

Supporting People

Minutes of the Supporting People Strategic Core Group meeting held on Tuesday, 13th October 2009 2 - 4pm, Lockwood Room, Design Exchange

Present:

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| David Shepherd (Chair) | Assistant Director Housing Service, CBMDC |
| Jayne Hellowell | Supporting People Lead Officer |
| Sheila Bamford | Executive Director-Horton HA (Provider Rep) |
| Mike Harney | City Homes in Mind (Provider Rep) |
| John Hill | Foundation Housing (Provider Rep) |
| Harry Whittle | Incommunities (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) |
| Katie Nutman | SP Service User Involvement Officer |
| Nina Smith | Safer Communities, CBMDC |
| Pip Tibbetts | West Yorkshire Probation (Replaces Peter Hart) |
| Rachel Lorimer | SP Service Development & Research Manager |
| Mubarak Darbar | Commissioning Manager for LD |
| Denis Gale | Commissioner for Children & Young People BMDC |
| Yvonne Latawicz | SP Link Worker |
| Farah Mahmood | SP – Minute Taker |

1. Apologies / Introductions

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|-----------------|--|
| Guy Van Dichele | SP Accountable Officer and Assistant Director Commissioning |
| John Howarth | Principle Commissioner Older people's Service, Adult & Community Services BMDC |
| Neal Heard | Service User Involvement Worker – Bradford Alliance on Community Care) |

2. Declaration of Conflicts of Interest

EW – Item 5
Sheila Bamford - Item 8
Sarah Possingham – Item 8
JB – Item 5 & 8

Welcome & Introductions were made around the table.

3. Minutes and matters arising from the meeting held on 18th August 2009

Page 2, 2nd paragraph should read “The National Housing Federation Lobby” instead of The National Lobby & HA.

Page 2, 3rd paragraph – Sarah will be meeting with SU in November to update them with the Trail Blazer Programme.

Page 2, 4th paragraph - Outcomes Report

Action:- Jayne to bring the outcomes report to the December meeting. The reason to why it was not at this meeting is because there is no 08/09 data as of yet.

Page 3, Confidentiality. A discussion took place about confidential items that are discussed in this meeting, Information on the SP website and also Health & Safety for members. The following actions was agreed by all.

- Any future confidential items will come under a “Part 2” of the agenda. Part 2 items will only be confidential items and will not be circulated prior to the meeting, nor will they be made available on the website.
- Should any members require a confidential item on the agenda then they need to inform Jayne so that she can “part 2 them”.
- Location & Venue of meetings. The minutes currently show the date, time & venue for the next meeting. This information will not be noted on the minutes anymore and will only be made available on the agenda once the papers are circulated to members.

Page 5, 1st paragraph – Gary reported that when the figures for the older person’s is taken out then the results show 37% as opposed to 31%. Jayne suggested that this information is reflected in the next performance report.

Page 6, 1st paragraph – Sarah reported that the Hidden Homeless Foundation Report was circulated to members but she was unable to circulate the Housing Allocations Report as it has just recently been published. This is now available on the BMDC website. She will send a link to members. David added that the date for the council executive meeting has also changed from September to October to allow further additions to be made to the allocations policy.

Pg 6, 2nd paragraph, Jayne reported that Bradford Nightstop have not been in touch as of yet.

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

4. Lead Officer Update – Jayne Hellowell

4.1 Election of vice chair, appointment of provider representatives and new learning disabilities commissioning representative

Members were asked to note the following:-

- The provider forum formally re-elected Sheila Bamford, Mike Harney, Jenny Moran-Whitehead, John Hill as provider representatives to attend the SCG. Thanks were expressed to them for their continued support.
Jayne welcomed Harry Whittle from Incommunities. He has been elected as the new provider rep. Graham Mynott was not re-elected but thanks were expressed for his commitment to the group over the years.
- Jayne welcomed Mubarak Darbar to the SCG. Mubarak is the new interim learning disabilities commissioning manager until a permanent appointment is made.
- Peter Hart is no longer working for probation service. Thanks were expressed to him for his continued support to the group over the years. Jayne welcomed Phillippa Tibbetts who has been appointed by probation as his replacement.

Jayne pointed out now that Peter is no longer with the probation/SCG a new vice chair needs to be appointed. Members around the table were asked whether anyone would like to express an interest in taking up the role as vice chair for the SCG. Phillippa declared an interest. Members were then asked for show of hands in favour of Pippa taking up vice chair. All were in favour. None opposed.

Decision:- SCG members welcome Pippa as the new Vice Chair for the SCG.

4.2 Tenancy Ready Framework (TRF) - Pilot

Jayne gave a brief update. The TRF subgroup has decided to pilot the scheme for 6 months with 4 providers. This will give us an opportunity to iron out any difficulties during this pilot stage before it is rolled out to providers. The timescale to complete the pilot scheme is by March 2010.

4.3 See Part 2

4.4 Single Access Route for Bradford, Calderdale and Kirklees.

Jayne reported that Bradford, Calderdale & Kirklees have now received the go ahead from procurement to purchase the software system.

Discussion took place about ownership/responsibility, risk assessment, design & implementation and ensuring that all providers prescribe to it.

