

Bradford Supporting People Provider Forum Meeting

4 August 2011

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
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.uk
Helen Searle	Horton HA	Administrator for the Provider Forum	helen.searle@hortonhousing.co.uk
Gary Staniforth	Service User Involvement Representative		Contact via neal@bacc.uk.com
Andrew King	Service User Representative		Contact via neal@bacc.uk.com
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
Mark Hird	Bradford Foyer		200500
Pat Smith	BCCP		742345
Sheree Bosco	Fairweather		777897
Donya Byrne	Accent		767837
Lisa Rowe	Yorkshire Housing		07730 780636
Nicola Simpson	Together Women project		nicolas@twpyandh.org.uk
Kath Copley			Kath.copley@actionforchildren.org.uk
Frank Barnes			f.barnes@langleyhoustrust.org
Kate Royce	Habinteg		kroyce@habinteg.org.uk
Dawn Newsome	Disc		Dawn.newsome@disc-vol.org.uk
Vicky Yewdall	Disc		01274 223277

P Younis	Anah Project		0845 9606011
Rebecca Garrett	Shipley Women's Aid		01274 530124
Malika Iqbal	Anah Project		0845 9606011
Jane Danielczuk	CHAS		07961 586720
Kenny Singh	CHAS		01274 513041
Jeff Gordon	Keyhouse		01274 514621
Clare Groves	Yorkshire Housing		07917 084566
Michelle Eccles	Accent Foundation		01274 767562
Sheila Suddards	BMDC		01274 885336
Alison Edge	BMDC		435072
Bushra Sultana	SUIG		
Jonathan Saynor	Incommunities – Octavia Court		257901
Claire Waites	Foundation		303550
Jane Stanbury	Foundation		303550
Philippa Pemberton	BMDC		434191

APOLOGIES

Graham Mynott	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
Claire Blacka	Stonham	Mental health & learning disabilities	claire.blacka@homegroup.org.uk
Sue Stevens	Assisi House		666274
Jenny Moran-Whitehead	BDCT	Learning Disabilities Mental Health	j.moran-whitehead@bdct.nhs.uk
Pam Bennett	Incommunities		Pam.bennett@incommunities.co.uk

Helen Potts	Housing 21		Helen.Potts@housing21.co.uk
Zoe Bawn	United Response		zoe.bawn@unitedresponse.org.uk
Tracey Bowmer	Hanover		Tracey.Bowmer@hanover.org.uk
Ruth Batty	CHAS		ruth.b@chasbradford.org.uk
Pansy Wills	City Homes in Mind		pansy@cityhomesinmind.net
Trish Atkins			trish.atkins@depauluk.org
Yvonne Hall	Palm Cove		
Nancy Plowes			
Corine Campbell	Gingerbread Housing		734285
Neal Heard	BACC	Service User Involvement	neal@bacc.uk.com
Angie Cooper	Catholic Care		0113 385 4000
Donna Gott	Care Dynamics		
Soo Player	Keighley Women's Aid		01535 210067

1 APOLOGIES

As shown above.

2/3 MINUTES OF LAST MEETING and MATTERS ARISING (June 2011)

Minutes of Last Meeting – agreed

Matters Arising:

Page 6, No3 – amendment made regarding impact on staffing

Page 7 – National SITRA consultation – John Hill is not representing providers on this. Providers need to make representation about the mechanisms that are already in place and preference to retain this. Jayne noted that she has fed back on this on behalf of Bradford and the Region but providers still have some concerns about how this will develop in future.

GUEST SPEAKERS

Philippa Pemberton (BMDC) 01274 434191

Bradford Adult Services Support Options Team

Attended to speak to the group about “Apetito” meal provision which is available across Bradford to anyone who is liable for Council Tax in the District (irrespective of whether they pay this or not).

Information was circulated to the group and it was noted that samples of fare can be provided for client groups (i.e. lunch clubs etc) to trial before they participate in the wider scheme. DISC noted that they had tried this provision with a client meeting and it was excellent.

Nutritionally balanced meals are provided and provision is made for cultural and dietary requirements. A menu is currently in development for Eastern European clients.

Delivery drivers do not just deliver food but will also report back to next of kin or the Adult Services Support Options Team if they identify any problems that the client may have (health concerns etc). All drivers are CRB checked and all are trained in client contact.

The service is very flexible and is currently looking to extend to 7 day per week provision from the current 5. Clients can order 1-2 meals per week or the full week. Alongside this hot meal provision is also tea-time provision that can be delivered with their hot meal at lunchtime, or an option to ask for 2-weekly frozen meal deliveries.

Main meals – meal + pudding £5.66 per day

Tea – Sandwich and cake £3

Frozen meals - £2.65 per meal

Further details – please contact the Support Options team 01274 434191

Tenancy Ready – Presented by Andrew King & Bushra Sultana.

