McCreanor			
Kathryn Wood			
Sally Deane			

### **1 APOLOGIES**

As shown above.

### **2 MINUTES OF LAST MEETING**

Amendment on page 6 (Tenancy Ready: Item 1). Mike Harney has expressed his opinion that this should be amended to read, "Support work is often not rigorous enough to prepare people for tenancy readiness"

### **3 MATTERS ARISING (August 2011)**

There are no matters arising

### **AGENDA**

#### **4 Elections**

The results of the recent Provider Forum election for places on the Strategic Core Group and Chair/Vice Chair of the Group were noted.

Voting papers had been returned to Jayne Hellowell and the results are:

Chair:	Sheila Bamford	Horton Housing
Vice-Chair:	John Hill	Foundation
Representatives:	Claire Blacka	Stonham
	Mark Hird	Bradford Foyer
	Graham Mynott	Key House

No change from last year. Thank you to all participants in the process. Rubina Bokhari noted that in line with recently agreed Terms of Reference review the elections will in future be bi-annual.

### **GUEST SPEAKERS**

#### **Jamie Glencross: Horton Housing Training Centre**

The group was briefed on opportunities available at Horton Housing Training Centre for clients of SP funded services. Outlined the way in which courses are delivered to clients, some funded provision but also some other courses which may not usually be available which are delivered by a skilled cognitive behaviour therapist. The impact on clients of training and volunteering opportunities was

noted. Noted award of Matrix standard earlier this year, also capacity and accreditation to deliver OCN courses (usually requires a 6 week commitment from clients).

Learners receive certificates and bus fares are reimbursed. There are a number of courses available to support tenancy readiness (Noted Money ActionNet Award for money management course).

For some courses limited crèche facilities can be made available – contact Jamie for specific details.

Neal Heard offered feedback from a range of courses and the promotion of HHT in Service User Involvement Group too.

Gerard Stocks queried funding and Sheila Bamford noted that HHT is part of the homeless HUB so expect 3 years funding. Jamie has also attracted other sources of income for the same period.

There are no exclusions but risk assessments are done on individuals.

Keighley clients – Jeff Gordon queried the possibility of running a number of courses in Keighley in future and it was noted that Jamie is still looking for funding opportunities to deliver there. If 6-8 clients are available then it may be possible to arrange for trainers to deliver the courses in Keighley occasionally at the moment.

It is possible to do some women only courses on ESOL at moment and HHT is looking to develop women only healthy eating sessions in future.

### **AK: Tenancy Ready & Active Citizenship Board Game**

AK detailed development of this game to date – has played this with a number of client groups and service users and their feedback and suggestions have been incorporated. Also some feedback has been received from support workers and peer reviewers.

Assisted by Artworks and BACC to develop current pro forma to be able to present to the group today but this is a working copy only. Also now looking at adaptability of the game and how it might work on an electronic basis. Applying for funding at moment to develop further with input from providers and service users.

The game was commended by the Group as really excellent. Agreed it could be rolled out across Bradford and beyond. You win by achieving the 9 tenancy-ready standards. Takes approximately 1 hour to play the game.

Claire Blacka noted the board game in use for personalisation for people with learning disabilities and Jed Din is developing one at moment for tenancy readiness – AK was invited to work with them on these too.

### **5 Supporting People: Lead Officer update – presented by Maggie Colwill**

The Lead Officer update paper was circulated and discussed by those present. Text in green is comments from the meeting.



