

Bradford Supporting People Provider Forum Meeting

16 December 2010

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
Jonathan Saynor	Incommunities – Octavia Court	Homeless	Jonathan.saynor@incommunities.co.uk
Angie Cooper	Catholic Care		01274 257600
Katie Pierce	SP		01274 437694
GS	Service User Involvement Representative		Contact via neal@bacc.uk.com
Neal Heard	BACC	Service User Involvement	neal@bacc.uk.com
AK	Service User Representative		Contact via neal@bacc.uk.com
Sandra Sales	ShIPLEY Women's Aid	DV Women	managerswa@aol.com
Lorna Willis	Fairweather	Mental Health	lorna@fairweather.uk.net
Sheila Kaur	Fairweather	Complex Needs	Sheila@fairweather.uk.net
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
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.uk
Stephanie Inness	MASTS	Young People	stephanieinness@mastsproject.co.uk
Pansy Wills	City Homes In Mind	Mental Health	822333
Mike Harney	City Homes in Mind	Mental Health	mike.harney@cityhomesinmind.net
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
Lisa Rowe	Yorkshire Housing		07730 780636
Sue	Assisi House		666274

Stevens			
Judy Shorney	Bradford Nightstop776888		
Mary Simmons	Catholic Care		744642
Annette Shepherd	Hanover Housing		599688
Mark Hird	Bradford Foyer		200500
Sally Deane	Bradford Women's Aid		668049
Pam Bennett	Open Moves	Homeless families	Pam.bennett@incommunities.co.uk
Cobie Laan	Manningham HA		371151
Yvonne Hall	Palm Cove Society		722765
Gerard Stocks	Palm Cove Society		722765
Simon Kenny	YORES (Bradford) Ltd		736273
Nadeem Aziz	Queen's Grange		545098
APOLOGIES			
Maggie Colwill	BMDC Supporting People		Maggie.colwill@bradford.gov.uk
Jeff Gordon	Homekey	Homeless families Generic Refugees Teenage parents Young People at Risk	Jeff.gordon@keyhouse.co.uk
Sue Littlewood	Headrow Ltd	Older people	sue@headrow.org.uk
Sheila Suddards	Wagtail close BMDC	PD SN	Sheila.suddards@bradford.gov.uk
Jennifer Moran-Whitehead	BDCT Mental Health	Learning Disabilities Mental Health	j.moran-whitehead@bdct.nhs.uk
Michelle Eccles	Accent	Sheltered Housing	Michelle.eccles@accentgroup.org
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
Joy	Bradford		776888

Rainbow	Nightstop		
Tracey Bowmer	Hanover		599686
Graham Mynott	Keyhouse	Homeless families Generic Refugees Teenage parents Young People at Risk	Graham.mynott@keyhouse.co.uk
Kate Royce	Habinteg HA	Disabled	kroyce@habinteg.org.uk
Kate Thompson	Anchor Trust		
Corine Campbell	Gingerbread Housing		

1 APOLOGIES

As shown above.

2/3 MINUTES OF LAST MEETING and MATTERS ARISING November 2010

One correction – Jayne Hellowell noted that the emphasis on engaging with providers was about looking at issues first and then presenting to providers for consultation to shape future provision. This was a fundamental difference from the “done deal” as the previous minutes perhaps suggested

GUEST SPEAKERS

2011 Census Presentation

Martin Day and Rachel Julian

Information about the 2011 census was presented to the meeting and further details will be circulated to providers.

There was much discussion about facilitating returns from various groups such as homeless, sofa-surfers, people in hostel provision and people with language or literacy issues, or possibly mental capacity concerns.

Timescale: Census forms out from 4.3.2011, census day 27.3.2011, and returns made within 10 days after this.

