



SUPPORTING PEOPLE NEWSLETTER

WINTER 2009/10

A message from your Lead Officer



Welcome to the winter 2009 edition of the SP newsletter. In this welcome I wish to share with you the confidence that Bradford Council and its partners have in the programme. Money for housing related support will come through area based grants from April 2010 but its use is protected by Bradford Council until March 2011. It is also notable that the outcome of the recent select committee has welcomed allocation through the ABG but made it clear that local services must be protected. Council's must be prepared to justify when SP funds are redirected to other priorities.

This means that we must ensure that we continue to have in place strong monitoring frameworks with outcomes that justify funding. The pressure to safeguard funding is a shared responsibility. Put simply the best quality and value services that meet the needs of our community will prove difficult to decommission.

We know the difficulties associated with managing a programme of reviews. Paperwork, deadlines, change! We know this because we are subject to the same scrutiny. We may have a short notice inspection at any time and the usual notice period is 5 working days! This means that we constantly look to improve the way the programme is managed and run. My commitment for 2010 is to work to streamline systems to make it much easier for providers. This makes it easier for us too. However it won't happen over night and we ask for your continued support.

In 2009 I believe we have all come a long way. We will celebrate this on **7th May 2010 with a Bradford Supporting People conference**. This has been endorsed by our Chief Executive Tony Reeves who will be speaking on the day. We will reflect on our journey and look at the future. Most importantly we will showcase how your support to service users has made a real impact.

I would like to take this opportunity to thank you for the challenges and the valuable contributions through the groups and forums to making this programme work. My message for 2010 is simple. We may beg to differ and we may challenge, but ultimately we all have one thing in common and that is to ensure that our most vulnerable people are supported in the best possible way. May this continue.

With very best wishes to you all from Supporting People during the festive season and into 2010.



Supporting People Conference 2010

We will be holding a conference on **7th May 2010** to celebrate our achievements e.g. developing service user involvement, implementing the contract management policy leading to improved quality of services, tenancy ready framework, partnership work including mystery shopping, promoting the Supporting People programme within the district and introduce the Supporting People Team. We will showcase how your support to service users has made a real impact and difference to people lives.

Speakers include Tony Reeves, Chief Executive and speakers from national organisations will look at the future direction of the Supporting People programme and how that will affect all of us in Bradford. Workshops will include service user involvement, personalisation, tenancy ready framework, and newly commissioned services.

As the conference is a celebratory event there will be time to network and catch up with colleagues and a market place where Supporting People providers will have a stall and the opportunity to promote their services.

Booking forms will be sent to you in the new year when the programme has been finalised. We look forward to celebrating with you!

Quality Assessment Framework

Supporting People delivered training on the Revised Quality Assessment Framework (QAF) in partnership with Support Solutions and Equality Works. This detailed the requirements of the revised QAF and that Bradford will be implementing the revised QAF from February 2010. Guidance is currently being drafted up and should be

available in early January 2010. The contract management timetable has been reviewed and Rachel Lorimer has emailed a copy to all providers. The timetable indicates when we intend to undertake annual or sector reviews. The dates are indicative and subject to change due to staff priorities within the programme.

Tendering New Service

Supporting People are currently tendering for two new services: a 50 unit generic floating support service and a 10 unit teenage parent floating support service. These services should be in place by March 2010.

SP are also working in partnership with Access to Housing via the Governments Trailblazer pilot to commission a Street Outreach service

and this should be going out to tender in the next month. A number of other new services are due to be commissioned e.g. for sexually exploited young people and a service for young people wishing to move on from home and young people who are carers.

Further details of these commissions will be available very soon.

Service User Involvement now has new governance!

The commissioning Body accepted the proposal of the new governance structure for the Service User Involvement Group for Supporting People on Monday 16th November. There will now be a service user governance group of service user representatives who will act as a committee for the involvement group.

This group of reps will ensure that all service users get the chance to have their say on developments in the supporting people programme and will make sure that views of service users have an influence on decisions that are made.

The first thing the group will be working on is a new name and logo for the Service User Involvement Group so they can promote the work they are carrying out on behalf of all service users. Their next steps will be to plan their year ahead in line with decisions that are being made at Supporting People's Commissioning Body so they can feed in the views of a wide range of service users. They will also be looking at the new QAF and setting targets for providers to work towards.

The last couple of meetings for the wider service user involvement group, which is open to all service users, have included a presentation from the Open Moves team who discussed the different ways Open Moves can support individuals access housing and support services and a discussion about what service users want their representatives to look at next year.

Annual Service User Surveys

The Annual Service User Surveys have now been distributed to all Supporting People Services (except Community Alarm services).

If you are a provider and you have not yet received your survey, please contact Katie Nutman on 01274 434500.

We are looking for a higher return rate than last year so we would ask that all providers please encourage their service users to complete the survey. A prize of £500 to be awarded to the service with the best response rate.



