

Supporting People

Minutes of the Bradford Supporting People Commissioning Body Meeting 2-4pm on Monday, 13 February 2009 Conference room 1st floor Olicana House

Present:

CB Members:

Neil Maloney	Assistant Chief Officer – West Yorkshire Probation
Matt Neligan	Director of Commissioning – Bradford & Airedale PCT

CB Officers in attendance:

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
Rachel Lorimer	SP Service Development & Research Manager City of Bradford Metropolitan District Council
Gary Furze	SP Finance & IT Manager City of Bradford Metropolitan District Council
David Shepherd	Assistant Director Housing Service, City of Bradford Metropolitan District Council, Chair of the SCG
Pam James	Service User Advocate Representative
Neal Heard	Service User Advocate Representative
EW	Service User
JB	Service User
AY	Service User
Melvina Black	Minute taker

Guy chaired the meeting in Moira's absence. Moira was in attendance at another meeting. A few members would be late (David Shepherd, Matt Neligan & JB).

1. Apologies:

Moira Wilson	Strategic Director Adult Services, City of Bradford Metropolitan District Council (Chair)
Wendy Hall	Programme Manager – Partnerships City of Bradford Metropolitan District Council

2. Declarations of interest

There was no expression of declaration of interest. However if there are any from those arriving late these would be taken as and when those items are raised during the course of the meeting.

3. Minutes and matters arising from the meeting held on 22 September 2008

Guy briefly mentioned the result of the Audit Inspection. He informed the meeting that the draft feedback report was received. He said that the management is pleased with the result which is one star with promising prospect. Guy said this is good news and expressed thanks to everyone

who had a part to play in this achievement. He said that it was a team effort and that we should all be proud of this achievement. This will be discussed further in the meeting under item 9.

Matters arising

Page 3 – item 5: Key Line of Enquiry (KLOE) 4.4

All outstanding steady state contracts have now been signed.

Page 3 – item 5: Safeguarding Adults

Rachel will be circulating document for consultation regarding safeguarding adults when it is ready, this is due at the beginning of March.

Page 4 – Item 5: Inflation

Previous meeting minutes mentioned that commissioners need to wait on the Councils budgetary arrangements before making any commitment to providers on inflation. It was felt however that it would be useful to have a date to work with. Guy informed the meeting that Executive Committee will meet on the 24th February and there is a Council budget meeting on the 26th February. It is envisaged that a decision will be made following those meetings.

Page 4 – use of jargon (VFM) was pointed out again – this should read value for money.

PAGS (Probation & Accommodation Grants Scheme). Jayne requested that when the minutes are being typed up that the full meaning of the word be recorded when it is first used then the abbreviation can be used afterwards.

Page 4 – Item 7: Interim contracts to steady state

There are no outstanding contracts – all steady state have now been issued.

Page 6 – item 10: Impact Community Development liquidation issues – this will be covered under Lead Officer update

The Minutes were then accepted as an accurate record.

4. Lead Officer Update

Service Plan

Jayne reported that SP was criticised by the Audit Commission inspectors around the use of the service plan as a tool for managing the SP programme. They felt that it is ok for it to be used as a management tool for SP management team but it is not appropriate for managing the programme. Jayne commented that we may need to look at how things like the traffic light system works and whether the service plan should be reported around the key areas. Jayne will still use the service plan to manage the team but would like direction from members around how best to present the information around the SP programme.

Guy said that the focus should be around outcomes and how these are managed. He also felt that it should focus on outcomes rather than inputs and outputs and that the traffic light system needs to be looked at and redefined. Matt added that we need to ensure the exceptions are right and look at how we separate these exceptions. Guy felt that as Accountable Officer he needs to look at this with Jayne and present proposals to the rest of the members. This item will be picked up further under item 8 – Commissioning Body forward planning.

Pam commented that for most people it should be simple and straightforward so it can be interpreted at all levels.

Neil and Matt felt that it is important to see the link and not necessarily the details.

Decision – Guy and Jayne to look at service plan in more detail and also look at examples and then present proposals to the CB members.

Safeguarding Adults Procedure Review

This was mentioned in the report to highlight how SP engages with safeguarding adults.