There is greater emphasis on non-compliance than previously and organisation were asked to assist in facilitating returns from their client groups in a number of ways i.e. drop-ins attended by census officers was noted as a possible option

- Organisations can post envelopes for clients but clients must put their forms into these and seal them
- Tracking forms in hostels and communal establishments – slightly different arrangements and census officers are working to gather intelligence on hostel addresses and social landlords with BMDC
- Mental capacity – people can be assisted by relatives or carers
- Emphasize to service user the confidentiality of their returns – FOI does not apply to census information.
- Stress benefits to the wider community if return rate is good

- Clear links between census, funding, policy decisions affecting communities etc so very important to highlight its importance.
- Guidance booklet is available in 52 languages but form MUST be completed in English – support will be available to assist people in completing the forms.

Service User Involvement Group Presentation

GS and AK thanked BACC and BJMDC for their support in facilitating development of the action plan and presentation.

Information was circulated and the presentation discussed – this will be sent out to all providers.

KP/NH

The good working relationship between service users and providers was noted in the development of the action plan. Service users keen to receive feedback and adapt the action plan as necessary for it to be a useful tool to assist providers in meeting QAF requirements as far as service user involvement is concerned.

Some providers involved in earlier pilots noted the ease of use and the advantage of having all SU involvement evidence in one place after working through the action plan. However, it was noted that the action plan contains a range of tools and suggestions and is not prescriptive.

A number of providers expressed an interest in becoming volunteers to take this action plan further in future. Jayne Hellowell noted that service user involvement is essential for QAF level A validation and that in future it would be unlikely that any contracts will be held with providers who do not involve service users.

Services users assisted by Katie Pierce are willing to meet with individual providers to assist in setting up involvement using the action plan as required in future.

Feedback from the meeting – it was suggested that the return period be changed to 2 months instead of 1 as this would better enable returns from floating support services where engagement is sometimes more time consuming to arrange.

It was noted that not every action will apply to every provider – this is a toolkit offering a number of elements for providers to use.

Paul Gartland noted how useful this tool could be in induction and supervision for raising staff awareness of service user involvement too – Katie Pierce asked that such use of the toolkit be fed back using the back page feedback form as this is useful to capture information and develop toolkit further in future.

AGENDA

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

Items in **GREEN** Text are minutes from the meeting – the other notes in the lead officer report are from Jayne Hellowell.

Jayne initially thanked the group for suggestions received recently about items to include on this briefing – please continue to contact her in future if there is anything you would like her to cover.



Supporting People

Lead Officer update to Provider Forum 16 December 2010

Report to: Bradford Supporting People Provider Forum
Title: Supporting People Lead Officer Update
Date: 16 December 2010

1. Quality assurance – update

As a result of receipt of feedback from the recent provider consultation, the following actions have been taken as part of the revision to the QAF guidance:

- The numbering has been reinstated to match the National QAF, although the standards which were identified as part of the Bradford Revision V10 as repetition, are still not required by CBMDC. If there are providers who have already prepared their evidence portfolios and it is simpler for those providers to leave the prepared evidence in place, then please do so. This will not be detrimental to them, but will not gain any advantage either.
- Evidence guidance at levels A and levels B is there to offer assistance and the wording has been changed to: 'evidence could include'. However, the guidance does give a clear indication of what kinds of evidence we will be looking for as verification of good practice.
- A working group will be set up to look at producing good practice recommendations around compiling case studies, involving providers and contract staff.

How many pieces of evidence are required – queried by Mike Harney as this is not shown in the new guidance. Jayne Hellowell suggested that MH contact Maggie Colwill about this and discussed provider preference for either a prescriptive approach or a more pragmatic approach with some inbuilt flexibility built on relationship with contract officers. Some preferences from providers were expressed about the more flexible approach but also concerns about possible consequences of this if contract officers take different approaches. It was suggested that if issues are perceived with this less prescriptive approach then they would be brought to attention of contact officer to assess against other similar organisations to seek equity of approaches. Jayne further noted the amount of training undertaken with contract officers to embed such approaches in future.

