

## Supporting People

### Minutes of the Bradford Supporting People Commissioning Body Meeting 11am to 1pm on Monday, 6<sup>th</sup> June 2011 Conference Room, Olicana House

#### Present:

#### CB Members:

Moira Wilson	Strategic Director Adult and Community Services, City of Bradford Metropolitan District Council (Chair)
Maggie Smallridge	West Yorkshire Probation Service
Liz Barry	Bradford & Airedale PCT (Substituting for Matt Neligan)

#### CB Officers in attendance:

Jayne Hellowell	SP Lead Officer, City of Bradford Metropolitan District Council
EW	Supporting People Service User
AK	Supporting People Service User
Pam James	Service User Advocate Representative
Jen White	Partnerships Services, CBMDC
Alex Mullet	SP Transitions Officer, CBMDC
Katie Pierce	Service User Involvement Officer, CBMDC
Phil Howell	Strategic Commissioning Manager, CBMDC

#### 1. Apologies:

Guy Van Dichele	Assistant Director Commissioning, Performance & Business Support, City of Bradford Metropolitan District Council (Accountable Officer)
Matt Neligan	Bradford & Airedale PCT

#### 2. Declarations of interest

Item 7 & 9 – EW & AK

#### 3. Minutes & matters arising from the joint special meeting held on 4<sup>th</sup> April 2011

Jayne reported that the Vulnerable Persons Housing Strategy has been renamed as "Vulnerable Persons Accommodation Plan". This is all now complete and ready to use but is currently with designers at the moment. This will be in PDF format. The team are expecting it in the next week or so and Jayne will arrange for it to be circulated to members as soon as she receives it.

**Action:** Jayne to circulate the Vulnerable Person's Accommodation Plan when she receives it.

#### 4. Lead Officer Update

##### 1. Client records and outcomes monitoring

Jayne raised the issue around client records and outcome monitoring. For those that were not aware she informed members that Supporting People's performance data is monitored by St Andrews in Scotland for housing research. St Andrews was funded by CLG, but now CLG have withdrawn their contract with St Andrews. This finished at the end of May. St Andrews has since been in touch with all local authorities in the country and has offered to carry out the client records and outcome monitoring at a cost of £2000 per year. This has been agreed.

Jayne also highlighted another important issue of which Sitra is also doing some consultation on future monitoring of the SP programme. They are talking about a new consistent framework for monitoring outcomes. Jayne has submitted a response to SITRA'S consultation on the future data collection of housing related support. She has asked for them to leave things as they are

because Bradford has a very good monitoring system in place and also highlighted the fact that the significant reduction in LA staff resource, further pressure on providers to work in new ways and no mandate to impose may prove too much to implement any changes to the way in which we currently operate.

Jayne informed members if anybody is interested in that consultation, it can be found on the SITRA website

## **2. Attendance Monitoring**

To note.

## **5. Update on LD Framework BSH progress report.**

Alex informed the meeting that this report is an update to the report presented to the Commissioning Body on 13<sup>th</sup> December 2010, where it was agreed to defer a decision to decommission BSH pending re-engagement of care management and the development of the LD Framework.

Alex summarised the report and highlighted the following keypoints:

- The Local Authority started contracting with BSH in 2003 and in this period there have been a multiple number of serious concerns and safeguarding issues regarding the service.
- In December 2010 it was agreed to defer the decision to decommission the service whilst Adult Services re-engaged Care Managers who had withdrawn in 2009 due to high risks posed by the tenants.
- The approach with re-engaging Care Managers with BSH tenants has been successful and they have been working with Adult Services to mitigate risks.
- All 29 tenants have been offered an assessment of which 24 have been completed.
- The 5 remaining tenants have refused to engage in the process, 3 of these are in receipt of Social Care Funding, this will be followed up and an assessment will be offered by the newly established Bradford Independent Review Team (BIRT)
- BSH as well as other LD Providers were required to apply to the new LD Framework and were unsuccessful at the PQQ stage of the procurement process.
- Adult Services can no longer contract with them to provide Domiciliary care, Housing Related Support or Supported Living Services.
- Once the procurement process was completed Adult Services will develop a transitions plan and any contracts with BSH will be transferred over to a Framework Provider.
- This decision is being challenged by BSH with a request for information under procurement law and a Freedom of Information request. The outcome of this is ongoing.

