

Bradford Supporting People Provider Forum Meeting

2 June 2011

1. Present: (details taken from attendance list completed by attendees during the meeting)

Name	Organisation	SP Client Group	E-mail address
Helen Searle	Horton HA	Administrator for the Provider Forum	helen.searle@hortonhousing.co.uk
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
Gary Staniforth	Service User Involvement Representative		Contact via neal@bacc.uk.com
Neal Heard	BACC	Service User Involvement	neal@bacc.uk.com
Andrew King	Service User Representative		Contact via neal@bacc.uk.com
Maggie Colwill	BMDC Supporting People		Maggie.colwill@bradford.gov.uk
Sue Littlewood	Headrow		0113 250 4337
Claire Blacka	Stonham	Mental health & learning disabilities	claire.blacka@homegroup.org.uk
Rubina Bokhari	Bradford Cyrenians	Single homeless men	rubina@bradfordcyrenians.org.uk
John Hill	Foundation	Offenders Mentally Disordered Offenders	john.hill@foundationuk.org
Mike Harney	City Homes in Mind	Mental Health	mike.harney@cityhomesinmind.net
Jennifer Moran-Whitehead	BDCT Mental Health	Learning Disabilities Mental Health	j.moran-whitehead@bdct.nhs.uk
Mark Hird	Bradford Foyer		200500
Corine Campbell	Gingerbread Housing		734285
Pat Smith	BCCP		742345
Kathy Snell	Catholic Care		0113 385 4000
Mary Summers	Catholic Care		0113 385 4000
Angie Cooper	Catholic Care		0113 385 4000

Sheree Bosco	Fairweather		777897
Donya Byrne	Accent		767837
Soo Player	Keighley Women's Aid		01535 210067
Stephanie Inness	MASTS		228980
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.uk
Sue Stevens	Assisi House		666274
Cobie Laan	MHA		371151
Lisa Rowe	Yorkshire Housing		07730 780636
Sally Rawlings	Partnership Lead: Prosperity & Regeneration.		
Pansy Wills	City Homes in Mind		pansy@cityhomesinmind.net
Sally Deane	Bradford Women's Aid		sally@bradfordwomensaid.org.uk
Joyce Simon	Anah Project		
Nicola Simpson	Together Women project		nicolas@twpyandh.org.uk
Sally Dickson	Gingerbread Housing		Sally.dickson@gingerbreadhousing.org
Mark Trewin			Mark.trewin@bdct.nhs.uk
Diwan Jangua	Queen's Grange Supported Living		
Kath Copley			Kath.copley@actionforchildren.org.uk
Pam Bennett	Incommunities		Pam.bennett@incommunities.co.uk
Stacey Connor	Langley House Trust		s.connor@langleyhousetrust.org
Frank Barnes			f.barnes@langleyhousetrust.org
Kate Royce	Habinteg		kroyce@habinteg.org.uk
Dawn Newsome	Disc		Dawn.newsome@disc-vol.org.uk
Paula Eccles	Incommunities		Paula.eccles@incommunities.co.uk
APOLOGIES			
Carol Brook	Aldo House		
Tracey Bowmer	Hanover		717407
Yvonne Hall			

Gerard Stocks	Palm Cove Society		722765
Sandra Sales	Palm Cove Society		722765
Graham Mynott	Shipleigh Women's Aid	DV Women	managerswa@aol.com
	Keyhouse	Homeless families Generic Refugees Teenage parents Young People at Risk	Graham.mynott@keyhouse.co.uk
Paul Gartland	Horton Housing Association	Generic Mental Health Alcohol Misuse Teenage Parents Single Homeless Complex Needs	paul.gartland@hortonhousing.co.uk
Kat Skelly	Salvation Army		Kat.skelly@salvationarmy.org.uk
Michelle Eccles	Accent		
Jeff Gordon	KeyHouse		

1 APOLOGIES

As shown above.

2/3 MINUTES OF LAST MEETING and MATTERS ARISING Feb 2011

Lead Officer report – noted that this was a Strategic not QAF review.

Mental Health – likely to be in next year but team is planning early for this. Further sector reviews are being brought in – updates will be given as this is planned.

