



## Bradford Integrated Quality Assessment Framework

The Bradford Integrated Quality Assessment Framework (BIQAF) has been developed over the last 12 months within the newly merged Contracts and Quality Assurance function, part of Adult and Community Services Commissioning Team.

The main overarching objective was to develop a single Quality Assurance Model, which would:

- ◆ Provide service users and providers with one integrated quality assurance framework for all social care services commissioned externally and internally;
- ◆ Provide a consistent approach to quality assurance;
- ◆ Shift resources from quality control to quality improvement; and
- ◆ Actively promote the sharing of good practice between all stakeholders in order to improve the quality of services.

The single model was developed through merging Adult Social Care and Supporting People contracting and quality assurance processes. This involved: assessing what was and wasn't working; identifying benefits to be realised by improvements; and using that information to appreciate what needed to change.

As a result of this a vision for contracts and quality emerged:

***'Striving for dignity and independence for Bradford and District citizens through safe, high quality individual care and support'.***

It is intended that this vision will be achieved by:

- ◆ Ensuring that there is real influence for people who use services with ourselves as commissioners and within each provider organisation;
- ◆ Improving our ability to measure the quality and results achieved by services, centred on the customer experience;
- ◆ Making information easily accessible on the quality and types of services available;
- ◆ Working in partnerships with providers to improve quality, share best practice and achieve efficiencies.

The BIQAF is largely based upon the existing Quality Assessment Framework used by Supporting People, with additional input to incorporate Care Quality Commission Outcomes and REACH standards. Additionally, more emphasis is placed on ensuring that there is feedback of best practice to support quality improvements and supporting the sharing of good practice with and between providers to encourage partnership working, and improved outcomes for service users.

# BIQAF

***'Striving for dignity and independence for Bradford and District citizens through safe, high quality individual care and support'.***

# An Update on Strategic Reviews

## Homeless Services

Officers from the Commissioning Team have been reviewing the services commissioned to support people in the homeless sector.

The aim of the review is to improve service user experiences of accessing homeless services and improve their customer journey as they move towards independence.

To do this services need to be better co-ordinated and more consistent in their approach. Our aspiration is that each and every person should expect and receive the same high quality service throughout, regardless of which service they access.

The review has drawn on lots of information to support its position, including past research and consultations, the outcomes of Quality Assessment Framework (QAF) reviews and findings of the Vulnerable Person's Accommodation Plan 2011 which identifies where capital investment is required to raise the standards of accommodation for vulnerable people.

Public duty at this time requires that all efforts are made to demonstrate efficiency in order to protect services for vulnerable people in the longer term. This review has been used to identify all reasonable efficiency savings which can be re-invested to expand the package of services available.

A strategic vision of what we felt was needed to best meet the needs of the client group was developed and this was taken to providers delivering homelessness services. Working collaboratively, the organisations developed a new method of providing services via four centres or 'hubs'. This will include mergers and sub-contracting arrangements, where services will work in partnership to provide clearer access routes into services and pathways to move-on.

We are looking to develop a new role of Community Intervention to increase emphasis on prevention, early intervention and involvement in the community. The role will have the flexibility to hold drop-in clinics, offer one-off advice and short-term interventions, which can defer or delay people needing to take up specialist housing with support.

This role is being developed in the first instance in the homeless and violence against women sectors but has the potential to be rolled out to other sectors.

A common barrier to moving on successfully from temporary accommodation is the inability to acquire essential furniture and appliances. We plan to develop a furniture package to assist people when they move on from hostels into their own accommodation, to increase the sustainability of independent living.

We would like to take this opportunity to thank everyone who has been involved in assisting this process and look forward to working with you in the future to make our vision for homeless services a reality.

If you would like to discuss the strategic review of homeless services, please contact: [alexandra.mullett@bradford.gov.uk](mailto:alexandra.mullett@bradford.gov.uk).

## Violence Against Women

In order to ensure strategic and efficient delivery of services across the Bradford Violence Against Women (VAW) Sector it was agreed that all services that would be assessed with a view to remodelling and making efficient use of funding linked to the Community Funding Unit and Supporting People, noting the loss of a significant amount of funding from the Working Neighbourhoods Funds.