Because of deferring the decommissioning decision, this has allowed the following outcome/activity to take place:

- Most tenants have completed the assessments and support plans.
- Adult Services has a better understanding of the standards that BSH are operating at and funding can now be appropriately diverted to better quality services.
- Care Managers have enabled to re-establish contact following a robust risk management approach.
- Service users have detailed support plans around their assessed needs, which provides clarity around the type of support they can expect to receive and can also challenge their Provider if they feel this hasn't been met.
- The Local Authority has a better understanding of what needs to be commissioned via the LD Framework.

Jayne reflected on this history of BSH which dates back to 2005 and spoke about lessons learnt from this process. She added to ensure that this situation does not occur again, Adult Services has to make sure that business is done with the right organisation in the right way from the beginning and the LD Framework is one way of doing this business within the correct processes and systems. She noted concerns about some of the service users and how they are dealt with but informed members that CTLD assessment team are fully on board with this.

Jayne stressed that a lot of hard work has gone into this and thanked all officers that have been involved in this piece of work.

## **6. Strategic Review OP sheltered housing support service and community alarms.**

Phil informed members that this report is an update from the special meeting which took place in April. He went through the decisions that were made in principle at the special meeting and also informed members that they have been formally approved by the SCG at the 10<sup>th</sup> May meeting.

- To remodel existing housing related support and also taking into account the needs of those not in sheltered.
- To procure floating support services as well as new low level services. To focus on Community Integration and building on community assets that already exist.
- Bringing the community alarm monitoring system in house & enhancing the current call centre capacity
- Remodelling & enhancing the capacity of the rapid response service with the existing provider.

Phil then took members through the report, highlighting the following key points

- The SCG / CB decision was communicated to all the Providers with intention to provide further information regarding the proposed models and communicating this message sensitively with customers.
- The new structure consists of 5 locality based contracts. Therefore there will be up to 5 providers of floating support, and potentially one, operating in the district.
- The project group will reorganise and set up to oversee the implementation phase of the work. Significant procurement resources are necessary for the remodel The Service User Group has also agreed to act as consultants.
- The project teams are still working to the December deadline; however procurement processes may dictate amendments to this in some regards.

Concerns were noted about meeting the deadline/procurement process.

Both Phil & Jayne explained that work has commenced on setting up the tender process for the floating support and low level support services with a view to the full contract value. This means that the pre contract briefing has to go to the Social Care Scrutiny Committee to have the approval of the full contract value. This is on the agenda for the meeting which is to take place on Wednesday 8<sup>th</sup> June.

There is possibility that that won't be sufficient approval and so it might then have to go to Council Executive. At the same time the department needs to brief the exec about the recommendation of bringing the Alarms Service back in house as a short term stopper. At this current time anything coming back to council needs to be approved.

If the scrutiny decide that approval has to be sought from exec, then advertising of the tender process will not take place this week. The exec forward plan is 3 months in advance and is full up anyway, the earliest to get this on that plan will be October. It was pointed out that should the exec give their approval for this then the tender process will take approximately 3 months. This inevitably means no savings will be made in this financial year which puts the department under huge amounts of pressure and will also have a knock on effect on the current contracts for these services as they are to end in November so the department has to go back to scrutiny to get extensions on these contracts.

Huge amounts of dismay were expressed by members at the meeting and one of the main concerns expressed was changed messages going out to service users. SU are feeling unsure and unsafe about all of this so this delay will not help at all.

Jayne reiterated that ordinarily the CB would make the decision and would go ahead with it but because of this climate of uncertainty changes are unavoidable.

Pam informed members that she will be attending the scrutiny meeting on Wednesday to feed back to the expert panel on Thursday. Phil mentioned that he will be briefing the chair before the meeting.

