

Supporting People

Minutes of the Supporting People Strategic Core Group meeting held on Tuesday, 23rd June 2009 2 - 4pm, Lockwood Room, Design Exchange

Present:

David Shepherd (Chair)	Assistant Director Housing Service, CBMDC
Jayne Hellowell	Supporting People Lead Officer
Sheila Bamford	Executive Director-Horton HA (Provider Rep)
Graham Mynott	Keyhouse Project – Manager (Provider Rep)
Mike Harney	City Homes in Mind (Provider Rep)
Neal Heard	Service User Involvement Worker (Bradford Alliance on Community Care (BACC))
John Hill	Foundation Housing (Provider Rep)
JB	SP Service User
EW	SP Service User
AK	SP Service User
Val Balding	Safer Communities, CBMDC
Sarah Possingham	Access to Housing Manager, CBMDC
Gary Furze	SP Finance Manager
Pam James	Service User Advocate
Jennifer Moran- Whitehead	Bradford District Care Trust (Provider Rep)
John Howarth	Principle Commissioner Older People's Services Adult & Community Services, BMDC
Chris Cobb	Commissioning Manager Learning Disabilities, Adult & Community Services, BMDC
Trudi Wilson	SP Service Development Officer, CBMDC
John Sloane	SP Move on Coordinator, CBMDC
Nina Smith	Safer Communities, CBMDC
Farah Mahmood	SP – Minute Taker

1. Apologies / Introductions

Denis Gale	Commissioner for Children & Young People, BMDC
Paul O'Hara	Youth Offending Team Manager, YOT, BMDC
Guy Van Dichele	SP Accountable Officer and Assistant Director Commissioning Safeguarding Adults (An update on Ruth Ingram is noted in the minutes)
Ruth Ingram	

2. Declaration of Conflicts of Interest

Item 7 – John Hill

3. Minutes and matters arising from the meeting held on 28th April 2009

Page 1 – Neal presented the glossary of terms for SP service users. Jayne requested for this to be emailed to her so that she can circulate with the minutes and will also arrange for them to be put on the SP website.

Action: Neal to email Jayne the glossary of terms for service users so that they can be circulated with the minutes and also put on the SP Website

Page 1 – Move on action plan has been updated and will be circulated to everyone by next week.

Page 2 – Ruth Ingram has handed in her letter of resignation for this group. Rather than accepting her resignation DS would like to have a discussion with her about whether this is the right move or whether they could arrange some other alternative.

Page 2, 4.1, Proposed delivery plan. Jayne reported that the Commissioning Body (CB) wanted a high level delivery plan. The delivery plan will take the main priorities out of the 5 year strategy and will be translated to show who is doing what, timescales etc. The service plan will sit underneath the delivery plan and will be used as a management tool for the team. This has been drafted and will be presented at the next CB meeting.

Page 4, Common Access Pathway. Jayne reported that a meeting between Calderdale, Kirklees & Bradford was held earlier this week around Common Access Pathway. She has also been informed that this web based system was received very well by providers at the last provider forum. She is now looking at putting together a timescale for the potential of buying into the pathway. Jayne stated that there is a debate going on with procurement as this supplier is meeting the remit of what is required under procurement regulations. Neal commented that he has not been able to arrange for SU to attend the regional presentation of the Common Access Pathway. Jayne suggested putting a link on the website so that SU can access it from there.

**Action: Jayne to provide an update on this issue for the next meeting and also to keep providers informed.
SP Team to put a link on the website for the SU.**

The minutes were then agreed as a true and accurate record.

4. Lead Officer Update – Jayne Hellowell

4.1 InCommunities – Octavia Court

Jayne referred to the previous SCG meeting where members did not approve the recommendations in the report tabled on the day and requested the SP team to complete an options paper in partnership with InCommunities and Access to Housing. A full report is still not available for this meeting. This is clearly more complicated than what was initially thought as it is linked with the rent system. A meeting has been set up with housing benefit which will take place very soon. In the mean time the contract that InCommunities held with Norman Bank and the support to the dispersed unit will continue until a decision is reached from this group. Work is being carried out by the SP Team and a full detailed report will be made available for the next SPCG meeting in August.

