

## Bradford Supporting People Provider Forum Meeting

2 April 2009

## 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 Housing Association	As above	For minutes please e-mail helen.searle@hortonhousing.co.uk
Mike Harney	City Homes in Mind	Mental Health	mikeharney@orange.net
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.uk
Jenny Moran-Whitehead	BDCT Mental Health	Learning Disabilities Mental Health	J.moran-whitehead@bdct.nhs.uk
Mark Hird	Bradford Foyer	Young People	m.hird@bradfordcollege.ac.uk
Paul Gartland	Horton Housing	Generic Mental Health Alcohol Misuse Teenage Parents Single Homeless Complex Needs	paul.gartland@hortonhousing.co.uk
Anne Smith	Ripple Drug Services	Substance Misuse	Anne.smith@ripple.org.uk
Sue Stevens	Assisi House	Single homeless	
Ruth Batty	CHAS	Homelessness Prevention	
Patricia Gadd	Bradford & District Association of Mental Health	Mental Health	queensgrange@yahoo.co.uk
Cath Miller	The Lighthouse Group	Young People at Risk	Cath.miller@tlg.org.uk
Julie Drake	Blenheim Project	Domestic Violence Homeless Families	Julie@blenheimproject.org
Rubina Bokhari	Bradford Cyrenians	Supported Housing for Homeless Men	rubina@bradfordcyrenians.org.uk
Mark Best	ASBAH	Physical/sensory disability	markb@asbah.org
John Hill	Foundation Housing	Offenders Mentally Disordered Offenders	John.hill@foundationhousing.org.uk
Wyn Dodds	Catholic Care	Learning	Wyn.dodds@catholic-care.org.uk

		Disabilities	
Eve Stewart	Bradford & District Association of Mental Health	Learning disabilities	queensgrange@yahoo.co.uk
Peter Bloom	Ripple Drugs services	Substance Misuse	Peter.bloom@ripple.org.uk
Pat Smith	BCCP	Young People at Risk	patsmith@bradfordccp.com
Donya Byrne	Accent	Older people	Donya.byrne@accentgroup.orgq
Margaret Czerwak	Safe Haven Yorkshire	Refugees	mczerwak@yorkshirehousing.co.uk
Nicola Manson	Incommunities	Homeless families Older people	nicola.manson@incommunities.co.uk
Gary Staniforth	Service User Involvement		Staniforth1@hotmail.com
Neal Heard	BACC		neal@bacc.uk.com
Mariam Ahmed	Service User involvement		maryamisreluctantly@hotmail.co.uk
Rehan Shah	Foundation Housing	Offenders Mentally Disordered Offenders	rehanshah@foundationhousing.org.uk
John Sloane	Supporting People		John.sloane@bradford.gov.uk
Carol Brook	Depaul UK: Aldo Trust	Young People at Risk	Aldo.house@depauluk.org
Malika Iqbal	Anah Project	Domestic Violence	
Fareeda Khan	Anah Project	Domestic Violence	fareeda@anahproject.plus.com
Soo Player	Keighley Women's Aid	Domestic Violence	kwomensaid@hotmail.com
Parveen Younis	BWSP/Oasis Project	Domestic Violence	parveen@bwsp.co.uk
Rebecca Garrett	Shiplely Women's Aid	Domestic Violence	managerswa@aol.com
Sally Deane	Bradford Women's Aid	Domestic Violence	sally@bradfordwomensaid.org.uk
Kat Skelly	Salvation Army	Single Homeless	Kat.skelly@salvationarmy.org.uk
<b>APOLOGIES</b>			
Graham Mynott	Keyhouse	Homeless families Generic Refugees Teenage parents Young People at Risk	Graham.mynott@keyhouse.co.uk
Sally Marney	Abbeyfield Ilkley Society	Frail elderly	Sally.marney@abbeyfieldilkley.co.uk
Majella Dean	Catholic Care	Learning disabilities	Majella.dean@catholic-care.org.uk
Jeff Gordon	Homekey	Homeless families Generic Refugees Teenage parents	Jeff.gordon@keyhouse.co.uk

		Young People at Risk	
Michelle Eccles	Accent	Older people	Michelle.eccles@accentgroup.org
Joan Pheasant	Five Dales Housing	Physical/sensory disability	joanp@asbah.org

## **2 MINUTES OF LAST MEETING 5 February 2009**

Agreed as a correct record with one change.