GUEST SPEAKERS

Sally Rawnsley Partnership Lead: Prosperity & Regeneration.
Bradford District's Community Budget: Developing the Prototype

Sally offered details and a presentation about the above (circulated separately to members)

AGENDA

4 Supporting People: Lead Officer update – presented by Jayne Hellowell

The Lead Officer update paper was circulated and discussed by those present.

Text in green is comments from the meeting.

Newsletter currently being produced for circulation.



Supporting People

Lead Officer update to Provider Forum 2 June 2011

Report to: Bradford Supporting People Provider Forum
Title: Supporting People Lead Officer Update
Date: 2 June 2011

1. Forward plan of reporting

The next cycle of Strategic Core Group and Commissioning Body meetings has been cancelled which means that the next cycle of meetings will be held on 16 August (SCG) and 19 September (CB).

At these meetings we will report on the outcome of the QAF review of the homeless/generic sector and progress on Langley Trust. Note that the outcome of the (QAF) reviews will inform the governance members of future contracting arrangements and will link to the current sector reviews.

We are also looking to report on general performance in relation to performance indicators, overall quality scores and finance.

2. Outcome of the SCG meeting held on 10 May 2011 – note all subject to CB approval on 6 June 2011.

Older people – Sheltered housing support service: Members are still supporting the progression of the changes to these services. Note that approval is currently being sought through our scrutiny committee for the permission to tender due to the high contract value (all values over £75k must have scrutiny approval). The tender is due to commence this month.

Older people – Community alarms: Members are still supporting the progression of the changes to these services.

Homeless – Members are still supporting the progression of the changes to these services. These are now confirmed as (subject to QAF outcome):

Hub 1-4 consisting of:

Horton as lead with Assisi merging with Horton, DISC through SLA.
 Bradford Cyrenians as lead with Blenheim in a sub contract.
 InCommunities as lead with Fairweather in a sub-contract.
 Keyhouse as lead with Wesley merging.

Salvation Army and Gingerbread decommissions.

This is all still subject to final discussion with service providers.

Violence Against Women – Members are still supporting the progression of the changes to these services.

These are now confirmed as

Hub 1-4 consisting of:

DVS Keighley as lead with Keighley Women's Aid in a sub-contract.
 Bradford Women's Aid as lead with Staying Put in a sub-contract.
 Anah project with Shipley Women's Aid merging.
 Manningham Housing Association as BME specialist.

Decommission of Shipley Women's Aid building.

Contract end to SODASSA and Victim support.

Legal department is pushing for Heads of Agreement document for these but it was noted that this could impact on timings so may not pursue this further

Next steps:

If the CB approves the recommendations then we will move quickly into implementation. This will include the following:

A series of hub meetings noting that correspondence will go to the hub leads and so the sub contracted providers will need to ensure they are in close liaison with the primary contract holder over matters. These meetings will address issues such as arrangements to work together including the development of access Gateway, furniture provision and cold weather provision. SLA's – some money has been ring-fenced to facilitate development of these items.

New contracts will be put in place in October 2011. All current contracts expire in October 2011. We will align the timing with CFU funding. Note any breakdown in hubs will result in the contracts expiring in October and services potentially going out to tender.

We have started to plan a decommissioning sub group to manage the 2 decommissions. There is little detail at the moment about who is involved in this but a scoping exercise will be undertaken to have right people on this and that will include service user representatives.

We have in place a Community Integration Workshop on 7 June 2011 to look at what this service might mean.

We are planning a briefing session on being a prime contract and sub contract holder. This will include details on the relationship with the authority and the QAF reviews etc. Kerry James (Procurement and Contract Manager) to arrange – check for e-mails from Trudi or Andrew Bebbington. No legal advice will be given. Groups are to seek own legal advice. It was noted that 73 beds have been lost in homelessness sector but that there is increased floating support capacity. 2 bedspaces lost in DV subject to other agreements but there is some increased capacity in other areas.

The authority recognises that there will still be a bedding-in period even once contracts have been issued and we will support this over the coming year. QAF reviews will be sensitively embedded to account for this. Recognise that there are big changes for organisations and will be sensitive to this in the bedding-in period.