Action: SP Team to provide a report for the next meeting.

4.2 Commissioning Plan 2008-11

Jayne reported that the Commissioning Body (CB) have agreed to the Commissioning Plan 2008-11 as per the tabled information in this report. The next stage will be to set up working groups for each client group and ensure that the right commissioners and service users are involved in the whole process.

Jayne updated the members on the Older Person's Hospital Discharge Service. Adult services will also be providing funding for this. The intention is to have a link worker available for SU who have been discharged from hospital after an operation etc. The link worker will support the SU so that they can come back into their own homes instead of going to respite or residential care.

Sheila raised concern about the extra care investment, 240 units. She questioned whether this is a new capital funding.

Jayne responded that there are 7 extra care units that are not funded by SP. There is an extra care working group that is looking at the whole issue of extra care and this includes existing ones and new ones. As an indicative we have to be seen as investing in extra care. Jayne stressed that this is not capital investment it is revenue. Jayne also pointed out that there is a strategic need for extra care which will mean procuring in bricks and mortar. This links in with the residential review that is currently being undertaken by the authority.

4.5 Fairer Charging Summary

Jayne gave a brief update and recap on the Fairer Charging Policy. She summarised the graph shown in the report which shows the uptake and pro-active campaigns since May 2008. In July 2009 the SP Team will be doing some work around this to ensure that SU who are not on subsidy have had an opportunity to apply for a fairer charge.

4.6 Capital Funding of Support Housing

Jayne informed the members that she sits on the Bradford Housing Partnership Board (BHPB) on behalf of Adult & Community Services & Sheila is the vice chair of that group. The following 2 critical discussions have taken place at the last BHPB meeting.

(1) The importance of working with our housing colleagues from the council to ensure that supported housing forms a part of the core business in bidding to secure funding through the Homes & Community Agency (HCA) and strategically through the BHPB. It was noted that SP in Bradford is in a position of strength as it has the revenue commitment to accommodation based services and it is felt that we should maximise this discussion with the HCA. Our major client groups all require accommodation based support services hence the reason for the need of capital funding.

A discussion took place around the need for a strategy which incorporates the major client groups (domestic violence, older people, substance misuse and learning disability) that has the same principles around capital funding for all. Sarah requested for the need to consider the homeless side in 2010. The current hostels are very old and have poor access and a lot of shared facilities.

(2) Jayne asked Nina to give an update on the need to acquire a substance misuse accommodation based service. Nina reported that there are 5 potential sites – 3 in Bradford and 2 in Keighley. The 3 sites in Bradford have been looked at by members of the substance misuse service groups as well as Nina, Rachel & Trudi and they are felt to be suitable sites. The 2 sites in Keighley are still to be looked at. Asset management are actively involved in looking at the availability of these sites. Once we receive confirmation from asset management the next stage will be applying for planning permission.

Sheila raised the following concerns about using this type of model

- Vulnerability of the Service Users (SU). The capital development will stand out in the community creating stigma for SU.
- Issues with the community.
- Value For Money (VFM). A substance misuse institution will require double cover 24/7 which means 13 staff for 8 SU. This model will not offer VFM for that number of SU.
- Obstacles with Planning Permission.

Sheila suggested that whether we should deliver these services amongst the community in ordinary houses. Only 3 staff members will be required which will result in intensive input from staff members so SU are properly engaged and they can move on from that service. Sheila noted the same suggestion / concern for the other client groups on the list i.e. complex needs.

A discussion took place about the different models for provision and it was noted that a more detailed report is needed on this issue. David pointed out that the CB will make the final decision but that will be on SPCG recommendation hence the reason for a detailed report.

