

Supporting People

Minutes of the Supporting People Strategic Core Group Meeting held on Tuesday, 28th April 2009 2 - 4pm, Priestly Room, City Training Services

Present:

David Shepherd (Chair)	Assistant Director Housing Service, CBMDC
Guy Van Dichele	SP Accountable Officer and Assistant Director Commissioning
Peter Hart	Probation Service (Deputy Chair)
Jayne Hellowell	Supporting People Lead Officer
Rachel Lorimer	SP Service Development & Research Manager
Sheila Bamford	Executive Director-Horton HA (Provider Rep)
Graham Mynott	Keyhouse Project – Manager (Provider rep)
Mike Harney	City Homes in Mind (Provider rep)
Neal Heard	Service User Involvement Worker (Bradford Alliance on Community Care (BACC))
John Hill	Foundation Housing (Provider rep)
JH	SP Service User
EW	SP Service User
AK	SP Service User
GS	SP Service User - observer
Val Balding	Safer Communities, CBMDC
Sarah Possingham	Access to Housing Manager, CBMDC
Gary Furze	SP Finance Manager
Pam James	Service User Advocate
James Purdie	Children's services CBMDC
Yvonne Latawiec	SP Link Worker
Liz Barry	Commissioner for Substance Misuse Services, Bradford & Airedale NHS
Hannah Hatchman	SP Service Development Officer (minutes)

1. Apologies / Introductions

Ruth Ingram	Safeguarding Adults
Nina Smith	Safer Communities (CBMDC) (Liz Barry to deputise)
Denis Gale	Children & Young People (James Purdie to deputise)
Jennifer Moran- Whitehead	Bradford District Care Trust (Provider rep)
John Howarth	Strategic Commissioning Manager - Service Improvement (CBMDC) also representing Older People

2. Declaration of Conflicts of Interest

Item 5 Sector Review - Sheila Bamford and Graham Mynott

3. Minutes and matters arising from the meeting held on 3rd March 2009

Page 2 - Neal Heard (NH) noted that the glossary of terms for SP service users is in draft format will brought to the next meeting

Action: NH to bring glossary of terms for service users to next meeting

Page 2 - Commissioning plan has been circulated by Jayne Hellowell (JH) for this meeting.

Page 3 Move on action plan still to be circulated JH will chase this up

Action: JH to ask John Sloane to circulate updated move on action plan

Page 4 – Transitions team will go to grading panel 7 May, to recruit for the end of May/June.

Page 4 JH spoke to Ruth Ingram (RI) regarding her position on attending SP Core Group and she has re-iterated her position of attending when safeguarding issues are on the agenda as opposed to be a regular member. SPCG members were still unsatisfied with this response, David Shepherd volunteered to follow this up. Guy Van Dichele (GVD) suggested that an alternative may be to agree attendance for every other meeting.

Action: DS to speak further to RI

Page 6 Rachel Lorimer (RL) contacted Yusuf Karolia for information to be added to the Older Persons Housing review Report.

Page 7 JH will attend the Housing Partnership Board in future.

The minutes were then agreed as a true and accurate record.

4. Lead Officer Update – Jayne Hellowell

4.1 Service Plan

The Commissioning Body meeting held on the 6th April 2009 agreed to develop a new delivery plan for the programme, to focus on higher level actions and achieving the priorities of the 5 year strategy. This is being developed. A service plan will still be used to operate as a management tool for the team. GVD proposed SCG monitor delivery plan JH to table for next meeting.

4.2 Commissioning Plan 2008-11 (as of April 2009)

The commissioning plan setting out the priorities for the 5 year strategy has been circulated. This will evolve as a result of outcomes of the sector reviews.

Graham Mynott (GM) pointed out the sector review report for young people notes 3 bullet points which are not reflected in the commissioning plan. JH responded that some commissioning priorities have been met through remodelling of provision eg transfer of Impact to Horton Housing to deliver floating support, remodel of BCCP to provide support in more suitable accommodation.

James Purdie (JP) queried how capacity identified for new services has been identified. JH noted information is drawn from the SP needs assessment, consultation with stakeholders and is balanced with the budget available in liaison with other commissioners.

4.3 Older Persons Sector Review – brief update

The first steering group meeting has taken place. Terms of reference and a project plan are being developed. The review will form part of the delivery of the priorities in the Older Persons Partnership Strategy “Staying Well, Staying Independent”. The priorities of the steering group will be to set out a vision of how we see services being delivered through the use of funding for housing related support.