Gary commented that the next phase will be implementation and testing of the system. The timescale on this should be around 6 months.

Members will be updated on this accordingly.

4.5 Incommunities supported housing units

A brief discussion took place and Jayne reported that currently there are 12 properties that have to be returned to Incommunities which will complete the handback. Jayne also added that the providers who have received the unallocated funding in 2008/09 have to provide the SP Team with outcomes from the funding and to ensure that the project is beneficial to all.

John questioned whether a more substantial discussion and perhaps an update will be received on this as there were a lot of strategic and operational difficulties around this process. Jayne responded that she needs to understand what these difficulties are. She pointed out that if there are 2 arguments then she has to be objective and bring both view points to this group.

David summarised that providers need to identify what the issues are in the 1st instance and produce a report that's informative for the group that moves us on.

Action:- Providers to produce a report on the issues they have identified.

4.6 Safe Haven – Refugee Service.

As per the report Yorkshire Housing are proposing transferring Safe Haven to an alternative provider who has core business around providing housing related support. Once Safe Haven have served their notice then this will go out to tender.

4.7 Attendance Monitoring

The monitoring statistics are calculated as a percentage of attendance from the start of membership. They are cumulative from 2008 into 2009.

5. QAF/Contract review update

Rachel summarised the circulated paper updating the group on the changes to the Quality Assessment Framework. This report also provided members with an update on the current situations with regards to annual reviews that have been completed and the sector reviews that are underway.

The following key points were highlighted from the report

- Age number of providers are not achieving level b of the QAF
- A number of providers have not been engaging with the SP team

- A number of providers are not performing at the minimum level C.

Decision: Members of the SCG agreed to the following recommendations as set out in the report

- (1) Members note & accept the contents of the report.
- (2) Members recommend to SPCB that the new recently transferred service to CBMDC from Hanover HA is initially assessed at level C of the QAF as per the comments set out in the report.

6. Service User Involvement Framework

Katie summarised the circulated paper which sets out the Supporting People Service User Involvement Framework and the changes to this framework.

The following key points were highlighted from the report:

- Obstacles around the current structure
- The SU involvement Framework including the new proposed SU Governance Group
- Proposed changes to develop the framework of SP Service User framework Involvement
- How the group will function

A brief discussion took place about linking different SU groups e.g S.U.R.F together to make sure that they each recognise the different work/structures.

In response to a question concerning governance structure and how SP programme is monitored, Jayne explained that SP is monitored through the social care improvement committee. There are also elected officers at senior levels and the programme is reported through them.

Decision – SCG members agreed the recommendation to the CB the development of the SU governance group.

7. Finance Report

Gary summarised the performance report that was circulated with the papers. The report sets out the projected spend for 2009-10 and the efficiency gains achieved so far in 2009-10.

A brief discussion took place about the unallocated funding and how the needs analysis is linked into this. Jayne explained that last year providers were asked whether they would like to develop a new service. This year the bid is only open to existing new services to enable them to make an enhancement on their current service i.e produce a DVD on support planning or training for service users. All this is linked to the Needs Analysis for Bradford. Rachel added that each time a sector review is done the sp team refer to the needs analysis.

Jenny questioned the PSA16 and whether there are any recommendations from there in terms of SP funding. Jayne referred to the bid forms that have just been sent out from Tyler Moore, SP Transitions manager and explained that any bids that come in that can strategically demonstrate that they are helping people move into settled accommodation is what PSA16 is all about and the SP Team welcomes those.

Decision – SCG members noted the contents of this report.

8. Request for new funding

Jayne explained that a number of organisations have approached Supporting People for funding in relation to either an expansion of an existing service or to fund a new service. Jayne summarized the report which sets out detail with view to members making recommendations to the commissioning Body. The report contained the following key points:-

- MAPPS, Bradford Foyer & Street Outreach provide strategically relevant housing related support
- Bradford Day Shelter provides support to vulnerable people but not essentially housing related support

- Services that have requested funding. A recommendation for approval is not being made in this report but details are being submitted.

Brief discussions took place about the above points and Jayne asked the group to refer to the attached appendixes.

The SCG was then asked to recommend approval of the 4 points that was highlighted in the report.

Decision – SCG members agreed to recommend to the CB funding of MAPPs, Bradford Foyer and the Street outreach service and further research into the long term viability of funding to the Bradford Day Shelter.

9. Outcomes of Mystery shopping

Yvonne summarised the circulated report. She informed the meeting that this is the 4th mystery shopping exercise carried out by SP team to find out what knowledge information points have of the supporting people programme. This round of mystery shopping was carried out in partnership with SU from SP team and S.U.R.F.

The following key points came out of this exercise

- Significant lack of knowledge of the Supporting People programme and its services
- This exercise have identified that staff at information points have a lack of knowledge of council services in general
- There is inconsistency in responses to the same scenarios.

Huge concern and dismay was expressed by all around the table and it was noted that this report should be sent to James Drury who is the Assistant Director for Transformation and who will also sit on the partnership board for the organisational review which will take place in 6 months time.

Decision:- SCG noted the contents in this report and agreed for it to be submitted to the CB to address the recommendations made by service users in item 4 of the report and to submit this report and the key points at a corporate level.

10. Any other business

None