David pointed out the following information in respect of the 2 issues:-

- HCA will only accept bids for capital funding i.e. if there is a site determined or a property determined.
- A housing association will be required for this.
- HCA will only provide 50% grant to the housing association. The housing association will have to raise private finance on the development costs. Due to lending issues with the banks the cost of developing such accommodation is going up all the time.

Action: Trudi to provide an update on the preferred model for the next meeting – via lead officer update

David also pointed out that this is an excellent opportunity for the SP Team to have an ongoing dialogue with HCA about the Supporting People Programme and the number of requests that will be going through for capital funding in the next 5-10 years. The HCA welcome single conversations with local authorities to set the strategic agenda on investments in years to come.

Sheila welcomed the above point. She raised concern about a paper that HCA have produced recently which has pulled in supported housing into their remit in terms of their regulatory roles with housing associations. She feels that there will be some duplication there. She requested for a joint response to that paper.

Action: Jayne & Sheila to meet to discuss the joint response.

4.7 YP/TP Sector Review

Jayne summarised the information on YP/TP sector review outcome which shows the shift from accommodation based to floating support.

4.8 Staff Update

- Kati Nutman - The Service User Involvement Officer will commence employment on 29th June 2009
- Transition Team posts have now gone to external advert.
- Rachel Lorimer has reduced her hours to 30 hrs per week. This is just for a short term.
- Hannah Hatchman has got a secondment. She leaves at the end of July she is going to the Service Improvement Team so the SP Team we will be getting a secondment SDO for 2 years.
- SP Team are looking to recruit a performance officer to add to the work of what Gary Furze is doing.

4.9 Attendance monitoring

The attendance Monitoring statistics from financial year 2008/09 were noted. Jayne informed members that Tony Moore, Service Commissioning Manager for LD & MH is retiring. His post is vacant at the moment. Chris Cobb has kindly agreed to assume his role on this group. He will be covering LD. There is a gap around MH but Jenny has got the experience around MH issues.

5. Finance Report

Gary summarised the Finance report that was circulated with the papers. The report sets out the expenditure relating to 2008/09 on the Supporting People (SP) Grant for housing related support services and the administration for running the programme. It also forecasts for 2009/10.

The following points from the report were noted for the minutes.

- In section 2 the report reads "The unallocated funding payments were £550,000". This actually means that £550,000 from the unallocated funding has been used. It was requested to change the wording on this and for any future reports so that it is clear on what is actually being said.

- Gary informed members that any discrepancies from the accounts for 2008/09 that were picked up from the internal audit have been rectified. These slight discrepancies were found between the amounts on the contract to the amounts paid but members were asked to recognise that these occurred before the payments system. Jayne added that the Quality Audit Team will be commissioned to do random sample checks on the physical contracts to what is on the payments systems to make sure that the 2 match up.
- The costs for the Move on and Link Coordinator, Services User Involvement Officer and the Transitional Team will all be coming out of the main SP Grant.
- Point 3.7 should read "The amount carried forward from 2009/10 to 2010/11 is £1.7 million."

6. Outcomes report (2007-08 results)

Jayne summarised the report on the Outcomes for financial year 2007-08. She reported that the Communities and Local Government (CLG) introduced a national framework for outcomes monitoring during 2007. Outcome monitoring forms were developed for short term and long term services to capture actual outcomes achieved for SP services users on a range of indicators which contribute towards 5 high level outcome areas:

- Achieve Economic well being
- Enjoy & Achieve
- Be Healthy
- Stay Safe
- Make a positive Contribution

Members looked at the results obtained from both long terms and short term services and the key questions raised from the data received.

A brief discussion took place and the following points were noted.

- In the past providers interpret questions differently. It was proposed that training sessions will be developed to ensure all providers complete outcomes forms accurately as possible.
- Further analysis of 2007-08 data including at service level otherwise figures could be skewed.
- CLG have provided no information on what percentage is actually a good outcome.
- The need to link this work with the trail blazer work.

