

## Supporting People

### Minutes of the Bradford Supporting People Commissioning Body Meeting 1-3pm on Monday, 1 June 2009 Meeting Room 2 1<sup>st</sup> floor Olicana House

#### Present:

##### CB Members:

Neil Maloney	Assistant Chief Officer – West Yorkshire Probation
Anne Flanagan	Bradford & Airedale PCT (On behalf of Matt Neligan)
Moira Wilson	Strategic Director Adult Services, City of Bradford Metropolitan District Council (Chair)

##### CB Officers in attendance:

David Shepherd	Assistant Director Housing Service, City of Bradford Metropolitan District Council, Chair of the SCG
Wendy Hall	Programme Manager Partnerships City of Bradford Metropolitan District Council
Neal Heard	Service User Support
Pam James	Service User Advocate Representative
Gary Furze	SP Finance & I.T Manager
Rachel Lorimer	SP Service Development & Research Manager
Eileen Fearon	SP Service Development Officer (observer)
Liberty Mupakati	SP Service Development Officer (observer)
Yvonne Latawiec	SP Link Worker (observer)
John Sloane	SP Move on Coordinator (observer)
EW	Supporting People Service User
JB	Supporting People Service User
Gary Stainforth	Supporting People Service User (observer)
Dale Smith	Executive Member of BMDC
Farah Mahmood	SP Minute taker

#### 1. Apologies:

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
AK	Supporting People Service User
Matt Neligan	Director of Commissioning – Bradford & Airedale PCT

Moira welcomed everyone to the meeting, followed by introductions around the table. Rachel explained the reason to why there are quite a few members from the Supporting People (SP) Team is because they are new officers in post and it was suggested for them to attend both this meeting and SP Strategic Core Group for observation.

#### 2. Declarations of interest

JB – Service user representative as a board member of Horton HA.  
Cllr Dale Smith – Abbeyfield Menston, older persons contract end date

#### 3. Minutes and matters arising from the meeting held on 6 April 2009

##### Matters arising

Page 3 – Item 5: Service Planning, Jayne to develop a delivery plan  
Rachel to request that Jayne forward this before the next CB meeting.

Page 2 – Decision - The Supporting People Services Users to provide an update.  
Neal reported that this has been done and will be raised in any other business

The minutes were then accepted as an accurate record.

#### **4. Lead Officer Update**

##### **Transition Team**

Rachel reported that this has gone to internal advert today. There is a short turn around of 5 days. If there is no success with the internal it will then go to external advert. Rachel informed the people that are not aware that this recruitment is for the Transition Manager and 2 Transition Officers.

##### **Staffing update**

Rachel reported on the successful recruitment of the Service User (SU) Involvement Officer. The post holder is Katie Nutman and she will be commencing employment with us on 29.06.09. Rachel informed members that the candidates for this post did a presentation to service users which was very well received

##### **Commissioning Plan**

Rachel referred to the commissioning Plan for the next 12 months based on the priorities set out in the 5 year strategy. The plan will continue to evolve as a result of the outcomes from the sector reviews. We are also planning the use of the additional funding for the handy person/adaptations service in consultation with the older persons partnership and this will come back to the SCG and CB respectively for approval. Rachel requested for members to endorse the plan with a view to the team proceeding with the procurement.

**Decision:** Members all agreed to this

##### **Physical Disability Services**

Rachel gave some background information on Hanover Housing Association (HHA). She reported that HHA has nationally made a strategic decision to concentrate solely on service provision to older people. Hanover are now in talk with Adult & Community Services to take over the contract for the physically disability services in Bradford. Rachel reported that talks are taking place between Adult & Community Services and SP to agree a funding amount so that SP can contract with them directly. She highlighted that even though this will be an internal service provider, they will still be subjected to a full sector review. The intention is for a report to be available to SCG on the 23<sup>rd</sup> June and CB on the 27<sup>th</sup> July 2009.

##### **Older Persons Contract End Date**

Rachel reported that the older persons (OP) sector review is well under way and SP have allocated themselves two years to actually undertake this review. There are a number of OP contracts due to expire very shortly, therefore SP are seeking approval to extend some of the existing contracts for a further 12 months to allow appropriate time for annual contract reviews to be undertaken and to progress the work of the strategic review.

Pam questioned whether the services that are being extended are providing a suitable quality service. Rachel responded that they are all at the adequate level but for the next review our aim is to get them to a level B

**Decision:** All members agreed to extend the current OP contracts for a further 12 months

##### **Attendance monitoring**

Statistics have been compiled from the previous 8 meetings and assessed at the point of take up of membership.

## 5. Performance Report

Gary summarized the circulated Performance Report for quarter 3 financial year 2008/09 asking the group to agree the recommendations set out in the paper,

The following points were discussed:-

- Performance for quality, key performance indicators
- Analysis against benchmark data, where available
- Steps taken to address poor performance
- Improvements to the Quality Assessment Framework (QAF)
- Year end level B QAF target just missed: actual 30% against target 33%
- Overall performance of services, as measured by performance indicators as at the end of Dec 2008
- Older Persons Review
- The level services are currently at.

Moira expressed concern about meeting the QAF target of 66% by March 2010 for level B. Rachel commented about the revised QAF that has been introduced by communities and local government is actually a new QAF. It's quite significantly different to the previous one. It seems that the expectations of a service at level C might now be at a level B. SP have an internal staff workshop that looks at that and how it will be timetabled & introduce to services.