Page 5: Rubina Bokhari was not present – the minutes should read Ruth Batty

### **MATTERS ARISING**

Page 5: Distribution of Core Group Information

Mike Harney asked the Group for further debate about dissemination of core group information .

Sheila's Bamford's recollection of the Core Group discussions was that people acting as representatives have access to information that is considered confidential and this should be treated with integrity to protect all providers and should remain confidential to the meeting.

Jayne Hellowell confirmed that the Core Group terms of Reference uphold Sheila's position about interpretation of confidentiality. There is a balance between reporting key points and protecting confidential information.

John Hill echoed the point of papers being confidential to the person sitting in that meeting, not even to their organisation. If an individual service is being discussed by the Core Group then that provider would be aware of this and the papers shared with them by the Core Group.

Mike Harney expressed concern that the representative power of the representative is removed by such a blanket ruling of not sharing – he asked for comments from the rest of the Group.

Mark Hird felt that this was a question of trust of the integrity of the representatives to undertake this role. There is nothing at Core Group about providers that they are not aware of. If trust is lost in a representative then the group will act by not voting for them next time. Currently all the representatives have integrity and have trust from the wider Group.

Sheila Bamford thanked Mike for raising this important point. It was stated that if any representative felt they were compromised by their position or the agreed protocol then as a representative they must consider their role and this was something that future representatives would need to consider.

### **Guest Speakers**

Sheila welcome Neal Heard, Mariam Ahmed and Gary Staniforth to the meeting – they offered the group a brief presentation and insight into the Supporting People Service User Involvement Group.

Next meeting of this group is 23 April 2009 – all welcome 11 am – 1 pm

24.6.20089 – regional conference being hosted by Bradford SP team – this is for those service users involved in the consultation processes.

Service User Involvement Officer - application packs will be available from 14.4.09

Gary and Mariam answered questions from the Group about how to encourage further client involvement in some projects. After discussion the Group agreed that Gary, Mariam and Neal be included on the distribution lists for future meeting attendance.

## **AGENDA**

### **3 Supporting People: Lead Officer update**

*The full Lead Officer update from Jayne Hellowell is attached at the end of the minutes – the notes below are in addition to the main briefing.*

- Bids for unallocated funding
- Contract Management Timetable
- SP Staffing Update
- Regional Working – Key Work Strands

In response to a query from Rubina Bokhari Jane Hellowell confirmed that for forthcoming sector reviews the old QAF applied – 6 core and 2 supplementary objectives being considered.

Attention was drawn to the remodelling of regional structures such as transport, roads, planning, economy etc – very little has been included about people. Jayne confirmed that she is trying to raise the profile of this and keep it on the regional agenda – this move was welcomed by Sheila Bamford, particularly now the ring-fence around SP money had gone.

Jayne Hellowell reported the regional development of Supporting People teams and possible links with the Chartered Institute of Housing in future were noted.

Common Access Pathway – paper attached from Jayne Hellowell. Providers are invited to read through this and feedback to Jayne directly.

John Hill noted use of tools but also drew attention to these being used as potential barriers (such as risk information) for people trying to access services. Paul Gartland felt that the other side of this is that the Supporting People Team can monitor this and address issues where this may seem to be occurring. Paul noted that his fears about the possible “gatekeeping” role of this had been allayed as work on this project had progressed.

Gary Staniforth – felt this was potentially a good development, one system accessed by all and he drew parallels with Volvo car network system for finding specific cars types and colours to suit a persons requirements – in the same way as service users can perhaps try and locate which services best fit their requirements.

Mike Harney expressed his support for the CAPITA system and asked that the Supporting People team keep in contact with providers about possible development opportunities for them in future. Paul Gartland added some information to this about the potential use of the CAPITA system for providers.

Soo Player asked for more details about who inputs information on the database? Paul Gartland noted that it can be the service provider or the service user via possible public terminals, agencies, advocates etc

Neal Heard noted that the system sounds good but expressed concerns that people with some needs may be excluded from this so links to advice agencies must be made – access to this system on a wide scale is essential.

