

Bradford Supporting People Provider Forum Meeting

10 February 2011

1. Present: (details taken from attendance list completed by attendees during the meeting)

Name	Organisation	SP Client Group	E-mail address
Helen Searle	Horton HA	Administrator for the Provider Forum	helen.searle@hortonhousing.co.uk
Sheila Bamford	Horton Housing Association	Generic Mental Health Alcohol Misuse Teenage Parents Single Homeless Complex Needs Gypsies and Travellers Young People Asylum Seekers and Refugees	sheila.bamford@hortonhousing.co.uk
Angie Cooper	Catholic Care		01274 257600
Gary Staniforth	Service User Involvement Representative		Contact via neal@bacc.uk.com
Neal Heard	BACC	Service User Involvement	neal@bacc.uk.com
Andrew King	Service User Representative		Contact via neal@bacc.uk.com
Kerry James	BMDC		432576
Maggie Colwill	BMDC Supporting People		Maggie.colwill@bradford.gov.uk
Liberty Mupakati	BMDC Supporting People		Liberty.Mupakati@bradford.gov.uk
Sheila Kaur	Fairweather	Complex Needs	Sheila@fairweather.uk.net
Claire Blacka	Stonham	Mental health & learning disabilities	claire.blacka@homegroup.org.uk
Rubina Bokhari	Bradford Cyrenians	Single homeless men	rubina@bradfordcyrenians.org.uk
John Hill	Foundation	Offenders Mentally Disordered Offenders	john.hill@foundationuk.org
Stephanie Inness	MASTS	Young People	stephanieinness@mastsproject.co.uk
Pansy Wills	City Homes In Mind	Mental Health	822333
Mike Harney	City Homes in Mind	Mental Health	mike.harney@cityhomesinmind.net
Paul	Horton Housing	Generic	paul.gartland@hortonhousing.co.uk

Gartland	Association	Mental Health Alcohol Misuse Teenage Parents Single Homeless Complex Needs	
Kat Skelly	Salvation Army		Kat.skelly@salvationarmy.org.uk
Jennifer Moran-Whitehead	BDCT Mental Health	Learning Disabilities Mental Health	j.moran-whitehead@bdct.nhs.uk
Mark Hird	Bradford Foyer		200500
Pam Bennett	Open Moves	Homeless families	Pam.bennett@incommunities.co.uk
Corine Campbell	Gingerbread Housing		734285
Pat Smith	BCCP		742345
Mark Trewin	BDCT		Mark.trewin@BDCT.nhs.uk
Donya Byrne	Accent		767837
Julie Drake	Blenheim Project		223250
Soo Player	Keighley Women's Aid		01535 210067
Joyce Simon	ANAH		
Bev Pepper	Rough Nook		01535 645751
June Oakley	Queen's Grange		545098
APOLOGIES			
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.uk
Jeff Gordon	Homekey	Homeless families Generic Refugees Teenage parents Young People at Risk	Jeff.gordon@keyhouse.co.uk
Yvonne Hall	Palm Cove Society		722765
Gerard Stocks	Palm Cove Society		722765
Sandra Sales	Shipley Women's Aid	DV Women	managerswa@aol.com
Sue Littlewood	Headrow Ltd	Older people	sue@headrow.org.uk
Graham Mynott	Keyhouse	Homeless families Generic Refugees Teenage parents	Graham.mynott@keyhouse.co.uk

		Young People at Risk	
Kate Thompson	Anchor Trust		

1 APOLOGIES

As shown above.

2/3 MINUTES OF LAST MEETING and MATTERS ARISING December 2010

None

GUEST SPEAKERS

Hidden Voices: Gary Staniforth

The publication will be on the forthcoming Agenda in April. This has been a 12 month project leading to a service user magazine launch and social enterprise. It will facilitate service user engagement and meet QAF objectives.

The magazine is in print and will be ready for the next meeting. Subscriptions are £1 per copy per organisation (per issue). It is expected that publication will be bi-monthly initially but perhaps go monthly at a future date.