Advance negotiation is possible on evidence files where a provider is operating two or more similar services – however, if the services are different in their approaches to certain elements of QAF then different forms of evidence will be required to demonstrate this. John Hill noted use of this approach in Foundation's recent reviews and Rubina Bokhari noted M Colwill's willingness to accept this approach following discussion with her earlier this week.

Quality Improvement Workshops

- By the end of the programme (one had to be rearranged for January 2011 after being delayed due to adverse weather conditions): 75 attendees will have taken part representing 29 organisations; **50% of organisations have attended so far. Please feedback on content or let Jayne know if there is further demand for workshops.**

Frequently asked questions

- **Can you be assessed at level B if you have not yet been successfully assessed at level C? – Answer: yes.** Where providers are operating at higher standards, we want to encourage and support them to evidence that.

Will have to submit level C evidence too. A more flexible enabling approach is being taken.

- **Is it the case that providers cannot succeed at level A standards if they have not been peer audited by another A standard provider? Answer: no. This is incorrect.** It is specifically noted within the Quality Assessment Framework where external stakeholders are required to be involved to achieve some level A standards, but at no point does it state who the external stakeholders could or should be and makes no reference to them being peers or that they should be at a specific standard.

Good practice to benchmark but this is not a requirement

- **Can providers receive the QAF spreadsheet earlier so that they can begin to complete the evidence referencing as they progress with preparing the evidence portfolio? - Answer: yes.** The QAF spreadsheet needs some updating which will be completed at the end of December and will then be put onto the CBMDC website. Providers will be emailed at that time to confirm that the document is available.

.QAF is an ongoing tool to be worked to.

Jayne is to seek further clarification on:

- If you have met level C previously then there was a query about whether this still stands or whether it has to be rechecked?
- Passporting/lite touch (Action: Jayne Hellowell)

- **Can providers now submit evidence after the review cut off date? Answer: Yes, through negotiation with your lead contract officer, if appropriate and is it is likely to achieve a successful outcome.** Officers will assess in the first instance the evidence which is provided by the cut off date. At that point a full assessment will be made and a decision taken in partnership with the provider as to whether any outstanding evidence can be achieved within a short time frame in order to complete the process within the timescales of the review. This and further details will be included during the current revision of the Contract Management Policy. Once that process is completed, the updated version will be loaded onto the CBMDC website and providers will be informed that the document is available.

Deadlines will be used but a pragmatic approach taken where a short extended timescale could assist in the process.

2. Review timetable

This will be posted on the website when finalised.

As providers know a number of reviews have been delayed whilst we work to improve our own systems and support providers in the delivery of the QAF through the workshops. We have also taken time to train staff ready for the changes and next reviews.

The Commissioning Body is keen to ensure that the market is still improving quality, an issue that will be raised at the special joint meeting of the Strategic Core Group and Commissioning Body which will be led on 18 January 2011.

In addition we have been considering options for budget reductions and strategic reviews.

Therefore we will move forward into the New Year as follows: (Should read 2011 not 2010 as stated)

- **Homeless/Rough Sleepers' reviews** - these have been grouped together and paperwork to be sent out on 17th January 2010 and submitted by 28th February 2010. The final contract evaluation report to be sent 25th July 2010. This will be a review of the service to find out what level quality providers are operating at, to revisit performance and cost. This will not lead to 3 year contracts. This client group will be subject to a fundamental strategic review.
- **Generic reviews** - deadlines are the same as homeless/Rough sleepers.
- **Older People reviews** - Paperwork to be sent out on 18th April 2010, submitted by 30th May and final contract report to be sent 26th November 2010.
- **Mental Health reviews** - Paperwork to be sent out on 13th June 2010, submitted by 25th July 2010 and final contract report to be sent 21st November 2010.