## Supporting People

### Lead Officer update to Provider Forum 29 September 2011

**Report to:** Bradford Supporting People Provider Forum  
**Title:** Supporting People Lead Officer Update  
**Date:** 29 September 2011

#### 1. QAF results **Homeless sector review**

We are delighted to see that 3 services have now reached level A of the QAF and many more are at level B. A performance report will set out the overall scores and is due to be submitted to the SCG in December. **Briefly spoke about critical friend activity, fair access and tenancy readiness.**

#### 2. **Cycle of meetings and forward plan agenda items**

The next cycle of meetings has been cancelled due to the shortage of agenda items. This is not due to any changes nor desire to meet but rather due to the fact that we are in between reviews and there is no point in meeting for the sake of it given the work pressures we are all facing. The next cycle of meetings will take place as follows:

Strategic Core Group – 6 December 2011  
 Commissioning Body – Early January 2012

All dates for 2012 are currently being set and will be aligned with the provider forum.

Forward Plan: Coming up for December's meeting are:

Mental health business case **based on recommendations from sector review**  
 Performance report – QAF, PI progress  
 Housing Benefit discussion paper  
 Budget paper  
 Mental health QAF review outcome

**3. Business cases – changes to the way we approve business** In the past we have been governed by the grant conditions which meant that we had in place a memorandum of agreement with the Commissioning Body which set out how decisions were made. It also made clear the relationship between the authority as the administering authority and the partnership as those who took decisions on the direction of the programme.

We no longer have grant conditions and due to the changes in the commissioning arrangements in the authority we are required to change the way we take decisions.

The SCG and CB will remain. They will steer and shape the programme as they have always done. However decisions relating to contracts will be made corporately. This means that we must decide ahead of contract expiry what decision to take in terms of the future of contracts.

Note that all contracts above £75k must have corporate approval for spend. This means in some cases reports going to executive committee for approval. Business cases will be put forward to determine the future direction of a sector. For example the mental health contracts are due to expire between December 2011 and May 2012. We will need to extend the contracts and put forward a business case on how we manage them. The business case will include options such as full tender, framework agreements or contract extension through exemptions. The latter is difficult to support. **May make case for re-model at this stage too.**

For more information on the Supporting People programme please contact us in the first place on:  
 Email: [supporting.people@bradford.gov.uk](mailto:supporting.people@bradford.gov.uk)

Website: [www.bradford.gov.uk/supportingpeople](http://www.bradford.gov.uk/supportingpeople)  
Tel: 01274 434500

Drive for efficiencies through spending review still on agenda for forthcoming year so information on business case is a key message.

Jenny M-Whitehead queried time. October now – contract expires in December. Maggie noted that business case will go to SCG December and Commissioning Body in January so may be practical need to extend contract.

Paul Gartland asked how this would be developed and how business case will involve views of the sector and providers. Maggie was not able to respond to this.

Project groups will be established for different sectors and she will try to get a response back to providers.

Sheila Bamford noted experience of providers and certainly among the SCG representatives it would be advantageous to be involved in development rather than produce a document for consultation after the SCG meeting given the timescales. Sheila noted that this was touched on at the last SCG and offered brief details from this in respect of quality of providers; disadvantages of the tender process for smaller providers; other methods that can be used i.e. with development of homelessness HUBS.

Noted that there is a need to recognise potential damage of tender processes and evidence of parliamentary sub-committee comparing efficiencies 1% on tender processes and 4% on negotiated processes.

John Hill echoed the point about support and evidence for contract exemptions, instability for service users – it is about what happens in other authorities too.

Procurement rules and “line of least resistance”/risk averse approach noted – could do other options apart from tender process which is not a legal requirement.

Sector review (mental health) - the group asked whether this was for all mental health services and not just SP funded. Maggie noted that there is a separate but linked review of services not under SP. There is time been given for learning disabilities programme “Changing Lives” to develop.

Graham Mynott noted process may not be clear enough to demonstrate to clients or providers in respect of how the business case will work in future and particularly with Strategic Core Group and Commissioning Body

. Where does decision making lie? Need further explanation on process before there is any consideration of business case for mental health.

Also need to know if “flogging a dead horse” – has a decision been made already by BMDC that everything will go out to tender?

