

# Supporting People Programme

Positive Engagement Event Update to  
SPCB/SPSCG  
18<sup>th</sup> April 2008

## Introduction

- Background
- Attendees
- Key Messages
- Service User Involvement
- Commitments
- Evaluation
- Outcomes Message



# Background to Event

- **Key priority for Supporting People to engage more with Service Users**
- **To build on work already undertaken by Bradford Alliance in Community Care (BACC) with Service User Involvement**
- **To explore what service user and other key stakeholders**
  - value about existing services
  - what their ideal service would look like
  - what are the priorities of future provision in Bradford
- **To explore where service users wish to be engaged in the governance of the SP programme in Bradford**

# Attendees

**105 People** attended excluding the officers and facilitators

- *Domestic Violence – Service Users 9 Officers 8*
- *Learning Difficulties – Service Users 7 Officers 6*
- *Mental Health Problems – Service users 14 Officers 9*
- *Offenders - Service Users 2 Officers 2*
- *Older People – Service Users 7 Officers 10*
- *Single Homeless – Service Users 6 Officers 5*
- *Young People – Service Users 4 Officers 4*
- *Refugees - Officers 1*
- **Total – Service Users 49 Officers 45**
- **Others 11 (commissioners & policy officers)**

# Key Messages from Day

- ***Better Quality Services***
  - *Sharing of Good Practise*
  - *Lighten the burden of Bureaucracy*
  - *Compile list of client group champions to share expertise*
  - *Involve service users in staff appraisals*
  - *Person centred support plans*
  - *Individual choice on how to spend money*
  - *More SP discussion with service users*
  - *Enhanced funding to allow more support time with service users*
  - *More focus on outcomes for service users*
  - *Joined up care and support – provide seamless service*

# Key Messages from Day (2)

- ***Improved Services***
  - ***Better security for services, possible increased police and use of CCTV***
  - ***Education for service users on how to stay safe***
- ***Improved access to Services***
  - ***Flexible eligibility criteria***
  - ***Relaxation in exclusions and controls***
  - ***Introduce common assessment framework***

# Key Messages from Day (3)

- ***Better Experience of 'Moving On'***
  - ***Increase 'Move On' Accommodation***
  - ***Providers to allow additional time to move in***
    - ***Removal of 2 weeks rent advancement***
  - ***Assistance with practicalities of 'Move On'***
    - ***Decorating, essential items, pre-tenancy work***
    - ***Emotional support***
- ***Needs Met***
  - ***More dispersed units for hostel provision***
  - ***Increased outreach/re-settlement provision***
  - ***More generic services***
  - ***Services for people with no recourse to public funds***

# Key Messages from Day (4)

- **Improved Information**
  - **More information about other agencies who provide support**
  - **Training and information links between service providers**
  - **Legal advise service**
  - **Detailed information around providers quality of service and improvements**
  - **Formal training on:**
    - **Benefits, Education opportunities, physical exercise, choice of accommodation, SP awareness**
  - **Information documents about community**
  - **Make information easy to understand**
    - **Use DVD's, Easy Read Format, Accessible website, SP information shop/bus**

# Key Messages from Day (5)

- ***Opportunities for Service Users***
  - ***Leisure Opportunities Support worker***
  - ***Advise on Leisure, careers, activities, events and opportunities***
  - ***Bring in funding from other areas – charities etc***
  - ***Transport for trips***
  - ***Easy access to internet***
  - ***Development of social networks***

# Further Service User Involvement

**Service Users were asked if they wished to be involved more in the following areas:**




- Helping to develop further information
- Commenting on supporting people documents
- Getting involved in service user meetings
- Quality checking other services
- Getting involved in future decision making
- Getting involved in future procurement processes and interviews

**Interest has been shown in all areas of this work**

# Commitments

- **Training for Service Users**
- **Listen service users and take appropriate actions**
- **Increased floating support services**
- **Move towards Individual Budgets**
- **Smarter approach to SP processes**
- **Tailor services to individual needs**
- **Develop super highway of information**
- **Encourage individual responsibility for life improvements**

## Evaluation

	 YES	 NO	 UNSURE	NA or left blank	Comments to questions
I enjoyed the event	100%	-	-	-	
I found the event interesting	99.986%	-	.014% (1 delegate)		
It was good to talk about my experiences of housing support	98.886%	.014% (1 delegate)	.043% (3 delegates)	.057% (4 delegates)	
It was good to talk about how we can improve services in Bradford	99.944%		.014% (1 delegate)	.028% (2 delegates)	.014% (1) Will the service improve as we continue to make cuts?
The food and refreshments were nice	99.986	-	-	.014% (1 delegate)	really nice (1) very nice (1)
The event was held in a good venue	99.986%		.014% (1 delegate).		A bit old

# Outcomes for Service Users

*Rothera has helped me and my family (family in the way my parents have their daughter back and my children have their mother back and my grandchildren have their grandma back). I don't know where I'd be if it wasn't for Rothera – probably dead.*

*I have had and am still getting positive feedback on the help I need, such as my addiction, I'm also a rape victim. Rothera has helped me get all the counselling that I need. With all the help that I am getting, I'm now in a floating support service, in which for the 1<sup>st</sup> time in 12/13 years I'm stable, facing all issues that I have.*

*Rothera Project can fight in the future crime rate.*

# Contact Details

**Rachel Lorimer**

**Service Development/Research Manager**

**01274 431272**

Department of Adult Services  
6<sup>th</sup> Floor, Olicana House  
35 Chapel Street  
Little Germany  
Bradford, BD1 5RE

[supporting.people@bradford.gov.uk](mailto:supporting.people@bradford.gov.uk)

<http://www.bradford.gov.uk/supportingpeople/>