Example leaflets and certificates circulated to the group.

Presentation slides e-mailed to all providers following the meeting.

It was noted by Jane from Foundation that the methods of delivery will vary according to the needs and learning styles of client groups. Examples were given of care leavers and how items were delivered in an engaging, entertaining and relevant manner – often by linking to real experiences.

The updated leaflets and certificates will be circulated so providers can use them (with their own logo). You can only use these with the BMDC logo if you hold a contract with BMDC.

Mike Harney noted that City Homes In Mind had implemented “Stepping Forward” and although it is a different system from Foundation it used in a very similar manner.

Andrew King noted that the SUIG are looking to develop a “Snakes & ladders” style training sessions for service user groups in future.

Jayne Hellowell thanked all those involved and noted how well done this has been in terms of good practice in the Region.

It is now expected that providers will all be doing tenancy ready across their services, BMDC will NOT prescribe how this is to be done but it will be rolled out to all in future and at the next meeting of the tenancy ready steering group this will be considered further.

Mike Harney noted recent contact with private sector landlord about this and noted the following feedback

- (1) Is a support worker vigorous enough to prepare people for tenancy readiness
- (2) Landlords are happy to work with tenancy ready but have serious concern about work with vulnerable people and landlords receiving payment. Feel that the housing benefit department in Bradford is not as advanced as other areas. Without this then landlord support for the system may fail.
- (3) Concern about support ceasing when person gets tenancy – stops dead. Can a system of monthly follow-up calls to landlords be implemented to check how tenancy is faring.

Feedback from the provider forum:

QAF is raising standards across the sector and there is a little reluctance to present this mechanism to private sector landlord meeting until it is embedded with all providers. Keen to have this regarded as integral to QAF, not separate from and would welcome landlord to provider forum to discuss issues. Tenancy ready is a snapshot in time – not a panacea and will not stop all tenancies failing. Tenancy readiness is a 2-way process to which landlords can also refer their tenants to try and prevent failed tenancies in future. Overall providers felt this was about educating and understanding between private sector landlords and providers. That support ceases when a tenancy is started was disputed by those present. It was recognised that many landlords work well with providers and understand the complexities of the sector.

It was noted that Horton Housing Training Centre is also available to support delivery of tenancy ready and other courses.

Mike Harney is to invite Paul Fennelly to the next Provider Forum for further discussion about tenancy ready and private sector landlords – to inform Helen when this is agreed.

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.



Supporting People

Lead Officer update to Provider Forum 4 August 2011

Report to: Bradford Supporting People Provider Forum
Title: Supporting People Lead Officer Update
Date: 4 August 2011

1. Update on implementation of strategic reviews

Outcome of the CB meeting held on 6 June 2011

The final approvals have now been granted for the implementation of the hubs for homeless and violence against women and for the procurement of the new services for older people. Tender for older persons service now done – PQQ currently being considered. VAW tender will be on SCMS later today – look out for this.

2. Outcome of community integration – what does this mean?

The proposal is to press ahead with incorporating the distinct role of community integration through the hubs. The role will be specified by commissioners but it will be entirely up to the providers how they employ, provided that the role is known and distinct as there are opportunities to have community

integration coordination meetings across the District. Would like to see Community Integration workers working together across the region to feed into other forum and strategies. Separate role/job description from Floating Support Worker or Accommodation Worker – will complement other roles but WILL be separate and much broader than FSW role, additional capacity with remit for intervention too. New hub service specification will be far more detailed than previously and will outline BMDC's expectations of this role.

Discussed some concerns of FSW role where community integration is already being delivered and impact of this in future –will it stop FSW doing this aspect of their role in future?

Jayne noted that if this is already being done then there is flexibility to enhance this via new role or discuss with Jayne how this is already integral to role of FSW. Jeff Gordon queried outcomes and Jayne noted that no KPI information was attached to this – the role is to help develop understanding of this sector in the wider local area.

3. Changing Our Council

There are five workstreams that will deliver the Changing Our Council agenda. These are:

- o Transactional Support Services
- o Strategic Support Services
- o Commissioning, Procurement and Contract Management
- o Delivery
- o Citizen & Customer Services

The proposal for a shared services centre (Transactional Support Services) is intended to improve efficiency, reduce cost and reduce the number of admin staff in relation to non admin. John Hill welcomed consistency in some areas such as procurement but also noted some concerns where 3rd sector might be cut out from strategic interface forums. Jayne noted her own representations being made for the sector to continue to operate in many ways as it does now.

- People who work in administration, transactional HR and transactional Finance would work as part of the new team managed under a single management structure.
- The SSC model is 'virtual'. Employees would be managed through the Shared Services Centre but most people would be located with the services they support.