Jayne said that safeguarding is high on SP agenda and this will remain in place throughout the programme especially in light of all the issues in the national press. SP is represented on boards, and groups such as Safeguarding Adults Board and policy Review. Moira will be chairing the Multi-Agency Safeguarding Adults Board and Guy will be the chair at the Adult Agency Internal Board. The document circulated contains further details around what SP has been doing and will be doing in terms of safeguarding adults. Guy commented that the report from the Audit Commission around safeguarding is positive and that there are no issues at strategic level however he felt that more work is required on an operational level.

Complaints

This is a key work stream for Gary to take forward. There are plans to carry out an internal review of the current Complaint Procedure within Adult Services with a view to address the weaknesses in the system and to ensure that the Complaints Procedure is managed appropriately. There were a couple of areas of concern that came out of the audit report which are being addressed as the review is carried out.

Bids to commit to the SP Grant

Unallocated funds stands at 3.3 million

The number of bids received to date stands at 47. 16 have been approved to the sum of £500,000. 11 bids awaiting approval, three of which relates to further advice services, a summary of the bids received to date have been outlined in the Lead Officer update. A potential £2 million of the unallocated fund is likely to be committed some will be spent in 2008/9, the remaining within 2009/10. The aim is for all the bids to be considered to March 2010.

Jayne said that the bids are not just being agreed, but that a lot of thought is being given to this process. 13 more bids require a bit more information and 3 are on hold – these relate to providers needing to improve services. There will still be unallocated funds at the end of the financial year and Jayne reiterated that SP does not give advice on bids. Both the Audit Commission and Communities for Local Government (CLG) have approved a range of bids in principle. Some of these bids relate to prevention and move on. Both the Move on Co-ordinator and the Link Worker are both based within the SP Team as this seems the most practical work base for them. There are other types of bids approved which include Gypsy and Traveller support service, Mental Health hospital discharge workers and a number of enhanced support planning bids. A further update on bids will be provided at the meeting on 6th April.

David also informed the meeting that there is money available for housing advice £½ million to improve the housing advice services

Internal audit and systems upgrade

An internal audit of the payments against the 2007/8 grant conditions has concluded with areas of concerns being addressed. Areas of concerns were raised in terms of the IT system and major upgrade is taking place across Adult Services and will continue over the next few months. The upgrade may result in changes to the way SP payments are made to providers but should this situation change, providers will be notified and there is a contingency in place to ensure payments are made on time or as close to the published dates as possible.

Regional working – key work streams

The work is coordinated by Charles Barber who is managed by Jayne. The areas he is looking at include:-

- Performance management - the new QAF and outcomes
- Service user involvement regionally – Bradford is sponsoring a conference that Charles is arranging for June 2009
- Capacity building – Charles is trying to identify funding to run a regional seminar
- Common access pathway – this will impact on the IT system and how service users access the system. This will allow service users to log onto a web-based system and upload details eg of their own needs. It is similar to the Homehunter system and should potentially improve access to service users.
- Cross authority commissioning – relates to how the region jointly develop services

Attendance monitoring

The report is assessed at the point of take up of membership. Details of percentage attendance are outlined in the report. Guy said that overall the attendance is positive and he is pleased with the record. There is still some follow-up to do for Strategic Partner representation.

5. Quarter 2 Performance report

The report was brought to the meeting for information only. It shows how quality of services is assessed and performance. The target is to get 33% of services to level B by the end of the financial year and look at how these are maintained. Gary presented the charts in the handouts, explaining the movement in the scores from one level to the next. These are progressing well and should be on target by the end of March.

Jayne mentioned that whilst a report can be given on the QAF for quarter 2 and 3 this is not so for Performance Indicators (PIs). The reason for this is that SP has more control on the quality side through the assessment framework but the PIs are subject to the CLG's national timetable.

Rachel informed the meeting that there is a risk that the Older People's services will not reach the QAF target – i.e. they could be 1 or 2 % below the 33% target. Part of the reason for this is that more validating of services need to be carried out. This has slowed down somewhat due to capacity issues. It is hoped that the validation of services will be speeded up once the recruitment of another two Service Development Officers takes place. Recruitment for this post will be taking place on 27th February 2009.

Guy said there is an urgent need to address the impact issue and wondered whether it would be useful to ask another SP Team to assist us for a period of time until all the SDOs are in place and working to full capacity or get in an agency worker. Jayne would prefer not to go down this route due to the disadvantage in getting the skills required and the length of time it may take to train someone.

The Young People & Teenage Parents QAFs are progressing towards achieving the target.

Action – Jayne/Guy to have a discussion outside of the meeting on not meeting the 33 percent target.