The results from last years survey helped set targets for the Service User Involvement Action Plan and with the new Quality Assessment Framework now in place the results of this year's survey will help set targets to ensure services are at the highest standard to date.

It may be difficult for your organisation to adequately support service users in completing the surveys. If this is the case we can provide some direct support for service users to complete them.

If you would like someone to come and help please contact Katie Nutman on 01274 434500 or email Katherine.nutman@bradford.gov.uk who can assist you.

Transitions Team

So what is the Transitions Team doing? Well, quite simply the role of the team is to provide the resources to the Supporting People portfolio and programme to drive forward all aspects of transformation and modernisation. Without sounding too scary this basically means that over the next two years the team will be engaged in some exciting work alongside customers, partners, commissioners and stakeholders looking at how as a partnership we can modify and improve all services to vulnerable groups and communities across the district.

Our work will look at how as a strategic programme can modify, transform and aligning an array of commissioning priorities, services and programmes so that they synergise and streamlined to meeting emerging agendas such as personalisation, individual budgets, worklessness (including training, education), housing options, value for money and efficiency, service user involvement etc.

Volunteering buddies scheme for disabled adults

A new scheme run by Bradford Council Volunteering Unit aims to improve the social lives of adults with physical disabilities. The scheme will work to help physically disabled adults have a greater independence by giving them the support to join in with social events and leisure activities.

People will be allocated a volunteer who will regularly visit them or take them on short trips to events such as sports matches, get them involved in leisure activities or just sit down and have a chat. Volunteers will be recruited and trained by Bradford Council's Volunteering Unit and assessed by social workers in Adult Services. The service users will then meet up with them to decide whether they are happy with the 'match'.

The experience will give volunteers a valuable insight into health and social care work, a rewarding experience and greater confidence.

The scheme will be rolled out across the Bradford district and will include residents in Wagtail Close, a respite care unit for people with physical disabilities jointly run by Hanover Housing and Bradford Council's Adult Services.

Councillor Dale Smith, Executive Member for Adult and Community Services, said: "This is a fantastic scheme which benefits both the service user and the volunteer - each having a great deal to gain from it. People with physical disabilities are often very isolated and have fewer opportunities to socialise, so their personal volunteers could open up a whole new world for them."

Anyone interested in getting involved as a volunteer in the project should contact Richard Edgar on 01274 437528 or e-mail richard.edgar@bradford.gov.uk

Tenancy Ready Update: Phase Two

The second phase of the Tenancy Ready Pilot commenced on Monday 23rd November 2009. The timescale to complete the pilot scheme is by March 2010. The four providers delivering and testing the three Tenancy Ready models as part of this project are:

- City Homes in Mind: Stepping Forward model
- Foundation: Tenancy Ready Training Model
- Incommunities (Octavia Court): Amber model
- The MASTS Project: Stepping Forward Model

One outcome, working in partnership with the SUIG and service users participating in this project pilot, will be to develop a single set of Tenancy Ready standards. This will ensure that any tenancy ready framework utilised to assist service users will be quality driven, can be consistently and systematically measured and is ultimately fit for purpose.

John Sloane, Move On Co-ordinator tel: 01274 431271 and Alexandra Mullett, Transition Officer tel: 01274 435064 will be involved in managing Phase Two. If you have any queries please contact John or Alexandra.

Mystery Shopping

Mystery shopping was carried out in partnership with Supporting People and S.U.R.F, the Service User Representative Forum for people with substance misuse.

We recruited and trained 28 service users of which 10 were Supporting People service users. To thank service users for volunteering we offered shopping vouchers, a certificate of attendance and a job reference to potential employees.

Mystery shopping took place in September with the aim to test information point's knowledge of Supporting People and housing related support. Information points that were mystery shopped, either by phone or visit, were bdirect, libraries local to the mystery shoppers, Keighley and Shipley Town Halls, Manningham Once Stop Shop, City Hall, Octavia House reception (where we are based) and also Housing Options (Incommunities).

Service users at a feedback meeting to discuss their mystery shopping experiences made the below recommendations regarding information points:

- There should be on-going refresher training for staff
- Information given to enquirers should be up to date
- Staff should be knowledgeable and give clear directions when referring to another organisation by giving address, phone number and opening times
- Receptionist is a key post and their attitude reflects the organisation.

Mystery shoppers found that there was inconsistency about the information given by advisors to them and that some advisors did not listen in full to their scenario but quickly transferred them to another extension/service which was inappropriate. Also, that

there is a need for a culture change in organisations regarding attitude and communication skills could be improved e.g. not to be judgemental, to be sincere, empathic and “not miserable in the job”. Mystery shoppers suggested that there should be on-going refresher training for staff and that there is a need for a culture change in organisations regarding staff attitude to enquirers.

Key findings in the report were that there is a significant lack of knowledge of the Supporting People programme and its services and that there is inconsistency in responses to the same scenarios.

The above was presented to the Strategic Core Group who recommended to the Commissioning Body that the recommendations made by service users and the key findings

be actioned at a corporate level. A copy of the report has been sent to James Drury, Assistant Director for Transformation who will sit on the partnership board for the corporate organisational review which will take place next year.