The result of the negotiations with providers is that the authority has been presented with 4 workable hubs within budget and a rape crisis district wide service. All domestic violence hubs would provide refuge, crisis intervention,

floating support, children's support and community integration and the North and South would in addition provide target hardening and Independent Domestic Violence Advisor (IDVA) services. The North hub would provide a perpetrator programme.

The Commissioning Body have agreed that the local authority work with organisations to implement the 4 hubs by the end of October 2011.

If you would like further information on the strategic review of Violence Against Women services, please contact: [valerie.balding@bradford.gov.uk](mailto:valerie.balding@bradford.gov.uk)

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## Sheltered Housing Support Service & Community Alarms

Strategic reviews of housing related support services, funded by Supporting People, in older people's sheltered accommodation and community alarm services took place between January and March 2011. The following are key findings from the reviews:

- ◆ Services lack consistent commissioning approaches and there are variations in price, quality and service user outcomes
- ◆ Support planning is not delivered to everyone, in some cases people don't receive it who need it, whilst others receive support they do not require
- ◆ Often support within sheltered accommodation takes the form of a reassurance service, whilst this may be valued by service users, it is not a service which can be assessed effectively using the QAF
- ◆ There is a gap in service provision and equity to those older people needing support who are not living in sheltered housing.

The findings of the reviews, options appraisals and recommendations for future modelling have been agreed by the Strategic Core Group and Commissioning Body as follows:

Resources currently invested in scheme managers and wardens within sheltered accommodation will end in November 2011. This resource is to be reinvested to commission housing related support on a locality based floating support model. This not only creates a more equitable and personalised service for existing service users, but offers greater access to these services to older people not living in sheltered accommodation.

Additional efficiencies will allow for low level community based services to be commissioned to further support prevention and early intervention to older people.

A district wide community alarm call centre with monitoring capacity for the existing user base will be established, alongside a district wide community alarm response team.

If you would like further information on the strategic review of older people services, please contact: [phil.howell@bradford.gov.uk](mailto:phil.howell@bradford.gov.uk)

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## Short Breaks for People with Learning Disabilities

The Commissioning Team have developed a Short Break (Respite) Strategy for adults with a learning disability in Bradford.

### *Why do we need a strategy?*

The majority of current provision is based within four residential respite services which are underutilised.

Population projections show that there will be increases in:

- ◆ The number of people with complex and profound disabilities
- ◆ South Asian young people with learning disabilities
- ◆ Older people with learning disabilities
- ◆ People with learning disabilities living with older carers
- ◆ Young people with Autism Spectrum Disorders.

Policy and practice in the field of learning disabilities has taken huge strides forward over recent years. The introduction of person centred planning and personalisation has created a market of people who quite rightly require services which can meet their individual needs, circumstances and lifestyles.

### *What does the strategy say?*

The strategy aims to offer a greater

range of short break (respite) services which meet the needs of a greater number of people living in the district.

The strategy recognises that short break (respite) services are essential and invaluable services for many local families. It aims to support carers in their caring role by providing flexible, responsive and reliable short breaks (respite).

The strategy proposes significant changes to existing short break (respite) services to enable the development of a menu of services which can be tailored to the individual needs and circumstances of service users.

Proposals include the development of a home based sitting service, a service to support people to develop new skills and interests, and a home based emergency service. In addition to residential respite services and Shared Lives family based breaks.

A clear focus will be on providing breaks which offer positive and life enhancing experiences for people with learning disabilities. Services which are high quality and cost effective.

If you would like to receive further information on the Short Break (Respite) Strategy, please contact: [joanne.tooby@bradford.gov.uk](mailto:joanne.tooby@bradford.gov.uk)

# Hot & Frozen Meals Service

## 'Meals on Wheels'

There have been much publicised changes to the Hot Meals Service 'meals on wheels' recently, but there is good news. The meals service is continuing and criteria have been relaxed so that anyone who would like them can have hot meals delivered as often as they like. There are plans to offer enhancements to the service, a seven-day service is being trialled and the provision of a teatime pack is planned to start soon.