3. Council restructuring

You will be aware that the Council is undertaking a major savings programme which includes management de-layering. These structures have been agreed by the CE and we are now in a consultation period with staff. Officer layers are also being looked at. £48 million to be saved this year – much of this will be in staffing.

What this means in practice is that there will be a significant reduction in management and our business will need to change to account for significantly reduced resource. This will be managed over the months to October through usual processes such as new job profiles, assimilation and recruitment. We are committed to business as usual but providers are asked to note this process and what the outcome means.

CFU and Substance Misuse will come into Jayne's portfolio in future. Noted that the team will reduce from 14 to 6.5 and managers from 77 to 22.5 – this is a 60% reduction.

Please note that Jayne Hellowell's mobile number has changed to **07582 101260**.

For more information on the Supporting People programme please contact us in the first place on:

Email: supporting.people@bradford.gov.uk

Website: www.bradford.gov.uk/supportingpeople

Tel: 01274 434500

IF YOU HAVE ANYTHING YOU WOULD LIKE THE LEAD OFFICER TO REPORT ON THEN PLEASE CONTACT HER DIRECTLY IN ADVANCE OF THE MEETING

5 Core Group Feedback (John Hill)

Much was covered already in the lead officer update.

- Bradford will continue to use the St. Andrews system
- There was an update on the proposed LD framework agreement, particularly relating to ongoing issues with a particular provider
- There was a paper on the Strategic Review of Older People's Sheltered Housing Support Services and Community Alarms
- There was a paper on the Vulnerable Persons Housing Strategy
- There were also reports on the strategic reviews of homelessness & VAW, which included some decommissioning proposals.
- Data Collection – Sheila Bamford noted current SITRA consultation about new national monitoring – keen to continue with what is already in place and working (St Andrew's and CROSS outcomes) – John Hill will make representations to SITRA

J Hill

6 Regional Provider Forum Feedback

Feedback from John Hill

- Presentation from National Treatment Agency. National re-focusing in drug treatment – a culture change driven by Government agenda. This could impact on work delivered by providers.
- There were the usual round-ups of activity around the region, which highlighted the different ways LAs are addressing the current cuts. Rubina Bokhari noted the need to monitor the impact of this on direct access services in Bradford and lack of access to services in other authorities where people are being denied on basis of having no local collection.
- Government are emphasising the importance of getting to grips with personalisation
- There was feedback on various ongoing payment by result pilots around the country
- The group is working on identifying people to fill current membership gaps.

Mike Harney asked about Bradford approach to savings in this year – the proportion of savings in (a) authority (b) services – John Hill detailed the complexity of this and where savings are being made but noted that the £48 million saving (mentioned in Lead Officer update) has not yet come to BMDC so the Council effectively starts in deficit.

“Changing Our Council” – Tony Reeves vision about fundamental changes on how Council operates business in future. This is a 2-year work-stream programme to reach this point. Mike Harney queried how Council will look in future? “A brilliantly organised council” - links to central government vision – increased social enterprise; rationalising Council; decreasing duplication – things being done differently in future. Fundamental business re-organisation much of which makes sense but pace of change noted. Internal team led by Becky Hillard and Cllr. Ian Greenwood as well as Council officers. More details will be brought to the meeting in future.

Care Quality Commission Compliance & QAF

Has taken approach used by QAF on SP contracts to develop good practice from supporting people to apply to other contracts held in Jayne Hellowell's remit. Developing a single quality approach incorporating CQC and Reach principles for future assessments.

CB asked if providers could do some work to support providers of CQC monitored services – Jayne is keen to involve providers in future workshops.

Mike Harney queried that given the recent awful TV images on elderly care, how can Bradford be confident that such incidents do not occur in elderly provision? Jayne noted that you can't ever guarantee that such incidents do not occur but that assurance mechanisms are put in place to do as much as possible to ensure this is not happening.

It was noted that contract compliance alone does not work but quality assurance where the client is placed at the heart of reviews can make a difference. It is not always about the abuse angle but is about the experience of the client.