**Decision:** Members accepted the recommendation that the CB give final approval for this course of action to be pursued and the implementation phase of these projects begin.

## 7. **Vulnerable Persons Housing Strategy**

Jayne reported that this report gives an overview of the VPHS and the outcome of this strategy also dovetails into the sector review as well. She pointed out that some of the timings have been misconstrued by some of the decisions in the homelessness sector and some providers have perceived that a decision has been made around their service before this is ready whereas what has been said is that it is subject to this strategy so this strategy dovetails into the reviews.

Jayne briefly went through some of the background. She informed members that Sitra was commissioned to carry out this study and deliver the strategy. They carried out a stock condition survey on most of the hostels and refugees to find out the condition of stock. This is to inform investment decisions and set the future direction of accommodation based support services to fixed properties to make it fit for purpose now and in the future.

The team now have a good understanding from the report about the conditions of some property's and wanted to convey a message out to registered landlords/housing associations that they need to ensure that their supported housing accommodation is fit for purpose and is not left in a state of disrepair. She stressed the need of having the building as part of the company's maintenance programme. She added that if it is your building then you are responsible for it. Vulnerable People need the highest quality housing as much as anybody else.

Jayne then went through the investment that is required for the following strategic services to the sum of £609,965.00 over 5 years and also spoke about securing capital investment from Homes and Community Agency (HCA) into social housing including vulnerable person's housing. She went through the summary of key points in the report for each of the following services and pointed out that these have been dovetailed into the current strategic reviews.

- Services supporting women and girls at risk of Domestic Violence (VAW)
- Other services for women only
- Services supporting homeless people
- Services supporting young people
- Offenders, refugees, alcohol misuse, complex needs and mental health.

Jayne informed members that the department will be making sure that SP registered providers have a copy of the accommodation plan and will be working with them to take steps and to address where those repairs and investment re needed as HCA will not provide the full funding, providers will have to invest as well.

**Decision:** Members accepted the recommendation of endorsing the findings and consider in relation to the current and future strategic reviews.

**Action:** Jayne to circulate the accommodation plan to providers once received.

## 8. **Strategic review Violence against Women**

Following on from discussion and agreement at the SCG/CB special meeting dated 4th April, Val informed members that this report gives an update of the strategic review of the Violence against Women (VAW) sector. Val took members through the report and reminded members that at the joint meeting it was agreed to approve in principle option 3.

Option 3 details a service that would deliver 3 VAW hubs + and a district wide Rape Crisis service. The hubs would work across the North, South and Central district, and the plus would consist of maintenance of Manningham HA as a specialist BME service. The option includes community integration and a service for male victims. It also maintains a level of diversity of providers. This report recommends full implementation of this option.

It was noted that the review of the VAW sector has taken the key findings from the Vulnerable Housing Strategy and taken on board the recommendations relating to this sector.

Members are to note that contracts of two projects, Victim Support and SODASSA would come to an end and not be re-commissioned. There will be no transfer of this business.

Val then passed over to Jayne to give an update on a situation that has occurred with the Central hub. Jayne reported that she had a meeting with 3 board members and the manager of Anah Project after she had received a call of concern from the board member of Shipley Women's Aid (SWA). Jayne reminded members that Central hub is Anah Project and Shipley Women's Aid merging into one organisation. It was felt quite important for the new merged organisation to have a new name to move Anah away from being a specialist BME service as Manningham Housing will cater as the BME specialist for Hub 4.

Relationships between Anah and SWA have broken down Jayne has informed both organisations that CB would be given information at today's meeting but in context if relationships break down then the authority have no option but to go out to tender. Jayne made it clear that this issue cannot be deliberated over for long as the department have worked really hard to have an extension for decisions to be made today.

A two week deadline has been imposed and Jayne has suggested that both organisations have to have a plan of what needs to be addressed over the next few months and any differences need to be resolved.

It was noted that that should this service go out to tender then there are organisations out there who would pick up this service with no problem whatsoever.