4.5 Staff restructure

The new staff structure has been circulated. The Service User Involvement Officer is out to advert, interviews will take place on the 14th and 15th May. Transitions team will go to grading panel 7 May to recruit for the end of May/June. Zara Hussain is back from maternity leave. Eileen Fearon and Liberty Mupakati have been appointed as new Service Development Officers and will start on the 11th May 2009.

DS queried if the funding for the staffing structure was long term, JH acknowledge that the SP Administration Grant is indicative for the next two years, however the Adult Services department recognise the necessity for the team.

4.6 Attendance Monitoring

The attendance monitoring statistics from financial year 2008/09 were noted, discussion under matters arising.

5. Final Report – sector review young people and teenage parents

Rachel Lorimer (RL) presented the final report. Page 3 of the reports notes recommendations for each service. RL went through each of the provider on the table informing the group of the outcome and recommendation. It was noted there are 2 cases where extended deadlines have been agreed for service improvement plans to November 2009. Comments were invited on the outcomes and recommendations.

GM asked if it would be possible to list a summary of outcomes in a similar format to the service details list on page 2, point 2.1 of the report. It was agreed this would be helpful.

Action: RL to circulate summary of outcomes reflecting the end of the sector review

No further comments report agreed.

6. Performance Report

Gary Furze (GF) presented the performance report which covers quality and performance Indicators. A quality target was set for 33% services to meet Level B by April 09. The actual programme performance is just below this at 30%.

Pam James (PJ) queried how long it may take for the target to be met. RL noted that it had been hoped that older peoples service reviews would evidence raised standards but that this had not been the case. Annual contract reviews of homeless services are due to start in May and it is hoped that assessments during these reviews will evidence raised standards. Difficulties in raising standards in older persons' reviews were noted. Guy Van Dichele (GVD) noted that this will impact on targets for the coming year.

NH reported on Service User Involvement Group (SUIG) work currently underway to identify targets for next year. JH commented on the introduction of revised Quality Assessment Framework (QAF) and that work is underway to identify the best way to implement this and to consider how this will impact on QAF scores. NH noted that previously the annual service user questionnaire was used to help identify targets this will be picked up on by the new service user involvement officer.

DS queried timescales for improvement for older peoples' services as the review runs over 2 years. RL noted that all services have an improvement plan which will be revisited in 1 year. Younger people's services had longer timescales for completion as this was the first round of reviews under the new process. There was discussion around the usefulness of breaking down data by client group and the usefulness of QAF score benchmarks to compare with other Administering Authorities (AAs). PJ asked why there were issues with reaching higher standards in older peoples sector. JH noted, drawing on experience in other AAs:- issues that not all older people in housing schemes need support; a number of older peoples service provider work on a national level and deal with many different AA's

GVD queried for those services who have been at Level B for some time how are they progressing to Level A. RL noted that at annual contract reviews if providers self-assess at Level A they will be validated at this Level.

NH comment there had been some debate at Service User Involvement Group (SUIG) about service users awareness of their own service scores.

Key points to note in relation to performance indicators are:-

- **KPI2 (NI141)** number of people moving on in a pIAKd way, improved from 65.7% in quarter one to 72.6% in quarter two and remained above the 'Good' benchmark target of 70% in quarter three (at 71.6%). This indicator is the only SP indicator included in the LAA basket of 35 indicators.
- **SPI1** availability, **SPI4** throughput in short term services and **SPI4** throughput in long term services all saw an improvement in performance, with all indicators showing services above the benchmark targets for 'Good' performance.
- **KPI1 (NI142)** people sustaining independent living, and, **SPI2** utilisation, have remained marginally below the benchmark targets: KPI1 by 0.1% below the target of 98.5% and SPI2 remaining around 0.5% below the target of 98%.

It was noted that work on producing performance data for outcomes is underway and will be included in future reports but the overall format of the reports will stay the same. Stretch targets will also be identified in next report.

Overall there is more work to do on QAF and performance improvements but the programme is moving in right direction of travel

7. Common Access Pathway

JH presented a paper on the Common Access Pathway, which is a web based system that provides a joined up method of handling referrals for short term services. The idea of a common access pathway has been subject of a regional working group and approval in principle for this approach is sought to progress this work. There are potential benefits from the system for service users, housing providers, support providers and key stakeholders:-

- Benefits for service users – 1 stop shop
- Benefits for SCG will be useful for performance reporting etc.
- Benefits for providers - add ons available to assist in managing support planning, some providers are already looking into this.