Maggie will take query back about whether this is a “done deal”. Example of homelessness sector review was highlighted – approval for remodelling only came through last week. In future it would be better for such approval to be through in advance. Noted Jayne Hellowell’s commitment to this re-modelling process and revisiting all homelessness services going out to tender.

Concern that while negotiations occurring on homelessness sector review there has been parallel process via local government association making decision for all to go to tender. If this is the case then need to now soon so providers can lobby as required. Neal Heard reiterated the quality of services developed in Bradford and risk of opening Bradford to tender from other providers and concerns over level of standard of service.

Invest to save and preventative work argument also important not to miss in these discussions. Impact this has on other budgets, noted collaboration and partnership working that doesn’t necessarily get taken into account. Noted SITRA/Cap Gemini regional work last year demonstrating value of such interventions across a range of client groups. Booklets are available in Jayne’s department and in more detail from the SITRA website.

Further discussion over disruption of tender process and disadvantages/advantages of learning disability framework agreement if all providers (including non SP) are covered by this.

Noted different framework agreements and models which don't offer service users any greater choice. The development of some unsustainable service delivery models in some regions was noted.

Maggie asked how providers want to receive responses to their queries (1) via HUBS advisory group and the two representatives there initially or (2) bring all representatives together with Jayne Hellowell? Some providers would like a written response in respect of mental health review.

VAW sector contracts – expire 30.9.2011 – serious situation noted by providers. Maggie noted that services will be paid according to new contracts and negotiated contracts which are close to completion this week or next. Maggie to ask for message to be sent to those affected in acknowledgement of the current situation.

Providers noted the difficulty of managing the impact of these decision on the lives of their support workers and also on their service users. Need for reassurance today. MC noted that this was unlikely due to BMDC management away-day.

Noted that Strategic Core Group and Leader of Council have formally approved VAW and acknowledgement is needed by providers as soon as possible.

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

## **5 Core Group Feedback (John Hill) 24.8.11**

- Sheltered review – some letters of concern noted
- Procurement
- Interim review – generic & rough sleepers
- Tenancy Ready Framework – updated that tenancy ready certificated higher band on choice based lettings system – concerns noted.

## **6 Regional Provider Forum Feedback (John Hill)**

No meeting since last report.

John noted attendance at housing related strategy group 8.9.11

- Concern from Commissioners regarding housing benefit reform – tensions within local authorities noted. Jayne Hellowell has requested submissions from all lead officers so common points can be extricated. Noted the overriding government drivers to simplify/streamline benefits. Some interesting work from Emma Handley in Kirklees – noted how this opens the door to private sector landlords.
- Decline and fall of governance - work done by Paul McKeown on regional retention of governance structures or changes in different authorities.

Information is available on other authorities – contact John Hill for details if required.

## **7 Bradford Safeguarding Adults Board (Claire Blacka) 12.9.2011**

(1) Suggestion to team up with other SA Boards in West Yorkshire and develop shared protocols – much support from Police for this.

(2) Work on annual report – should soon be ready for circulation to providers.

(3) Much work on compilation and comparison of stats – who is reporting what and possible development of benchmarks. Not yet ready for public consumption – will feed back into sub groups.

Communications and engagement sub-group is now attended by Claire Blacka "Safeguarding Voice Group" now established with general public too. Working on processes.

Minutes will be circulated to providers once received.

Jeff Gordon asked whether report would include cases with no outcome and Claire noted that this was in the report and was one of the items that was to be considered further. Also looking at low rates of use of advocates to assist people through the processes. Performance Management Group is looking at statistics to try and examine most useful items.

## **8 Any Other Business**

None

## **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.***

***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](http://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](mailto: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 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](http://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](http://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.

01274 200 500 m.hird@bradfordfoyer.org

**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](http://www.keyhouse.co.uk).

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

**Dates of Future Core Group Meetings****2-4 pm, Conference Room, 1<sup>st</sup> Floor Olicana House****11 October 2011      6 December 2011**