This is a platform for providers to highlight and advertise activities and services. Pages can be sponsored and there will be information in the magazine about how to submit items for print in future. The development of a steering group/editorial board is also underway for this.

Tenancy Ready: Liberty Mupakati

This is to be launched soon so limited time remains for people to submit any further comments (ends 15 February 2011). The pragmatic approach to this was detailed and this is due to the recognition that tenancy ready will apply in varying degrees to different providers.

“Sustained period of time” – this is not clearly defined following comments and feedback received.

Brief discussion about preference for a certificate or not – this is being examined further for city-wide application by the service user involvement group with Katie Pierce and Neal Heard. It was felt currently that this would be preferable to having different certificates from different providers.

It is not incumbent on providers to offer support against all 9 standards of the framework but rather just to support as necessary for tenancy readiness.

The 9 Bradford Standards have been mapped to the QAF standards and evidence of this will be sought by Reviewing Officers in future on validation visits and by review of random client file selection.

Timeline to implement this was given by Jayne Hellowell in the December briefing – it is expected from March 2011 for the launch and start of implementation.

John Hill – noted his organisation’s involvement in the pilot:

1. Needed to incentivise to create opportunities for service users to be tenancy ready – it is a supportive tool for providers rather than an

administrative burden. Concern was expressed that this had not been perceived in this manner initially.

2. There is still concern about how people without a certificate will fare. This was not how this was originally envisaged as evolving.

Mark Hird – noted some concerns about some of the specific and some of the subjective “evidence” – and that this may lead to inconsistent approaches from support workers. It is expected that this could work well for young people looking to move to own tenancy but perhaps not so well for other groups and there would be concern if people less able to access tenancies.

Claire Blacka – noted the learning disability framework and asked whether tenancy ready is expected to be used with this as this could raise a number of concerns. It was noted that Chris Cobb was working on this documentation and Kerry James agreed to seek feedback on this for a future meeting.

What are the expectations for long-term services as there is a lack of clarity? Liberty noted that the TR framework kicks in as people start to plan to move but recognised that this may not be evidenced to same degree during support period.

Is the tenancy ready framework ad-hoc or expected? Liberty detailed that where there is a need then the service would be expected to demonstrate use of this but where there is no need then evidence of this will not be required.

Claire Blacka noted the nature of some of the low-level service provided - it was agreed that Liberty would feedback to Claire about requirements for this.

Mike Harney detailed the experiences of City Homes In Mind where people generally do not require this but he noted that this is a useful tool to have available as people start to consider to move.

Maggie Colwill noted that judgement rests with providers as to whether tenancy ready applies or not. It was further noted that this presents an opportunity for providers to perhaps evidence some quick wins. The City & Guilds certificate “Employability” – working to standards and has no cost implications for providers but offers potential opportunity for providers to offer this to clients (it was noted that Bradford College is currently interested in examining this option further)

Paul Gartland noted his understanding that this standard should not really make you do anything differently from what you do now – just need to be clear about the standards so these can be evidenced readily at review.

Gary Staniforth noted that where this doesn’t “fit” the client there is space to show it is not applicable.

Neal Heard – noted the element of social inclusion – mentioned meeting attendance and possible links to community through neighbourhood services – could be fun for clients.

John Hill felt that there was still an important point about the language used and that this is to be a set of standards to embrace rather than it being turned into a process which can then lead to administrative burden and barriers. Made the point that this is starting to create more paperwork which was a fear at the outset of this process that that could occur.

Pam Bennett asked how this would be promoted to landlords in the area – how will they understand and value the piece of paper demonstrating tenancy readiness?

Liberty noted that there had been parallel conversations with providers and private sector but that the framework was to be agreed with providers initially. Pam Bennett noted that quite detailed discussions need to be held with social landlord staff and awareness raising sessions. Rubina Bokhari felt that concurrent conversations should be happening or provider work on this could be wasted if landlords are not on board at this stage.