David pointed out that the outcomes work was mentioned at the last CB meeting and CB members have asked for a report on CLG outcomes for the next CB meeting. This will then be linked to the CAA outcomes based framework and will look at what that means for wider partners rather than just the council.

Action: Jayne to remodel this report for the next CB meeting and include what Mike said about the 5 CLG outcomes.

7. Move on – Tenancy Ready Framework (TRF)

Jayne briefly went through the report on the TRF. She reminded the members that this is one of the key priorities in the Move On Action Plan. She updated the members on:

- The primary benefits
- The TRF process
- Single overarching certificate
- SP Provider Steering Group
- SUIG Steering Group
- Progress to date

She referred to the table in the report which lists the providers wishing to participate and engage in the TRF. Providers will be asked in the next couple of months which model they will want to adopt. If they are not already adopting to a model SP will look at how much it will cost to fund those organisations to adopt a TRF.

A discussion took place about this. Sheila raised concern about the need to look at the negatives as well as the positives. She commented that some social landlords may not allow access to housing unless the SU has a TRF certificate. Some SU have severe complex needs which could result in them not wishing to engage on this framework. She urged the need to proceed with this with some considerable caution as this could be used against the SU.

John Hill referred to the model that is being used at Foundation Housing. He referred to the TRF as a valuable tool but also welcomed Sheila's comments about the need to look at the negatives. He also commented that the 1 model cannot work for all the SU as each SU have different needs etc.

John Slone gave an update of some of the work he has done with providers as well as service users. This programme has been positively welcomed by all. There is a lot of support in place. The framework is easily understood and easily recognised. Jayne noted Sheila's comments and stressed the need to deter any adverse publicity around the TRF. She does not want providers to be using this as a tick and exclusion policy.

David noted all the comments above and stated that there are 2 areas that can positively address this issue.

(1) Mohammed Shabir runs the Bradford Housing Association Liaison Group. The TRF can be mentioned at that meeting so that provider knowledge can be updated about this framework and the purpose of it.

(2) A review of the allocation policy – Homehunter Choice Base lettings for the district is due very soon which Sarah is working on at the moment. David will be taking a report to the council executive in autumn. There will be some intensive consultation required for the new policy so this may be an opportunity for key providers to have a specific discussion around TRF and what that means.

He summarised that we need to take opportunities as they come along to make sure people understand the TRF. He gave his well wishes for this work and welcomed John Sloane on board.

8. Any other Business

8.1 Jayne informed the members that she is looking at setting the dates for this the SCG for 2010. A discussion took place about the regularity of the meetings and it was agreed by all to continue with the arrangement of every 6 weeks planned around the provider Forum, CB meeting and the SU involvement group.

8.2 Jayne informed the members that the SP website now has domain around the regional work that is being done. Jayne has started to put the minutes, agendas and papers coming from that meeting on the website.

8.3 Mike questioned whether there is a complaints procedure in place as per the recommendation from the Audit Commission Report. Jayne informed members that SP are currently working on this and should be completed in the next couple of weeks. This will be tabled at the next meeting in August.

Action : Jayne to table this in the next meeting agenda.

8.4 Mike raised a point about Swine Flu and whether the council have precautions in place should staff be off ill etc. A brief discussion took place and Jayne informed everybody that this issue was tabled at the leaders meeting today. Jayne will look into what emergency planning the Bradford Council have in place.

Action: Jayne to look at the Emergency Planning for Bradford Council on the Swine Flu epidemic

8.5 Neal circulated a report which the CB asked the SU to prepare which shows what the SU have been involved in. Jayne will attach a copy to the minutes.

8.6 Mike raised concern about the confusion of the QAF. He reported providers are finding it very difficult at the moment as they do not know which one to use. Jayne responded that SP Team will be consulting with providers in the next 2 weeks for feedback and then a report will be coming back to the Provider Forum and the SCG with a conclusion to that.

Date, time, venue for next meeting: 2 p.m. on Tuesday 18th August 2009, Lockwood Training Room, Design Exchange.