In terms of movement in the PIs, Gary said that a comparison between quarter 1 and quarter 2 shows that performance is steadily improving. Gary said quarter 3 will not be much different from quarter 2. The team will continue to monitor performance and if there is an issue, SP Team will go out and assess the problem, in line with the risk based validation process.

There was a query around N141 and how these are analysed. Guy said it is important to show the NI141 and NI142 together.

Performance against NI141 is also linked to SPI4 which together show where service users have moved on in a planned way.

Gary said that there is a question in respect the analysis of NI141. The Audit Commission and CLG views differ. This is to be looked at further, for example, perhaps look at more safeguarding issues. Extensive work will be carried out on outcomes in the next few months.

Complaints

As mentioned under item 4 in the Lead Officer update, there was challenge from the Audit Commission on the low number of complaints being received. Therefore a complete review is being carried out by the Finance and IT manager and the Complaints Manager for Adult Services. Guy said that there will need to be more sophistication in the way this is done and making it more reliable for service users to access.

Jayne explained the process taken by SP and reiterated that the SP Team takes all complaints seriously and as such everything is logged and the details are incorporated into the risk based validation process and if a visit is necessary the SP Team will go out on site.

Neal commented that there were discussions at the Service User Involvement Group around the fact that service users fear reprisal should they complain about a member of staff or the overall service being received.

It was reiterated that service users should be given more reassurance that the complaint procedure is reliable and there for them to use without feeling that they will be discriminated against if they do so.

It was highlighted that providers need to take responsibility to assure service users that the Complaint Procedure is there to protect them; it is not just down to the SP Team to do this.

This can be picked up in the service users planning meeting on 3rd March.

Action – to have more sophistication in the reporting of the QAF scores. This should go to SCG first and long-term to CB

Decision – agree the recommendation presented to the CB i.e. NI141 to be brought back to SCG and to reconsider targets in the summer.

6. Young Persons and Teenage Parents Sector Review – final draft report

Services assessed as part of this review is summarised in the report. This is the first sector review undertaken and the next report will be the final and will be reported to the June meeting. A total of 10 providers were reviewed including 22 services, some require remodelling and/or relocation others are recommended to move to steady state contract.

Bradford City Centre Project (BCCP) is to relocate to new premises in partnership with Incommunities.

Action for Children is to be remodelled. SP Team is working with them to reconfigure unit numbers and support type.

Multi Agency Supported Tenancy (MAST) is looking to merge with Incommunities and will be able to have a more structured Human Resources system which as a small provider they do not have in place.

IPS already discussed earlier they need to move to achieve accreditation before decisions can be made about future contracts.

Key commissioners have been involved in the sector review process and if people want to know more about this the attendees the details can be provided.

The team is working on outcomes based contract and realigning the young person/teenage parents contracts to have them all completed and signed up by June 2009. The report shows the agreed deadlines with providers to work on their improvement plan and get them to a level B standard.

BCCP – further evidence is required but Rachel believes it is possible to achieve the deadline; however this still needs to be agreed with the provider

De Paul Trust (now De Paul UK) - few issues to clear up but positive they will achieve target subject to CB approval in June.

Lighthouse Group – working closely with Bradford Foyer around policy & procedures

Horton Housing, Bradford Foyer, MAST, Places for People and Keyhouse Project are definitely on stream to be completed by June.

Two of the providers may not be signed up by June; however the status of these providers and where things stand in June will be brought to that meeting.

Jayne said that she is confident that the 33% level B QAF standard will be achieved by June. In support of this Rachel said that if we can get out to providers to validate the target will be achieved.

Guy reiterated that the CB needs to manage this to ensure that things are not slowed down now the inspection is out of the way.

This report was also brought to SCG and the final report will again go to the SCG on 28th April.

EW asked about the lease on IPS and whether a service charge will apply to relocating service users. Jayne responded that the lease for the 3 blocks of flats ended in January. Service users are in this service temporarily, it is not a long-term service and service users will be moved out in a planned way in to suitable accommodation. This is one area that the transition team will be concentrating on.

Decision – CB noted the recommendation in the progress to this draft report with the final recommendation to be brought to June’s meeting.

7. Move On Strategy update on progress

The report gives an update on the implementation of the key actions in the strategy, illustrates outcomes of those key actions and the relationship between the new posts being funded by SP to take the work on move on forward. It has been brought to the meeting for information only.