3. Strategic reviews

At the special meeting on 18 January 2011 we will be proposing a direction of travel that will fundamentally strategically review across some client groups. Decisions on clients groups will be put in context to key priorities. Providers are to note that this may mean big changes to their service, or it may mean that they lose business or gain new business. Discussions have already started to take place with the violence against women (VAW) sector (which includes domestic violence services) and we will start to engage with other sectors in the New Year. At this stage we have simply mapped out what we have got and what we need to consider as part of the strategic reviews. No decisions have been made

on what the sectors will look like in terms of provision as we would wish to have this dialogue with providers. However it will result in efficiencies.

Homelessness and Rough Sleepers- review January 2011

Generic – to remain as timetabled for the moment

Older persons – massive sector. Will look at certain items in a similar manner to care sector provision.

Modelling of home-based support service in future – anticipate big changes to the sector. In some cases and circumstances providers will lose contracts.

Changes to structure of Adult Commissioning expected in January 2011

Many uncertainties were noted currently. There is a vision and some ideas of what Jayne would like to see in future and the sooner that providers are given some information about this the sooner they can have informed discussions and start making decisions. Noted meeting occurring on 18 January 2011. Jayne Hellowell briefly tried to illustrate some issues – no decisions have been made but just some current thoughts.

Example: Older Persons Sector – fundamental question on the role of wardens. Brief mention of subsidy of hot meals. Community alarm services ad hoc at the meeting – some very good practice, some very poor. There are many difficult questions but they need to be asked and discussed to. Inform future models of provision.

Example: Homelessness – statutorily homeless clients can only access 36 of over 200 homeless units. Customer journey is “scattered” and there is a need to assess local authority priorities such as statutory need, access and gateway to services. Will revisit gateway suggestion in future. Pressure on statutory needs was noted. GS expressed concern that people who are non statutorily homeless will “fall through” – Jayne Hellowell felt this wouldn’t happen if access was improved. GS still concerned with anything that may mean current non-statutory become statutory again. Statutory figures are set to increase in future and the authority needs to seek better capacity – may have to look for economies of scale whilst still maintaining quality.

Paul Gartland queried the mismatch between non statutory single people and statutory requirements for homeless families. Jayne Hellowell noted the need for providers to be involved in such discussions and service users to contribute to the future shaping of provision.

Furniture project – still a need highlighted for this type of service – might be able to channel efficiency savings into such complementary services. PG queried if other “complementary services” would be looked at as part of the homelessness review. Jayne said that this would be the case and mentioned Bradford Day Shelter and Horton’s Training Centre as examples. Looking at other items being mapped/scoped across the authority – funded possibly via grants or other mechanisms.

4. Tenancy ready

Providers will be aware that we have been working to develop a tenancy ready framework and we are now at the stage where we expect providers to be implementing it. Rationale is to develop a framework to support vulnerable adults and young people, to develop life skills essential for securing and maintaining their tenancies and succeeding in living independently Liberty Mupakati is the lead on this and he will be in touch in the New Year with a further steer but for now here are the headlines:

If there is no contact yet then please contact Liberty directly for discussions.

- TR – developed throughout 2009/10 in theory by John Sloane who was working with the SP Team.
- Consists of a set of standards that detail what a service user needs to understand to be tenancy ready.
- Sits on top of the support plan and almost acts as a prescribed set of must do’s?
- Links to good training delivered formally by educational institutions or providers.
- Target audience are the providers of temporary accommodation in the district who will implement it as part of the broad move-on strategy.
- Consultations with Quality Assurance Manager, Contract Officers and Service User Involvement Officer scheduled for 16.12.2010 to consider final guidance, links to the QAF and exploring how it can be entrenched into the validation process.
- Consultations with officers meant to strengthen guidance booklet prior to rolling out.
- Draft TRF document including guidance to be send out to members of the pilot project on 23.12.2010 with a two week deadline for feedback.