Jayne Hellowell gave details of possible levels of access – interested as a strategic level for SP services, not interested in micro-managing services.

In response to a query from Soo Player, Paul Gartland confirmed that this is simply another route in addition to existing referral routes – it was not intended to replace them.

John Hill queried the safeguards to sensitive information – again different levels of access were considered.

Annual costs of this were queried by Mike Harney – Jayne Hellowell felt more information was required before this could be compiled such as number of users - economies of scale etc

Paul Gartland noted that some systems provide free licences to providers following purchase by a local authority purchase but it was noted that some negotiation would be required to get this.

In order to progress the decision providers asked that they be able to participate in a visual presentation or case scenario demonstrating how this would work for support workers.

Demo version from the software providers suggested as one route to do this.

Support Plans and use of IT for this was briefly mentioned but this is not anticipated by SP at this stage. R Garrett noted similarity to Hostel Om Line, Refuges On Line system previously.

Mike Harney asked whether these systems were in use elsewhere and if a provider could come and demonstrate its use?

It was agreed that Jayne Hellowell would arrange a seminar for the software providers to attend again – Jayne will discuss with Charles and organise this

JH

John Hill asked whether someone from Nottingham (where CAPITA is in use now) could be invited to attend

#### **4 Core Group Feedback**

Mike Harney felt there was nothing to add to Jayne Hellowell's Lead Officer report

John Hill noted that some issues were raised about socially excluded groups following the older peoples review.

Jayne Hellowell noted discussions with a Gloucestershire colleague about the removal of wardens from Sheltered Housing and how this had hit the press recently. Bradford is looking into this as part of a two year review but nothing has been decided currently.

Mike Harney noted that none of the provider representatives from the Core Group has specific older people service expertise. John Hill noted that in Kirklees specialist representation was offered at Core Group for the relevant section of the meeting – Sheila Bamford suggested some links with RSLs and Jayne Hellowell noted provider sub group that existed.

## **5 Clarification of QAF Levels**

Soo Player asked when the change to the new QAF would occur.

Jayne Hellowell reiterated that for current reviews these would be against the old QAF. The new QAF will have to be phased in and a plan is being developed to facilitate this – including training for providers, and SP team. Jayne will bring this timetable to the group when it is complete.

A guidance booklet has been sent out recently for Level A on the **OLD** QAF.

New SITRA training – providers had expressed some relief following training attended recently – much evidence will be similar to that collected for the old QAF. John Hill noted very positive feedback from staff following this training.

## **6 Regional Provider Forum Feedback**

No meeting since January – next meeting 20 April 2009.

QAF guidance is to be developed and provided at a regional level via this forum.

## **7 Supporting People Complaints Procedure**

Jayne Hellowell noted work on this with the service user involvement group

- (1) SP revising Complaints, Compliments, Comments Procedure
- (2) Ensuring service users feel confident to use the process

Complaints received are mostly from service users and if these are serious enough they would go on a risk validation register and a visit would be made to the service provider by SP team.

It was noted that SP are careful to try and recognise the difference between complaints and comments.

SP also careful not to micro-manage services and being careful to ensure that the organisation's own complaints process has been used initially.

Mike Harney asked whether there was any correlation of complaints against services at different QAF levels. Jayne felt that this was something that SP could start to analyse in future at Core Group.

It is likely that any complaints report from SP in future (when developed) will go to Core Groups and then be fed back to provider forum.

## **8 Any Other Business**

### **Performance Indicators**

Jayne Hellowell offered apologies and noted that the e-mail from Gary Furze regarding staffing figures on workbooks should be considered as retracted by providers as it had been sent in error. SP are considering future proposals for auditing evidence and safeguards about staffing.

Paul Gartland noted that providers understood the need for SP to monitor this but would welcome discussion about how best this is to be achieved rather than via the workbooks systems.

Jayne Hellowell noted possible future use of a spreadsheet arrangement.

Mike Harney – noted that it was a contractual obligation to provide certain hours and this led to a brief discussion with Jayne Hellowell about possible fraud and intent to commit fraud.