Rubina Bokhari (about contract question on Lead Officer update) – remodelling/tender 3 + 1 + 1 is highly likely but Jayne is not able to say no tenders will occur in future. Still working to inform Procurement about remodelling rather than tender. Sheila Bamford asked whether the provider Forum could assist in this by way of a presentation to procurement but Jayne noted that timing is key to this and need to wait to see what the commissioning/procurement hub looks like in future and also where Jayne sits in this structure – keep on agenda for future discussion.

7 Bradford Safeguarding Adults Board (Claire Blacka)

Claire Blacka is SP provider representative at the Safeguarding Adults Board. Meetings take place quarterly. Until recently she reported that a lot of the meetings have been specific to statutory bodies or the Adult Protection Unit so there has not been much feedback. There is continued encouragement for the voluntary and private sectors to do the training on Recognising and Responding to Abuse which can be booked through Workplace Development - http://www.bradford.gov.uk/bmdc/health_well-being_and_care/information_for_workers/workforce_development/

The Business Plan for the SAB this year is focusing on strengthening and improving the quality of work, working with GP consortia etc. To support the plan, a large exercise on performance reporting has taken place. The statistics show very low reports of abuse from the voluntary sector. Claire has explained that we often work with other organisations to report abuse (particularly social workers). SAB are very keen to have realistic figures on who has identified the abuse first or who it was reported to. As a result, we are being encouraged to be very clear about our involvement at the reporting stage.

There are four sub-groups working on priority areas of the business plan;

- Improving Practice
- Training
- Performance and Quality
- Communication and Engagement

Anyone with an interest or an expertise in these areas can request to join a sub group.

Claire Blacka is now deputy chair of the communication and engagement group which is looking at how we can raise awareness of safeguarding issues, increase reporting and look at how to improve the customer journey. The first task is to get a service user group together. The group can include anyone who may use adult protection services and is particularly looking for people who have used them in the past and are willing to share their experiences. A flyer has been circulated to try and get details of interested parties.

8 Any Other Business

Service User involvement Group

Committee is now looking at results of recent peer reviews and examining feedback on Action Plan for service user involvement. Next meeting 16 June in Shipley.

2 consultations

- (i) Being Part of Your Community
- (ii) Safeguarding Publicity

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.

4 August 2011 29 September 2011 24 November 2011

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

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

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 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

Tel: 01274 370689

e-mail: sheila.bamford@hortonhousing.co.uk

John Hill

Foundation provides support to a range of socially excluded people experiencing housing and related problems. We have a strong focus on working with offenders (including young offenders), young people leaving care and people with severe and enduring mental health problems.

Tel: 01422 386910 **e-mail:** john.hill@foundationuk.org

Claire Blacka

Stonham Bradford, Unit 38/39 Carlisle Business Centre, Carlisle Road, Bradford, BD8 8BD.

Stonham is the largest provider of supported housing and housing related support in England. In Bradford we provide floating support services to people with mental health problems and people with a learning disability. Please see www.homegroup.org.uk for more information.

Tel; 01274 223261 **e-mail;** Claire.blacka@homegroup.org.uk

Mark Hird

Bradford Foyer, 1 Coates Street, West Bowling, Bradford, BD5 7DL

Bradford Foyer works with young people at risk providing for Supporting People 52 young people with housing & Support. We also have a Learning & Development which provides for residents and non residents Foundation Learning courses linked to media.

01274 200 500 m.hird@bradfordfoyer.org

Graham Mynott

Keyhouse 130 North Street, Keighley BD21 3AD

Key House provides supported housing and floating support services for: young people; teenage parents; refugees; homeless families; owner occupiers and a generic service. This includes a hostel, shared houses, and private sector leased accommodation – with a full housing management service for private landlords. In addition Key House is a provider of legal advice services: in housing, welfare rights and debt law. Key House is also a provider of accredited training and an NVQ Centre providing NVQs in Housing, Advice & Guidance, Management, Management of Volunteers and Business Administration as well as the A1 Assessor Award. Further details of all our services are available at www.keyhouse.co.uk.

Tel : 01535 211311 graham.mynott@keyhouse.co.uk

Dates of Future Core Group Meetings

2-4 pm. Conference Room. 1st Floor Olicana House

21 June 2011

16 August 2011

11 October 2011

6 December 2011