Mike Harney noted that it was important to have wider discussion about evidence of paperwork being generated – if this is not to take place in this forum then where will this happen and how will other providers find out?

John Hill outlined Foundation stance again but also noted discussions with landlords and need to inform that lack of access to certificate should not necessarily act as a lack of access or barrier to tenancies.

In summary the Chair noted the appetite of the meeting to hold further meeting both with providers and landlords so a sharing of information could occur.

Liberty noted that the Tenancy ready framework was not envisaged as a process, felt it was always seen as a way in which to evidence something that people are already doing.

A separate meeting from the provider forum was welcomed and Liberty will coordinate this with Pam Bennett. M Colwill noted that key communication is to service users too about enabling the participation of individuals.

Harry Whittle asked for information on how this framework is seen to fit with current supporting people moves towards getting people into more permanent tenancies. Liberty detailed the concept of trying to reduce numbers coming back into temporary accommodation. Harry Whittle felt that the local authority shrinking stock of “holding accommodation” and how what is being described is an historic situation rather than one reflecting current events. Maggie Colwill suggested that there would always be a supported housing sector and although it may change to a degree in future it would always remain. Gary Staniforth felt that the Tenancy Ready Framework will help to identify people who could move on a little more quickly and therefore free-up some of the potential smaller stock of supported housing in future.

Stephanie Inness asked about revolving door and what happens to people if they achieve the certificate and then things break down – is their certificate removed? How valid is it in such circumstance? Kerry James suggested this was dependent on individual bedspaces/people.

Neal Heard noted evidence from CRISIS that on average single homeless people seeking accommodation had access to service 7 years before and this demonstrate revolving door. He noted the changing nature of individual circumstance and noted that this is about addressing individual need as support needs present. The tenancy ready framework acknowledges that this is not as simple as getting a tenancy and everything is then OK – it enables people to recognise what is required to manage a tenancy once one is accessed.

Rubina – the process will identify people who are tenancy ready but it will not alleviate that reality that move-on accommodation is not always available. The tenancy ready framework recognises readiness for people to move on but there is still the issue that they may have nowhere to go. Concern that this will end up with two groups of people – some ready to move on and others who will never be ready to move on.

It was agreed that a special meeting of providers and housing association landlords would be held. Liberty to co-ordinate with Pam Bennett providing the links to housing associations.

AGENDA

4 Supporting People: Lead Officer update – presented by Kerry James

The Lead Officer update paper was circulated and discussed by those present. Text in green is comments from the meeting.



Supporting People

Lead Officer update to Provider Forum 10 February 2011

Report to: Bradford Supporting People Provider Forum
Title: Supporting People Lead Officer Update
Date: 10 February 2011

1. Review timetable

Homeless/Roughsleepers reviews – QAF paperwork sent out on 17 January 2011. This is a quality review only as all services are being looked at as part of a wider strategic review of this sector (see below). Outcome of the quality review will be known by the end of July 2011. This will be tied in with the sector review.

Generic reviews - deadlines are the same as homeless/Roughsleepers. It is likely that proposals will be put to the SCG and CB for a review of these services to reduce funding to this sector.

Older People reviews – a series of validation visits will be planned to check on services whilst we strategically review the sector. It is very difficult to review a sector where full VFM is applicable to a proportion of those who need housing related support. Once the sector has been strategically reviewed we will apply the QAF as appropriate.

Mental Health reviews - Paperwork to be sent out on 13th June 2010, submitted by 25th July 2011 and final contract report to be sent 21st November 2011. Jenny Moran Whitehead and Mike Harney noted that both have been asked if evidence can be provided by March – Kerry James suggested the dates contained in lead officer report are the ones to use now.

3. Strategic reviews

At the special meeting on 18 January 2011 proposals were discussed about the direction of travel that will fundamentally strategically review across some client groups. Decisions on clients groups will be put in context to key priorities.

Fund levels are not yet confirmed but we know that the distribution formula applied to Bradford is showing a 13.7% decrease in funding in the next financial year. This in effect would mean that the grant would decrease by 2.6million. This is the supporting people grant.