In Bradford mystery shopping is now embedded in the Supporting People programme and will be repeated next year.

For more information, contact Yvonne Latawiec, Link Worker 01274 434456 or yvonne.latawiec@bradford.gov.uk



Staff News

Since the last Newsletter we have had more changes to the Team as colleagues have left and new colleagues have started.

Firstly, we say goodbye to Charles Barber, Regional Development Officer. Funding for the post came to an end and we wish Charles every success in his new venture as freelance consultant. Also to Joanne who is on maternity leave and recently had a baby girl.

We welcome back Alison Edge who has returned from maternity leave and we also welcome new starters. Madiha Munir joined us this month working part time on a temporary basis. She will be working with Gary, Sam and Zara on financial issues. Also on a temporary basis, Christine Brooke is offering administrative support to all of us.

Transition staff are in post and are managed by Tyler Moore. They are Carol Bibby and Alex Mullett who are Transition Officers. Jacqueline Thompson, Project Manager, and Victoria Searcey, Administrator, have joined on a temporary basis.

Below is more information about some of our new starters:

Rominder writes: Hello folks!! I started working with Supporting People in September 2009 as a Service Development Officer (SDO).

Before this I worked as a Social Worker in Bingley with adults aged over 65. Prior to this I pursued my degree in Social Work which included working in the voluntary sector with parents, children and young people and statutory sector for Adult Learning Disability services. Whilst pursuing my degree I also worked in the banking sector for four years.

I am excited to be working with professionals and service users from all walks of life and enthused by the direction the Supporting People programme in Bradford is taking. rominder.dhothar@bradford.gov.uk or 01274 437597

Susan writes: I joined the SP team in August to support people with learning disabilities to play a full part in all the changes that will happen through the Changing Lives Programme. The aim of the Programme is to ensure that people with learning disabilities lead their lives like anybody else, with the same opportunities and responsibilities and that they are treated with dignity and respect.

I am very excited by the challenge this brings and am committed to making sure that people with learning disabilities have their voices heard as they are "experts" by their own experience.

S.moreland@bradford.gov.uk or 01274 431239

Carol writes: I have worked within Supporting People since 2002 (mostly in Oldham) so I'm familiar with the programme. As I'm new to Bradford I'm looking forward to meeting more providers and getting to know the district. I have had also worked in mental health services in the past as a provider co-ordinating a supported placements scheme. I'm currently working on Self Directed Support and the review of older people's services.

I first met my new colleagues in the Supporting People Team at a team away day in September. It was a fun day and helped me get to know colleagues. In my spare time I enjoy flower arranging and trawling second hand bookshops.

carol.bibby@bradford.gov.uk or 01274 435064

Tyler writes: I'm the Transition Manager and have been in post for a little over two months. I have worked in the social support sector for over 17 years starting out as a volunteer in an older persons day centre.

As a community services manager I set up therapeutic and housing related support including benchmarking, performance and outcome targets for services with responsibility for the London region. The last 9 years I have worked within Supporting People piloting the 2002 QAF and have supported services to achieve QAF and other SP standards.

Before coming to Bradford I worked in Salford for around 5 years as SP contracts manager, SP Lead Officer and as a senior business and partnerships manager responsible for transformational development of a large service portfolio.

tyler.moore@bradford.gov.uk or 01274 438870

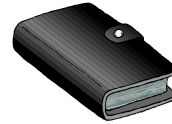
Alex writes: For the last five years I have been working for a national housing and homelessness charity based in Leeds.

I first worked as a Development Officer for a housing advice service to prisoners setting up a volunteering scheme in prisons. My more recent post as Regional Change Manager involved rolling out the organisation's national change programme across Yorkshire and the North East. This included developing and implementing a new staff operating model, writing supporting policies and guidance and leading on new marketing material for services. One evening a week I also worked as a support worker at a local rough sleepers' emergency drop-in service.

Since starting I have really enjoyed using my transformational skills within an SP context and am looking forward to working more widely within the Bradford community

alexandra.mullett@bradford.gov.uk or tel: 01274 435064

Coming Up Dates for your diary



The Strategic Core Group and Commissioning Body meets to discuss a range of issues affecting services. If you wish to raise or are interested in an issue please contact your representative. Dates of meetings in 2010 are as follows:

Strategic Core Group

2 Feb, 30 March, 25 May, 20 July, 14 Sept, 9 Nov

Commissioning Body

11 Jan, 8 March, 10 May, 28 June 23 Aug, 18 Oct, 13 Dec

Service User Group Meetings

Please let service users know about these meetings. If service users wish to have a chat about the meetings they can contact Katie Nutman 01274 437694 or Neal Heard 01274 481590. Dates for 2010 will be set at the forthcoming Service User Group meeting and will be posted on our webpage.

Supporting People Conference

Friday 7th May 2010 at the Ramada, Bingley

HAPPY NEW YEAR!