Jayne Hellowell accepted the points made by providers and noted their concerns. It was agreed that any future proposal would be made as simple as possible.

JH

### **Engagement of Carers in the Group**

Jenny Moran-Whitehead queried progress on this. After brief discussion it was agreed that Neal Heard and Jenny would work on this together and bring something back to a future meeting.

NH, JMW

### **Work Placements for Service Users**

Please contact Lorna Palmer (Bradford & Bingley) 0791 876 6438 – there are possible projects and placements available for service users and Lorna is happy to attend future meetings if this is required by providers.

### **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.*

*28 May 2009*

*23 July 2009*

*17 September 2009*

**AS AGREED ON 28 JUNE 2007, 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 wet garden 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:** [sheilab@hortonhousing.co.uk](mailto:sheilab@hortonhousing.co.uk)

### **Graham Mynott**

Keyhouse Project, 130 North Street, Keighley, BD21 3AD

We provide housing related support to the following 5 client groups: young people at risk, single homeless, refugees, homeless families and teenage parents. We use a mixture of Incommunities, other RSL and private rented accommodation to deliver our services and use 3 property types: self-contained units; shared houses and a hostel. We have services across the Bradford District.

**Tel:** 01535 211311                      **e-mail:** [graham.mynott@keyhouse.co.uk](mailto:graham.mynott@keyhouse.co.uk)

### **Cath Gormally (Jenny Moran-Whitehead acting up in this role currently)**

BDCT Headquarters, Level 4, New Mill, Saltaire, Shipley, BD18 3LD

The Care Trust provides a range of housing related support to adults recovering from mental ill health and adults with a learning disability. 335 places are provided across Bradford and Airedale.

**Tel:** 01274 223423                      **e-mail:** [jennifer.moran-whitehead@bdct.nhs.uk](mailto:jennifer.moran-whitehead@bdct.nhs.uk)

### **Mike Harney**

City Homes in Mind, Aire Valley TradeForce Limited, TradeForce Building, Cornwall Place, Bradford, BD8 7JT

City Homes in Mind provides housing related support and housing management to people suffering mental distress. We have 20 self contained flats in Manningham.

**Tel:** 01274 822333                      **e-mail:** [mikeharney@orange.net](mailto:mikeharney@orange.net)

### **John Hill**

Foundation Housing provides housing related services for single homeless people. Much work is undertaken with offender groups.

**Tel:** 01422 386910 **e-mail:** [johnhill@foundationhousing.org.uk](mailto:johnhill@foundationhousing.org.uk)

## **Dates of Future Core Group Meetings**

**2-4 pm, Conference Room, 1<sup>st</sup> Floor Olicana House**

**18<sup>th</sup> November 2008**

**13 January 2009**

**3 March 2009**

**28 April 2009 (City Training venue!!)**

**23 June 2009**

**18 August 2009**

**13 October 2009**



## Supporting People

### Lead Officer update to Provider Forum 2 April 2009

**Report to:** Bradford Supporting People Provider Forum  
**Title:** Supporting People Lead Officer Update  
**Date:** 2 April 2009

#### 1. **Bids for unallocated funding:**

We have placed a halt on any new bids for the use of unallocated funding. The reason for this is:

- To allow time for the Lead Officer to reconcile and seek approval for any outstanding bids.
- To put together a new commissioning plan and tender.
- Notification that funding will not be clawed back by the government.

#### 2. **Contract management timetable**

This has now been revised and the following are key reviews coming up:

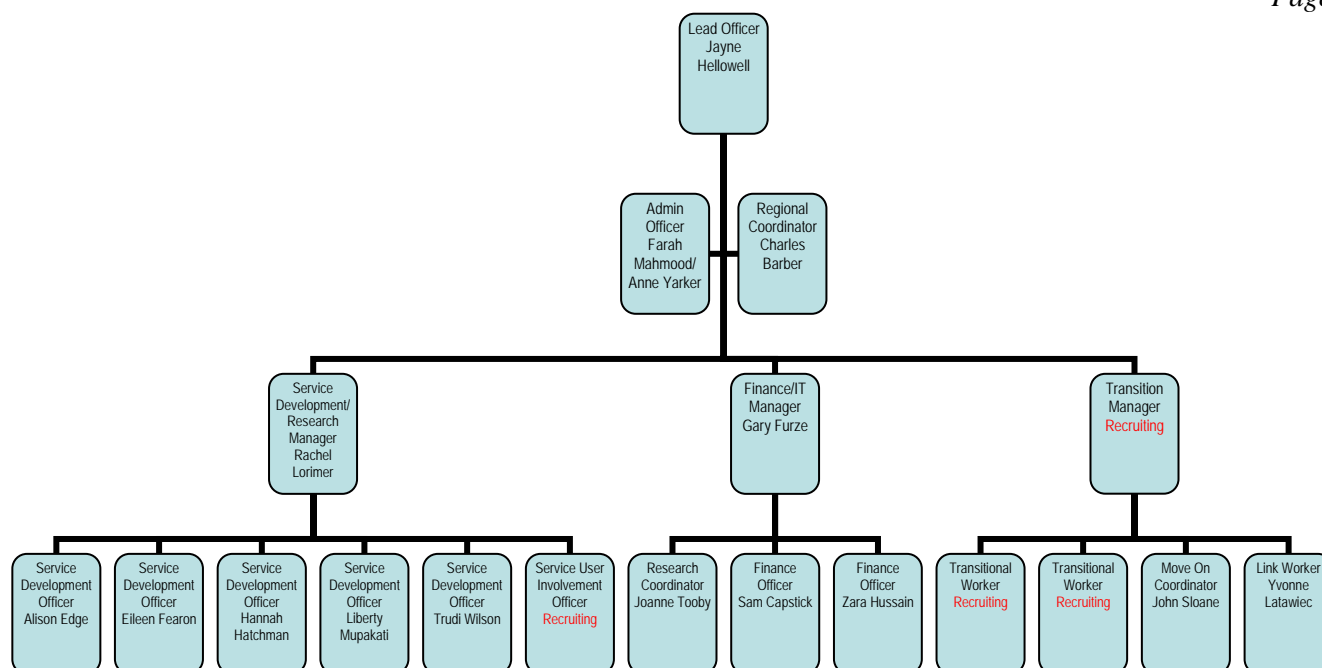
- End of the annual reviews of older persons services.
- End of the first sector review (young people and teenage parents).
- May 2009 – annual reviews start for homeless and generic services.
- June 2009 – sector review starts for substance misuse and Gypsy and Traveller.

#### 3. **SP staffing update**

Successful appointment of 2 new Service Development Officers. They begin on 11 May 2009. Eileen Fearon and Liberty Mupakati, both bring experience of working in the support provider sector.

Out to recruit the Service User Involvement Officer – advert has been circulated.

Drawing up job descriptions for a small transitional team (1 manager and 2 workers) to lead on some big changes specifically linked to learning disabilities and the older persons review but also to lead on change and decommissioning as it occurs.



#### 4. Regional working – update on key work strands

Some key events coming up:

- Service user conference 24 June 2009 – Bradford
- Procurement seminar – being planned.
- Common Access Pathway – see attached report.
- Development of a socially excluded strategy for the region.
- Further training on the new QAF

For more information please contact us 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



## Supporting People

**Report to:** Supporting People Provider Forum  
**Author:** Jayne Hellowell, SP Lead Officer, Charles Barber, Regional Coordinator  
**Title:** Common Access Pathway  
**Date:** 2 April 2009

### 1. Background

It is important for the Supporting People programme in Bradford to be linked to the region in terms of delivering its strategy and developing the programme. Links to the Yorkshire and Humberside region (Y&H) have been established since the programme started and are now strengthened with the lead officer for Bradford as the Chair of the regional support group, the regional coordinator hosted and managed in Bradford and members of the team attending sub groups.

The regional housing support group has commissioned over the years a number of sub groups to look at and develop key strategic policies and processes. This is managed by the regional coordinator. One such group is known as the Y&H Common Access Pathway Regional Working Group. It has met over the last year to discuss options for an Access Pathway (AP) that would operate across authority boundaries. The current proposal is to develop an AP in West Yorkshire because these authorities are preparing to be ready for the introduction of such a system.