It is not possible to apply this to all client groups through sector review in one financial year and hence the strategic reviews focusing on older people, homeless, learning disabilities and VAW clients groups in 2011/12. Note in 2012/13 this approach will be further applied. Note also that the savings required may mean that we also have to apply a review to other sectors such as generic to make savings. Providers asked if there will be disproportionate impact on services being reviewed this year due to front-loading of cuts. Kerry James acknowledged that more has to be done in the first year and don't know how this will be proportioned out. More cuts have to be made in first year in a number of areas – not just supporting people. It was noted that in the generic reviews there was specific mention of reduction in funding – is this all sectors or just generic? Kerry James suggested it would be all sectors.

It was noted by providers that only 4 sectors are mentioned in this report – they asked how will proportionate application of cuts occur if only 4 sectors mentioned (out of 13 client groups) – to be dealt with in year 1? Kerry James agreed to take this question back to the lead officer but noted that local authority has to achieve certain things and can't exactly put a marker in the sand at the moment. Providers noted the need for clarity on this. Kerry James suggested it was likely that this would be worked through all groups in time but Commissioners will examine larger areas first – they have to start somewhere.

It was agreed that this would be brought back to the next meeting once more details available and checked.

It was noted that one of the areas included is already on a framework so has already been through cost cutting exercise.

Please be mindful of invites at relatively short notice to help us plan the future of the services.

For more information on the Supporting People programme please contact us in the first place on:

Email: supporting.people@bradford.gov.uk
 Website: www.bradford.gov.uk/supportingpeople
 Tel: 01274 434500

IF YOU HAVE ANYTHING YOU WOULD LIKE THE LEAD OFFICER TO REPORT ON THEN PLEASE CONTACT HER DIRECTLY IN ADVANCE OF THE MEETING

5 Core Group Feedback (John Hill)

It was noted that this was a joint meeting of the Strategic Core group and Commissioning Body, a difficult meeting with approximately 50 people present hence it was not an easy meeting for any meaningful discussion.

1. Service user group presentation of achievements to date.
2. Blueprint for quality assurance – merging of Adult Social Care and Supporting People teams – aspiration to have single QA assessment procedure in future. Maggie Colwill noted there was to be examination of whether the QAF could be further adapted for application across the board.
3. Brief discussion at the group about incentivising of certain things
4. Unintended consequences – talk of continuous improvement and ensuring process is delivering right outcomes.

Decisions/Direction of Travel

- Scrap block subsidy contracts – in principle decision
- Decisions already taken have saved £1 million with no impact on service users to date
- VAW & Homelessness – consequence of loss of property/accommodation as well as service – paper to be considered in March for provision of specialist representatives being able to attend as well as provider representatives. Neal Heard added to this that Jayne Hellowell presented a paper that all areas of BMDC looking to make 25% cut (not applied yet) – for modelling purposes. It is likely that BMDC will have to save 13.7% this year which is £56 million.

- Full Council meeting on 24 February to consider and approve budgets.
- Issue in Bradford of Section 188 that no decisions currently allowed.

J Moran-Whitehead – about Adult Social Care and Supporting People – asked about eligibility criteria for SP funding. How does this impact on CQC, impact on social care commissioning?

Kerry James responded that this is being examined and that sector keen not to re-invent the wheel or over-burden providers. The merge is an interesting one but discussions are still ongoing.

Eligibility criteria – John Hill briefly noted regional officer discussions about this and Sheila Bamford noted that there was some disappointment from representatives that the meeting did not allow for more detailed discussions than occurred.

6 Regional Provider Forum Feedback

John Hill noted fairly depressing provider perspective discussions in different areas. Starting to get idea now if how different areas are going to deal with things in future.

Calderdale: 10% cut each year for 3 years

Wakefield & Hull: more destructive processes – much decommissioning and starting from scratch.