Apetito deliver meals Monday to Friday at lunchtime. Two courses, a main course and a dessert, delivered ready to eat, cost just £5.66. Apetito cater for a very wide range of diets and clients have a choice of meals. Clients and their carers are very happy that not only do they get a hot meal

ready to eat but also a call to make sure that they are OK. In hot weather, a bottle of water is also provided with the meal. Apetito drivers are all CRB checked and are trained to spot health and welfare problems and to report and deal with them as appropriate. A wide range of diets including vegetarian, halal, diabetic, gluten free, soft or pureed meals, to name a few, can be catered for and Apetito's sophisticated menu system can also ensure that clients do not receive meals they don't like.

Apetito prides itself on providing 'More Than a Meal' and drivers regularly spot clients who have wandered away from home, perhaps unaware that it is lunchtime. They will stop and speak to the client and return them home to eat their dinner. Drivers are often instructed to use the client's key-safe to gain access but if a driver is unable to gain entry, or the client is absent, then we will be notified at Adult & Community Services and will immediately alert the emergency contact numbers we have so that if anything untoward has happened the client will not be abandoned. If you would like more information or would like to start the meals service then please telephone the Support Options Team at Bradford Council Adult & Community Services on 01274 434191



**Wiltshire Farm Foods**

*delicious meals to your door*

The frozen meals service is similar but meals are delivered every two weeks, put in to the client's freezer by the driver and reheated in the oven or microwave by the client or a carer. Bradford Council has an arrangement with Wiltshire Farm Foods to provide a wide range of two-course meals at a low cost. To take advantage of this special price please contact the Support Options Team on 01274 434191

**Support Options Team**  
**01274 434191**

# A Breath of Fresh Air

Dry stone walls are a striking and fantastic feature of the Yorkshire Dales. A group of homeless men from Bradford recently had a chance to learn about the art of creating them thanks to the People and the DALES programme run by local charity Yorkshire Dales Millennium Trust (YDMT).

The group from Assisi House Project in Bradford spent the day rebuilding a stretch of dry stone wall at Colt Park, Natural England's nature reserve at the foot of Ingleborough.

The day provided the group with the opportunity to try something practical and new. One participant commented:

*"I've done building work in the past, but this is something else, there's a real art to it - a bit like doing a jigsaw without the picture! I've really enjoyed the day. We really had to work as a team and I'm really proud of what we've done."*

The group worked under the excellent supervision of local waller and master craftsman Stephen Harrison, who has worked with YDMT to provide dry stone walling with similar groups in the past as part of People and the DALES.

YDMT's People and the DALES Community Worker, Gail Smith commented "Days like this are a fantastic and unique opportunity for groups that may be disadvantaged in some way to escape what can be a tough existence in the city. Getting out to the Dales is literally a breath of fresh air for them and having the chance to try their hand at something new, do a bit of hard graft and have pride in what they've achieved helps increase self-esteem and confidence, which is really important for guys like those supported by Assisi House."

For more information, please contact Gail Smith, Community Worker People and the DALES at the Yorkshire Dales Millennium Trust on 01524 251002 or email [gail.smith@ydmtd.org](mailto:gail.smith@ydmtd.org).



Above: The group from Assisi House Project alongside their rebuilt wall

# Creating Wellbeing

Stonham Mental Health Floating Support Service was lucky enough to win £5,000 funding last year to develop a Wellbeing Plan guidance package.

Small Projects Fund to put together a guidance booklet which helps people complete their plans by giving ideas and examples.

Wellbeing Plans are a tool to enable people with mental health problems to recover and take control of their mental health.

The idea of a Wellbeing Plan is to take the time to think about what good mental health is for an individual, what they can do to maintain it and what they can do when wellbeing begins to deteriorate.

There is a lot of emphasis on getting support and people with Wellbeing Plans are encouraged to give copies to anyone who supports them, paid or unpaid.

Stonham used the funding from the Bradford Adult Mental Health Services



The booklet is supported by a DVD made by Stonham clients. In the DVD clients talk about what they have put on their plans to give further inspiration.

Stonham believe that Wellbeing Plans are an excellent tool to assist people to manage their mental wellbeing. The pack is primarily aimed at people with mental health problems, but anyone could adapt it to meet their needs.