### 2. Detail

An AP is an online database that acts as a joined-up method of handling referrals for short term housing related support. An AP contrasts with a gateway model in which customers go to a centralised venue to be registered as needing housing related support where their needs are assessed, reports are gathered and a referral to a provider is made. In an AP the customer may register and be assessed at many points including providers, housing offices or advice centres, but their details are collected onto a centralised data base which can be accessed across the authority.

The database is accessed by log in and password. It can be used by SP, probation, housing providers, support providers, advice centres, etc. The information is owned by the SP authority but hosted confidentially by the software supplier. Different users have different rights of access defined by their log in which is determined by the SP authority who administer the system. For instance a customer's probation report on the system might be viewed by the support provider but not by the housing provider.

The database contains information specific to a customer defined by name, DOB and NI and that is relevant to responding to a referral for housing related support. This would typically include SP client record data, accommodation history, details of arrears and debts, offending history, risk and needs assessment and details of housing related support. The history of support given would be tracked, ideally across authorities. Repeat referrals would be flagged up. The system would also allow for the uploading of national indicators and outcomes data and have the facility to run reports.

#### 2.1 What are the benefits of an Access Pathway (AP)?

For Supporting People an AP is not a means for SP authorities to direct individual referrals to providers however it will enable SP to have a much better overview on performance data. An AP contains information on all referrals for short-term housing related support and monitors how they progress. At the moment SP only have data on referrals that receive support. An AP gives SP information on referrals that do not result in support, the time customers are waiting for support and the numbers on waiting lists, thus providing an up to date needs analysis. By including information on the level of risk, SP and Probation can monitor the degree to which high risk customers are non-prioritised by providers. Reports can be run on individual providers and across the authority and these can be fed into commissioning decisions and future strategy. By monitoring customers support history, the AP will reveal customers who are re-registering for SP services and repeatedly showing up in outcomes statistics and assess if they are making overall progress.

For Providers they may currently be only aware of customers who are referred to them directly. There is no easy method of transferring referrals to other providers where for instance the support needs would be more appropriately met elsewhere nor is there any system of matching needs and provision. In an AP needs assessments and providers can be matched either by the system itself or by looking at the whole range of referrals. Providers can quickly access information about potential customers by viewing assessments done elsewhere and in time they would be able to view support history with other providers. An AP is an easy way for providers to complete national indicator returns and outcomes data and providers can view their own reports and see authority-wide figures.

For Customers an AP is a fast and convenient way of getting referred for housing related support that does not require customers to be assessed repeatedly by different staff in different offices. Customers are more easily prioritised for need leading to a fairer system and their needs more easily matched with the most suitable providers. Customers can view their own assessments and take responsibility for ensuring that needs data is up to date.

## **2.2 What are the benefits of a regional or sub-regional AP?**

Many of the clients who access short term housing related support are transient across authorities. For instance ex prisoners may be forbidden or prefer not to return to their original authority. By sharing information across authority boundaries the benefits of an authority wide system are extended. A system shared across authorities may also lead to an overall reduction in purchase price.

## **2.3 The specification**

Most of the software seen by the working group has facilities beyond that needed for an AP as outlined above. For SP there is the option of contract management and detailed needs matching. For providers there is the option of including ongoing support planning and models for more detailed risk assessments than would be used in an AP.

The specification outlines the minimum requirements for a software system that would allow for a sub-regional AP, including a reporting facility on the data, with the potential to be expanded regionally if other authorities wish to join at a later stage. The specification would be used to advertise for bids to fulfil procurement requirements in local authorities. The suggestion is that if authorities wish to purchase more from the software system this is done as a second stage when collaborative purchasing might again reduce the price. Likewise if providers choose to buy in more from the system they can make their own arrangements.

## **3. Next steps**

For an Access Pathway to be fully successful it will require sign up by all providers. The next step in Bradford is to seek the views of the Strategic Core Group and for providers to let Bradford Supporting People have their views on its introduction.

For further information please contact:

Charles Barber, Regional Coordinator. [Charles.barber@bradford.gov.uk](mailto:Charles.barber@bradford.gov.uk)