This is work in progress and forms part of the Council's vision to be a brilliantly organised Council. Further information on what this means in relation to the hub and spoke commissioning work stream will be reported when known.

4. Housing Benefit Reform – Supported Housing. Proposals for change in the way Housing Benefit assists those living in supported housing within the social and Voluntary sector with their rent. July 2011 Consultation.

The government recognises that the need for supported housing broadly falls into two groups:

- Those who commonly need lower levels of personal care and support to help them remain in the community, which is often provided in more communal and easily recognisable types of accommodation such as hostels, refuges, Foyers and purpose-built sheltered housing. **Pay the Local Housing Allowance with fixed additions to account for the extra costs. Conventional Supported Housing.**
- Those who often need more intensive levels of personal care and support to It is costly to many local authorities who often have to meet some of the Housing Benefit costs for expensive properties themselves that can not be met by mainstream or existing supported housing and which is often provided in housing specifically built, acquired and/or adapted for the individual tenant(s). **Extra help provided by local authority officials? People with more specific housing needs?**

The government says the reforms are necessary because the current Housing Benefit system for people in supported housing no longer works because:

- Processing benefit claims has become too complicated.

- It does not fit with the Government's wider objective of personal budgets.
- It can be unfair in that it does not provide extra help to those requiring personal care or support whose landlord is not one of the prescribed types.
- It creates unnecessary risk as specialist housing providers are said to be reluctant to invest in this housing sector due to uncertainty around how help with their rents will be determined.
- It is costly to many local authorities who often have to meet some of the Housing Benefit costs for expensive properties themselves.

The consultation offers a range of questions to be responded to. The consultation period begins on 19th July 2011 and runs until 9th October 2011.

The Authority will be providing one response which can be informed by the sector if the sector wishes to coordinate a response and let the Authority know.

Jayne noted some concerns on proposals whilst recognising problems/inconsistencies in current system. Feedback from providers is welcomed to feed into council consultation response which Jayne is working on with housing benefit reps at the moment. If people are responding to Jayne then please use the format given for the consultation and return to her by week 2 in September. This does not preclude providers from sending in their own feedback too.

Jeff Gordon noted proposals on LHA/local authority decision and real issues of impact on short-term accommodation. Disparity noted in housing benefit definitions of care/support, also levels of understanding. Housing Benefit are presenting a discussion paper to Core Group (October) and this will be sent to provider reps for consideration beforehand. Noted how this consultation could undermine business models and investment in housing in the area by some providers.

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)

- No full meeting since last time, but there was a special SCG meeting to discuss the two proposed decommissions. Both were approved.
- Request was made to ensure that the decommissioning plans take account of understanding impact, service user needs and are Compact-compliant.

6 Regional Provider Forum Feedback (John Hill)

- Gary Staniforth attended as a guest speaker
- There was the usual summary of the current SP environment around the region
- Feedback from RSHG, which had included a presentation by the NTA
- NHF are looking into the possibility of data sharing around terms & conditions & will look at the feasibility of this
- NHF are also establishing a regional care & support group

7 Bradford Safeguarding Adults Board (Claire Blacka)

No feedback from last meeting.

Claire circulated minutes from the Bradford & Airedale Wellbeing Action Group of 13 July via Helen Searle on 28 July 2011 (via e-mail to providers)

8 Any Other Business

Terms of Reference

No amendments proposed following circulation of this prior to the meeting. One amendment to remove reference to Supporting People Team and replace with current title.

Rubina Bokhari proposed that the Forum consider a 2-year tenure in future for representatives to allow for development of experience – this was proposed for implementation following this round of elections. **After brief discussion this was proposed, voted on and accepted by those present.**

It was noted that if a vacancy occurs it would prompt a casual vacancy for the post which would be elected to via usual nomination process but would then run alongside the terms of other representatives (stand down for re-election at next formal election)

Elections

Nomination forms are to be sent out by Helen and will be returned by nominees to Jayne Hellowell's team – detailed on the nomination forms.

Core Group meets 6-weekly and there is a requirement for representatives to attend and be familiar with paperwork, the governance structures and decision making processes.

Nomination forms to be returned to Jayne by 16 September 2011.

Membership of the Prostitution Partnership

It was noted that this is chaired by Liz Barry (PCT) and John Hill currently attends from Foundation. The partnership is now seeking a more formal election for a representative from the Provider Forum to attend following a recent review of its own terms of reference. After discussion it was agreed by those present that John Hill continue to attend the Partnership on behalf of the Provider Forum.

SITRA Event

Jayne noted that there is a free event in Leeds about personalisation on 11 October – details will be circulated.

Fairer Futures

John Hill and Graham Mynott are attending the fairer Futures Group. The Group is currently considering its terms of reference and more detail will be fed back to the Provider Forum in future.

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.

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

11 October 2011 6 December 2011