The pack is available to anyone who would like a copy. To request a pack, more information or a presentation for your team, please contact:

Claire Blacka on 01274 223261 or email: [claire.blacka@homegroup.org.uk](mailto:claire.blacka@homegroup.org.uk)

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## Down to Earth Continues to Grow!

The Down to Earth project run by Keyhouse continues to offer all Supporting People services users in Bradford the opportunity to learn how to grow their own vegetables. The project featured in the Winter edition of the SP newsletter, reporting their contribution to the Places for Change garden, the largest ever Chelsea Flower Show Garden!

Down to Earth has recently been featured in the June edition of the national magazine 'Grow Your Own'. The article discusses the positive contribution service users have made to developing the allotments on Bradford's Bowling Park Drive, including lots of photos of people enjoying the space and the vegetables grown.

The Down to Earth project meets on Tuesday and Fridays between 10.00am and 1.00pm. The Friday session incorporates a cook and eat run by B CEP (Bradford Community Environment Project).

If you would like to get involved or would like to receive a copy of the 'Grow Your Own' magazine article, please contact Ian Fallon. [ian.fallon@keyhouse.co.uk](mailto:ian.fallon@keyhouse.co.uk)

# Volunteering Works!

Horton Housing Training Centre provides a supportive environment that enables clients to access training opportunities and gain qualifications. Often this can be the first step for people to get back into training, and developing new skills and knowledge.

The Horton Housing Training Centre has now an established volunteer programme which clients can access and gain an OCN qualification. Being a volunteer enables clients to take on extra responsibility, learn new skills, increase confidence and gain invaluable experience of a working environment.

Horton Housing Training Centre volunteers support and encourage other clients who may have a variety of issues, including mental health problems, learning disabilities, substance misuse problems and issues relating to language barriers.

This has led to volunteers undertaking further training to develop their skills and volunteers are now using their skills to support clients in other services within the district.

A number of Horton Housing's St@y clients have passed their OCN qualification and are volunteering on a regular basis. They made the following comments on their experiences:

*"It gets you back into a set routine so that you can prove to people you can be reliable and trustworthy and this is not just based on your past. This is not held against you and is not a barrier to becoming a volunteer".*

*"Before I started volunteering at the Training Centre I had little or no self-confidence. I would never have imagined I could be actively involved with a team in a work environment".*

Clients of any Bradford Supporting People funded services can access Horton Housing Training Centre. A referral can be made by phone on: 01274 739926 or by dropping into the Training Centre at 14 Edmund Street, Bradford. BD5 0BH.

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## **Bradford Cyrenians is Awarded Investors in People Status**



Following an in-depth assessment and interviews with staff, managers and trustees, Bradford Cyrenians has been awarded Investors in People status.

A comprehensive report has been produced detailing the assessment and findings. This is available on the News & Events page of Bradford Cyrenians website under 'Recognition by Investors in People': [www.bradfordcyrenians.org.uk](http://www.bradfordcyrenians.org.uk)

# News & Events

## 'You make a difference' Service Excellence Award Scheme

In celebration of the fantastic work Katie Pierce has done to support service user involvement within the programme, she was nominated for a service excellence award, here she is receiving her award. Congratulations Katie!



Above: Mary Weastell, Strategic Director Business Support & Katie Pierce, Service User Involvement Officer

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## Client Records & Outcomes Monitoring

As you are aware, the national collection of Supporting People Client Records and Outcomes data came to an end at the close of the 2010/11 financial year. As of the 31st of May 2011 the website [www.spclientrecord.org.uk](http://www.spclientrecord.org.uk) closed.

Bradford, along with many other Administering Authorities, have contracted with St Andrew's Centre for Housing Research for them to continue to collect and analyse this valuable information.

The new website for uploading forms and accessing data from current and previous submission years is: <https://supportingpeople.st-andrews.ac.uk>

Existing logins work on the new website. If you require any advice or assistance, please contact the Supporting People Helpdesk by telephone (01334 461765) or via email ([sphelp@st-andrews.ac.uk](mailto:sphelp@st-andrews.ac.uk))

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