Further details are in the main report.

The regional working group has assessed different software models including Capita and Abris. A regional approach will provide opportunities for cost efficiencies and savings in procurement.

If approval is given there would be further consultation with providers over the next few months, development of the technical spec and then looking to procure in the next 18th months.

PJ queried if this would support the personalisation agenda. JH noted the possibilities of using the system for accessing individual services is not clear at present.

James Purdure (JP) questioned how young people would fit into this as children's services already existing database, which includes assessment details in place. These system allows different access levels for different people. The Common Assessment Framework for services working with children and young people would also need to be considered.

Peter Hart (PH) spoke about the benefits he has seen where similar systems are in operation eg the service user can populate the database with information that they want a provider to see which saves the service user from needing to complete numerous forms.

There was further discussion about the need to avoid duplication to be clear on the scope of the system.

The system has to be accessible and understandable for service users and also include information on how to get support in using the system if needed.

EW (EW) asked if the service user group could receive a presentation, JH proposed members of the service user group to be invited to the provider presentation.

Decision – The general view is that there is a need to move slowly and cautiously in progressing this work as different stakeholders may want different things from the system and this would need to be clear in any service specification.

Action – NH to arrange service users to attend the regional presentation

8. New Commissions – table on the day

RL advised that Sheila Bamford (SB) and JH (JB) declared an interest at this point.

RL presented a paper on a new commission proposal. Due to last minute negotiations the paper was not able to be circulated prior to the meeting, copies were distributed to members at this point in the meeting.

Key points

- Incommunities have been awarded the Homelessness Contract which runs until spring 2012.
- Incommunities Norman Bank Hostel is currently in premises unfit for purpose. A new build facility is in the final stages of construction and should be open for service users around June 2009. The provision will have capacity for 1 additional unit, total of 21 units. The service provides temporary accommodation for statutory homeless.
- Incommunities also operate 55 accommodation based dispersed units. 31 of these units are supported through Horton Housing Association (HHA) via the ST@Y service.
- The current SP contract for Incommunities expires on 26th June 2010

The proposal is for:-

- Capacity at Octavia Court to be increased by 1 unit
- Provide support to all 55 dispersed units which would enable HHA to provide 31 units of support to other service users across the district, with a view to this provision moving to floating support in future.
- The services to be combined in the new contract
- Combined service cost would increase by £164k pa.
- Contract expiry date to be brought in line with the Homelessness Contract expiry date of 2012

Concerns were noted regarding the contract price support hour cost being above the benchmarks for high support provision and that the service has not gone through sector review. Questions were also raised as to why the contract would be extended to link with Homelessness Contract expiry date when the support has not recently been reviewed. JH noted that the service would be subject to annual review and that there have been ongoing negotiations around cost, staff salaries etc. Incommunities have indicated that this is their final position on service costs.

DS – highlighted that previous conversations by members has supported the process for the landlord to be different from the support provider to keep complications to a minimum.

JH noted that alternative in that there is still 12 months on current contract and if a decision was made to tender in future there would still be difficulties with TUPE and Incommunities owning the building. Sarah Possingham noted there are other issues to be considered in terms of links to asylum contract.

Overall comment noted the service is outside of benchmarks, has not gone through recent review, is not level B, there is no detail on performance and that these issues should be addressed up to 2010.

It was noted there needs to be point of principle in consistency of approach, and there was concern about savings being identified the use of staff and volunteers

Decision: Proposals as set out in the paper were not approved

Action:

- SP to develop options paper for ways forward.
- SPCB to be made aware of paper and issues raised.
- Response to Incommunities that contract stands as it is and further negotiations to be held, to enable the service to proceed with the move and address the matter of the extra unit in the new premises

9. Any other business

- 9.1** GM raised a point regarding a letter sent to providers about outcomes reporting, as there has been a change in approach in the requirements for completion. JH noted that the decision was made for forms to be completed for all short term service users to enable better management of the programme. It was noted that of support plans are well laid out the process should not be too difficult. Mike Harney (MH) noted the outcomes group supported the move to collect this data for all service users.
- 9.2** GVD noted that a work programme needs to be developed for the SPCG now that the focus is not on the audit. This may be developed through a specific meeting or by splitting an existing meeting to be part business and part development.
- 9.3** RL noted a change of venue for the next meeting as the 1st floor conference room is no longer in use. New venue to be confirmed.

Date, time, venue for next meeting: 2 p.m. on Tuesday 23rd June 2009 TBC