Regional Housing Strategy – unlikely that anything will be decided before end of February. Politicians now key to decisions.

Group work plan – this is not felt to be desirable by members of the group currently.

Payment by results – this is an option which is being examined by the group in detail.

7 Any Other Business

Cook & Eat: Andrew King reported on the success of this initiative and is keen to roll this out now to other providers – Andrew can be contacted via Assisi House.

Dates of Next Bradford Provider Forum Meetings

All at 10 am - 12 noon at Salvation Army, Leeds Road unless you are otherwise informed before the meeting.

7 April 2011

2 June 2011

4 August 2011

29 September 2011

24 November 2011

COPIES OF ALL MINUTES WILL BE POSTED ON THE BRADFORD SUPPORTING PEOPLE WEBSITE 2 WEEKS AFTER THE MEETING. IN ADDITION TO THIS, COPIES OF ALL NECESSARY MEETING PAPERS WILL BE SENT BY E-MAIL TO ALL NAMED RECIPIENTS TWO WEEKS IN ADVANCE OF THE SCHEDULED MEETINGS.

www.bradford.gov.uk/supportingpeople

From here please select Groups & Forums from the left of the screen and select Provider Forum.

TO ENSURE THAT YOU CONTINUE TO RECEIVE THE MINUTES, PLEASE REMEMBER TO INFORM THE BSPPF ADMINISTRATOR OF ANY CHANGES TO YOUR CONTACT DETAILS OR REPRESENTATIVE

CONTACT E-MAIL ADDRESS FOR THE ADMINISTRATOR IS: -

helen.searle@hortonhousing.co.uk

Core Group Representatives

Sheila Bamford

Horton Housing Association, Chartford House, 54 Little Horton Lane, Bradford, BD5 0BS

The range of services provided by Horton Housing Association includes supported housing, floating support, registered care, accredited training and a day shelter and wet garden for people who are homeless or in housing need. We provide services for homeless single people, families and couples and a number of our schemes have specialist areas such as diagnosed mental ill health including crisis services, refugee and asylum support, drug or alcohol use including services for young people, teenage pregnancy and teenage parents, offenders, gypsy and traveller support and accommodation management for people with learning disabilities. Details of all our services can be found at www.hortonhousing.co.uk

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John Hill

Foundation provides support to a range of socially excluded people experiencing housing and related problems. We have a strong focus on working with offenders (including young offenders), young people leaving care and people with severe and enduring mental health problems.

Tel: 01422 386910 **e-mail:** john.hill@foundationuk.org

Claire Blacka

Stonham Bradford, Unit 38/39 Carlisle Business Centre, Carlisle Road, Bradford, BD8 8BD.

Stonham is the largest provider of supported housing and housing related support in England. In Bradford we provide floating support services to people with mental health problems and people with a learning disability. Please see www.homegroup.org.uk for more information.

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Mark Hird

Bradford Foyer, 1 Coates Street, West Bowling, Bradford, BD5 7DL

Bradford Foyer works with young people at risk providing for Supporting People 52 young people with housing & Support. We also have a Learning & Development which provides for residents and non residents Foundation Learning courses linked to media.

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Graham Mynott

Keyhouse 130 North Street, Keighley BD21 3AD

Key House provides supported housing and floating support services for: young people; teenage parents; refugees; homeless families; owner occupiers and a generic service. This includes a hostel, shared houses, and private sector leased accommodation – with a full housing management service for private landlords. In addition Key House is a provider of legal advice services: in housing, welfare rights and debt law. Key House is also a provider of accredited training and an NVQ Centre providing NVQs in Housing, Advice & Guidance, Management, Management of Volunteers and Business Administration as well as the A1 Assessor Award. Further details of all our services are available at www.keyhouse.co.uk.

Tel : 01535 211311 graham.mynott@keyhouse.co.uk**Dates of Future Core Group Meetings****2-4 pm, Conference Room, 1st Floor Olicana House****26 April 2011****21 June 2011****16 August 2011****11 October 2011****6 December 2011**