**Recommendation** – Members agreed that the local authority work with organisations to implement the 4 hubs by end of October 2011 subject to Anah Project and SWA working together on the Central Hub. If this matter is not resolved with the 2 week deadline then this will go out to tender.

**Action** – Jayne to email CB members with the outcome after the 2 week deadline.

## 9. Strategic review Homeless

Discussion took place about the front page news article in Telegraph & Argus re the decommissioning of Gingerbread which has created a lot of negative publicity. Discussion took place about the article and the process and the following concerns were noted from members around the table.

- The authority is in the phase of implementing cost cuttings so this media coverage was expected and will happen each time funding to a service has to be cut.
- The authority should not lose sight of the robust process that has been undertaken in reaching this decision. A robust review was undertaken and the governance groups all agreed to the decision that was made. The process has been very thorough.
- The authority does not just "Get Rid" of a service without something being put in place.
- These services are temporary services designed to help people move on.
- They are not meeting the standards of the QAF to date.

AK spoke about his conversations with some of the SU of Salvation Army. The main concern expressed was lack of information. SU are aware that something is going on but nobody knows or is informing them of the exact details. He stressed on the fact that any decision has to be made ASAP as delaying the decision is not helping residents at all. Although the authority will be putting another service in place most of the SU are not aware of this.

He suggested that the authority write to each of the SU both at Salvation Army and Gingerbread to give them an update of the situation.

It was noted that a peer review exercise took place at Gingerbread. Although there was a lack of SU involvement i.e. skill set of SU were not being utilized, the SU were positive about the support they receive from Gingerbread staff.

Moira summarised this and as result of explanations and discussions, members decided to adjourn any decision pending further dialogue with the leader of the Council, Cllr Greenwood, and other elected members.

Members asked Jayne to take them through the Strategic Review of Homeless Sector report to remind them of what was agreed at the special CB/SCG meeting on 4<sup>th</sup> April. Jayne reported that a decision was taken in principle that SP should pursue activity to:

- remodel existing services within the Homelessness Sector where Providers have put forward proposals which meet the aims of the review; and
- Re-tender services where no feasible alternative has been proposed.

It was also agreed that Supporting People would also pursue the closure of a 63 bed hostel which does not meet strategic needs and there were concerns about quality which have yet to be verified.

Jayne went on to summarize the report and the highlighting the following key points:

- The SCG / CB decision was communicated to all the Providers together with an invitation to submit further information regarding their proposed models. The information received was then reviewed in light of SP objectives (captured in the last report) and expected efficiencies.
- The new structure consists of 4 hubs with pathways, which has generated efficiencies.
- There would be a Decommissioning Project Group set up who will oversee the work should the decision go through. The Service User Homelessness Project Group has also agreed to act as consultants.
- The findings in this report are influenced by the out come of the Vulnerable Persons Housing strategy (Item 7 on the agenda)

Jayne stressed that the 4 hubs have been structured strategically so should the decommissioning of the 2 organisations is not made for whatever reason this would affect all the other hubs. This will mean that the authority will have no alternative but to tender out for new providers across the whole sector.

Members noted the following points from the report which shows that Gingerbread did not want to join the hubs.

- Gingerbread Housing Project has had equal opportunities to enter into a dialogue with potential partner agencies with a view to working together to achieve efficiencies and participate in the Hubs and pathways being developed through the sector remodelling.
- Gingerbread Housing Project has retained the view that the organisation wishes to retain its status as an independent provider, although some unsuccessful discussions have taken place with the objective of securing participation in subcontracting arrangements with a suitable partner.

**Decision:** - members agreed to accept the overall approach subject to discussions with elected members and the governing boards of the other 2 commissioners. Moira stressed the need to make the decision quickly

**Action –** Katie & Jayne – to work on sending letters out to the service users of Salvation Army and Gingerbread explaining the process and to give them an update.

Jayne & Moira – to compile a briefing on the Homeless Review for Cllr Greenwood

## 10. Any other Business

None

### **Date, time, venue for next meeting**

19<sup>th</sup> September 2011, 11-1pm Olicana House, 1<sup>st</sup> Floor Conference Room