Jayne drew members’ attention to the diagram in the document which shows the relationship between the new posts and their functions. She said the aim is to highlight what SP is trying to achieve with the strategy by focussing on 4 key areas. These include:-

- access to accommodation across all tenure
- support planning – to ensure this is one of the best so service users are supported to move on
- the amount of floating support available and
- access to specialist service to support their move on

Incommunities have a Supported Housing Coordinator, funded by SP. This post will facilitate the Incommunities supported housing strategy to work on available lets.

SP is working closely with Access to Housing Team through the Move on Coordinator, John Sloane, (now based within the SP Team) on access to accommodation across all tenures. One of John’s key roles is to ensure that all providers with temporary accommodation put in place a tenancy ready framework that will enable service users to get an accredited certificate which states that they are ready to move on. The aim of this certificate is to influence the private sector to accept that service users are ready to hold down a tenancy.

John will be attending the Service User Group to speak to the service users about their views regarding move on.

The Link Worker, Yvonne Latawicz focuses on access into services and moving people into the right accommodation.

Jayne referred to the chart on throughput stating that there is movement between services and people are moved on in a planned way. This is shown in the KPI figures as mentioned in the Performance Indicator earlier.

Support planning - will be outcomes focussed and SP measures planned moves from temporary support.

Progress is taking place with floating support – moved up by 10% and SP has selected 2 providers to deliver this floating support service on substance misuse and complex needs Progress is also taking place on floating support for learning disabilities and Mental Health services.

A bond guarantee scheme has been set up which will assist service users who are ready to move on but unable to find the funds to do so. This will also include support workers to help them once they get into the private sector.

David shepherd said that the move-on paper went to the SCG and there were concerns around rent. He feels that more work will be done on this and that providers can be reassured that everything will be done to ensure accommodation becomes available when service users are ready to move on.

Move on Action Plan

In order to address the traffic light system some slight changes were made to the colour scheme.

- Red - work not yet started and not on tract to meet deadline
- Amber – work in progress and on tract to meet deadline
- Green – work completed.
- Purple - items identified and not ready to be started.

Decision – CB noted information in the report along with simultaneous discussion throughout the meeting.

8. Forward planning and work stream setting

The document sets out what reports are due to come to the CB in the future. It was brought to the meeting to see how CB wants to manage and plan for the future and how members want to see the reports presented.

Guy felt that there need to be sometime outside of the CB to look at this. Possibly set up a half day away day jointly with SCG to discuss what items need to go to the SCG and what items need to go to CB. Some of the reports at the moment are repetitive and it is felt this should be more structured in terms of the responsibility of each group. This will also help Jayne with the service plan.

David said there should be different focus for both groups i.e. SCG dealing with the operation side and CB focussing on making decisions.

Decision – to use 6th April meeting to look at the forward plan and then have another half day with SCG members.

9. Outcome of Audit Inspection (subject to result being known) – verbal update

Copies of the document were handed out to members. The result is an award of one star with promising prospects. Guy said that the Lead Inspector stated that this is a very strong star and that they are very pleased with the progress that SP has made so far. He asked that members read and then send comments back to Jayne by Wednesday, 18th February, lunchtime. Jayne will then summarise comments and send to Guy by following Wednesday, 25th February. People were asked to concentrate on any inaccuracies but ignore grammatical mistakes or spellings.

Jayne commented that she felt the result of the inspection has lifted the SP Team and she is positive that this will encourage everyone to be proud to be a part of the outcome.

Action – Guy is to send out the draft Audit report to all CB and SCG to the service user group

Round table event

This will be held on the 9 March, it is not opened to everyone but only to those people who were involved in the pre-audit meetings. Neal was also asked to have 2 service user representatives at this meeting.

Celebration

SP Team is planning a post Audit inspection celebration on 9th March from 4.00pm. Invites along with venue will be sent out to all members who have had involvement in the inspection. The venue will be communicated later.

Action - Guy and Jayne are to speak about the venue

10. Any other Business

- EW express thanks to SP for hosting the Peer Review and Box of Frogs training. He felt this went very well and was very informative.
- David reported that Incommunities has been appointed as the provider for homelessness services with a 5-year contract with a view that quarterly reviews be provided. He said that this is a major contract and will have a clear link with SP.

Date, time, venue for next meeting: 6th April, 2009, 1-3 pm meeting room 2, Olicana House - Pam gave her apologies for this meeting.