- TRF booklet and guidance to be send out all providers on 13.01.2011.
- Briefing to all providers during the February Provider Forum.
- Roll-out to be launched after the Provider Forum once feedback from all the providers has been incorporated.
- Commissioning Team briefing to be held in the January team meeting.
- Highly unlikely that the two forthcoming reviews i.e. Homelessness and Mental Health scheduled in the New Year would be in a position to demonstrate sufficient evidence of implementing TRF as proposed in the framework.

5. Market development

Watch out for a number of events being planned for the New Year which will include workshops on themes such as introducing social enterprises, business essentials, diversification and resilience. For more information contact Paul O'Brien: at paul.o'brien@bradford.gov.uk

5. Staff changes

Gary Furze will leave the team on 14 January 2011 for a new job outside of the authority. **Will not be replaced as contract officers will be main provider contact – Sam Capstick also available.**
 Support Options – new staff will be joining the commissioning team to deliver a support options service (7 staff in total). This role is new but a consolidation of previous roles such as direct payments, meals placements and brokerage. Staff will be responsible for assisting clients in seeking options to deliver their support. More information and PR material will be produced in the New Year.
 Yvonne Latawicz has now left the team. Note that the new access team will be the central point of customer contact for adult services and staff have been trained on SP advice.

Contract officers will have provider leads assigned alphabetically – this does not mean they will be reviewing officer but that they will be the main contact for performance information, outcomes and financial queries- providers will be informed in due course.

Mike Harney expressed concern about Gary Furze leaving the team given prior mistakes (before his employment) on financial payments to providers. Mike thanked GF for the improvements that have been made while he has been in post. It was noted that there is a commitment of the authority to move away from payment schedules to fixed capacity/personal budgets so there will not be a return to the difficulties that were experienced before Gary. This will form part of the strategic review process. Gary Furze has handed over to Sam Capstick, Sam Iqbal and Farah Mahmood and there is also support from the wider finance team in the Adult & Commissioning Services.

Best wishes from the Provider Forum were recorded for Gary Furze.

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)

- Strategic approach – already highlighted by Jayne Hellowell.
- Vulnerable Persons Housing Strategy – tender document has been developed and tender was awarded to SITRA to work on developing the strategy. There is much in this about bricks and mortar/stock condition. Possible access to places for change funding via HCA in future for capital investment.
- Discussion on refugee sector review – reliability of data regarding demand for services/future direction being examined

- Young People and Teenage Parents Annual Review – moving forward on improvement plan and development.
- Quality Assurance planning day 18.1.2011
- Older Persons Housing Strategy – final draft out for consultation

6 Regional Provider Forum Feedback

John Hill is now Chair of this meeting.

John reported that much of what is discussed is regional intelligence.

- A recurring theme across the region is about how much is currently unknown.
- The group discussed prevention and personalisation document and how this can be used.
- There is an emerging theme about the greater role of elected members and politicians – something that has been noted in other meetings too.
- Group Work plan – this has been compared to North West region.
- Update from National Housing Federation confirms that there is a lack of clarity around the country.
- Issue of major cuts discussed e.g. Nottingham 67% cut on SP budget

The full prevention and personalisation report is available on SITRA website and smaller printed booklet is available through Bradford SP team.

http://www.sitra.org/prevention_and_personalisation/

7 Any Other Business

Hidden Voices Magazine

GS thanked Horton Housing, Keyhouse and Foundation for their sponsorship of “Hidden Voices” magazine – this will be published January 2011. It was suggested that this be on the next provider forum agenda.

BACC – Neal Heard reported contact from “Just Yorkshire” – trying to get a campaign together - Neal will circulate details.

SU Involvement SP Committee

Elections were held in November and some new representatives will be attending to observe 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.

10 February 2011

7 April 2011

2 June 2011

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 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

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.

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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

18 January 2011	1 March 2011	26 April 2011
21 June 2011	16 August 2011	11 October 2011
6 December 2011		