David suggested that the SCG look at the mechanics of this i.e how many assessments can be done within the coming year, details of it what this actually means and bring the recommendations to the CB. Moira reminded everyone that we have to report back to the Audit commission within 6 months. Even though we have slightly missed the target for 08/09 the Audit commission will want to know what we have done to ensure that we meet the target for 09/10. She requested for the SCG to look at this so that we can have some sort of idea by end of Sept 09.

Moira referred to a paper that was recently circulated by Jayne "CLG – Local Government Outcomes framework" which reports about qualitative information rather than quantitative. She questioned whether SCG have looked at this yet. Gary responded that this will be looked at at the next SCG meeting.

Moira requested that the information on "level services are currently at" to be supplied in actual figures as well as percentages.

**Action:** SCG to assess QAF and standards that can be attained. RL report to SCG August 2009.

**Action:** SCG to look at the mechanics of the outcomes framework work. GF report to SCG June 2009.

## 6. Strategic Review Young People & Teenage Parents final report

Rachel summarised the report to the members. This report outlines the final proposal for awarding new three year steady state contracts to providers of young people and teenage parent services and proposals for future commissioning of further services.

Rachel then went through the table which details each of the existing service provision within the sector and the proposals attached to each service.

Rachel requested for members to accept the proposals made and approve the issue of steady state contracts to the providers of young person/teenage parent services and endorse the key commissioning priorities to the revised commissioning plan.

Pam questioned section 3 Commissioning Priorities, Bullet point 3 "*8 units of floating support for young people who have been sexually exploited, people trafficked or who are refugees alone*". She questioned whether SP work with the national centre in Sheffield.

Rachel responded that we haven't as this is just the start but it is expected that the provider who we commission will take this on board.

**Decision / Action:** All members agreed to the proposal set out in the report but it was requested that confirmation is also received from Richard Tipping on behalf of the Children and Young People Partnership

## **7. Incommunities – Octavia Court and Dispersed Units**

Rachel reported that this paper outlines details of changes Incommunities wish to incorporate in terms of provision of the direct access hostel and dispersed units currently provided by Norman Bank. She informed members that at the last SCG Incommunities presented a detailed report around proposals to extend the contract with Incommunities. This report was rejected by the SCG.

David added that there was a lengthy debate at the SCG on this issue. The group members would normally receive the report in advance so that it can be discussed at the meeting. In this case the paper was actually brought to the meeting. It was felt that there wasn't enough time for members to get to grips with what was being asked. The proposal from Incommunities was to deliver support in a way that was high on the benchmark costs with little opportunity to say anything about that.

David said that looking at this from the AD of Housing perspective there is still a lot of work to do. The Octavia Court Scheme has been commissioned by Incommunities on behalf of the Council. This replaces the present homeless hostel and we are in discussion with Incommunities around the homeless contract costs for Octavia court. We need to ensure that all revenue costs are dealt with appropriately in order for this to be a success for Bradford hence the reason why this should not be done in a rushed manner.

He emphasised that we cannot have a different arrangement with Incommunities just because they have a close council arrangement with a number of settings. This has to be the same process as the other providers follow. This was one of the core issues at the SCG.

Rachel commented that the SPCG have requested for Supporting People to do an options paper for the next SPCG meeting on 23.06.09. She requested for members of the CB to agree to the SP Team undertaking a full options appraisal for the dispersed units with a report to the SCG on the 23<sup>rd</sup> June 2009 and to the CB on the 27.07.09

**Decision:** All agreed for SP Team to do an options paper and to follow the bullet points in section 3 as a way forward.

## **8. Any Other Business**

### **Bradford Supporting People Service User Involvement Group.**

A report was circulated to members around the table. The report showed some of the activities that the SU group has been involved in since it was established. JB went through the report. Rachel noted that they need to include the work on peer reviews and also the work on the validation visits with the Service Development Officers (SDO's)

Moira suggested maybe have a quota at the end of each exercise i.e how you feel, the benefits you got out of the exercise. Rachel responded the SU have already done this and this information has been uploaded onto the website. She will circulate this to the members.

All members felt that the report was very good, clear and informative and shows how much work is being done in the background. It was suggested that this should be an agenda item

**Action:** The report to include work on the Peer Reviews and the SDO validation Visits.

**Action:** Rachel to circulate comments from SU from the SP website.

**Decision:** This report to be set up as an agenda item.

Pam and the SU expressed their delight of being involved in the recruitment of the SU Involvement Officer. The idea of presenting to SU was an excellent idea and the SU themselves valued the contribution. They are all very pleased that this exercise will be repeated for the recruitment of the Transition Team.

Moira highlighted her interest on the Mystery Shopping Exercise. Our recent inspection showed that we have still along way to go in making people aware of Supporting People Programme. Rachel responded that Yvonne- SP Link Worker is leading on this. Moira asked to see some results from this by September so that we can see how much progress has been made.

It was suggested for a bigger room for the next meeting.

**Action: Farah to arrange.**

Neal & Pam gave their apologies for the next meeting.

**Date, time, venue for next meeting: 27<sup>th</sup> July, 2009, 1-3 pm Venue tbc**