



# Supporting People Newsletter



## Winter 2011/12

### **A message from your Lead Officer**

Welcome to the winter 2011 edition of the Supporting People newsletter.

This newsletter aims to highlight some of the achievements of the Supporting People Programme, our service providers and colleagues working within the Council, through what has been a year of great change and uncertainty.

We take a look at some of the achievements of the Service User Involvement Group who have been working tirelessly to support the development of housing related support services in Bradford. I would like to take this opportunity to personally thank members of the Service User Involvement Group for all their hard work throughout 2011.

The advantages of service providers working together in a supportive way to share good practice and raise the quality of housing related support services received by service users can clearly be seen within the work of the Quality Focus Groups also featured inside.

I am pleased to report that the restructuring process for the Commissioning Team is close to completion and feel that we have the right individuals and team in place to really drive forward the commissioning process and programme of housing related support in an inclusive and collaborative way into 2012. A brief overview of the new structure can be found on page 4.

I would like to take this opportunity to thank you for your commitment to the Supporting People Programme and the people it supports and I wish you all a peaceful and restful festive season.



## Quality Focus Group Review

It is envisaged that by working together strategically in a mutually supportive way, the Supporting People programme throughout Bradford and the District would effectively raise the quality and consistency of housing related support services and enhance the generation and communication of innovative practice.

As a result, the Quality Focus Group was established as a vehicle for Supporting People providers, to meet up and effectively engage in a number of key opportunities such as:

- ◆ Finding partners who are willing to act as an external stakeholder in policy reviews;
- ◆ Sharing information about each others services and networking to identify ways of enhanced working to further support service users;
- ◆ Working in partnership to develop and enhance existing strategies to prevent and challenge bullying, harassment and discrimination (for example, by joining or linking into the work of the Equality and Diversity in Housing Working Group); and
- ◆ Developing skills as independent auditors to assess fair access and fair exit to other services.

During the 6 months since the group was established members have enthusiastically contributed to sharing practice and resources, developing new ideas and bringing lively debate to the forum.

In particular, a range of ready made cascade tools, templates, and documents,

with good practice tips around implementation have been willingly shared with all, some of which will soon be available on the CBMDC website.

All organisations gave their consent for individual pieces of practice to be shared with the group and specific appreciation is due to:

- ◆ Keyhouse Project and Incommunities for hosting the meetings;
- ◆ Incommunities for delivering the Equality Impact Assessment workshop;
- ◆ City Homes in Mind, Incommunities, Keyhouse Project, Keighley Women's Aid, and Stonham for individually sharing examples of Policy Review methods, Fair Access and Fair Exit tools, Client Consultation recording procedures, Critical Friend tools, and Equality Action Plans.
- ◆ Furthermore, thanks are outstanding to all members who brought their critical eye as well as a range of experience and expertise generally to the quest to provide solutions for resourcing affordable and practical Language Interpretation Services.

Quality Focus Groups will also form part of the future planning as a concept for other service delivery areas to commence working towards the Bradford Quality Assessment Framework, as resources become more focussed on quality improvement and the emphasis is moved to some degree away from quality auditing and assessing.

**The next meeting will be circulated to all provider contacts in the near future. If you would like to join, then the opportunity is available to you and you will be very welcome. We look forward to seeing you in 2012**

# Bradford Supporting People's Service User Involvement

## Achievements of 2011

The Supporting People Service User Involvement Group have been working hard all year to support the development of the Supporting People Programme in Bradford.

The following provide a flavour of some of their achievements during 2011:

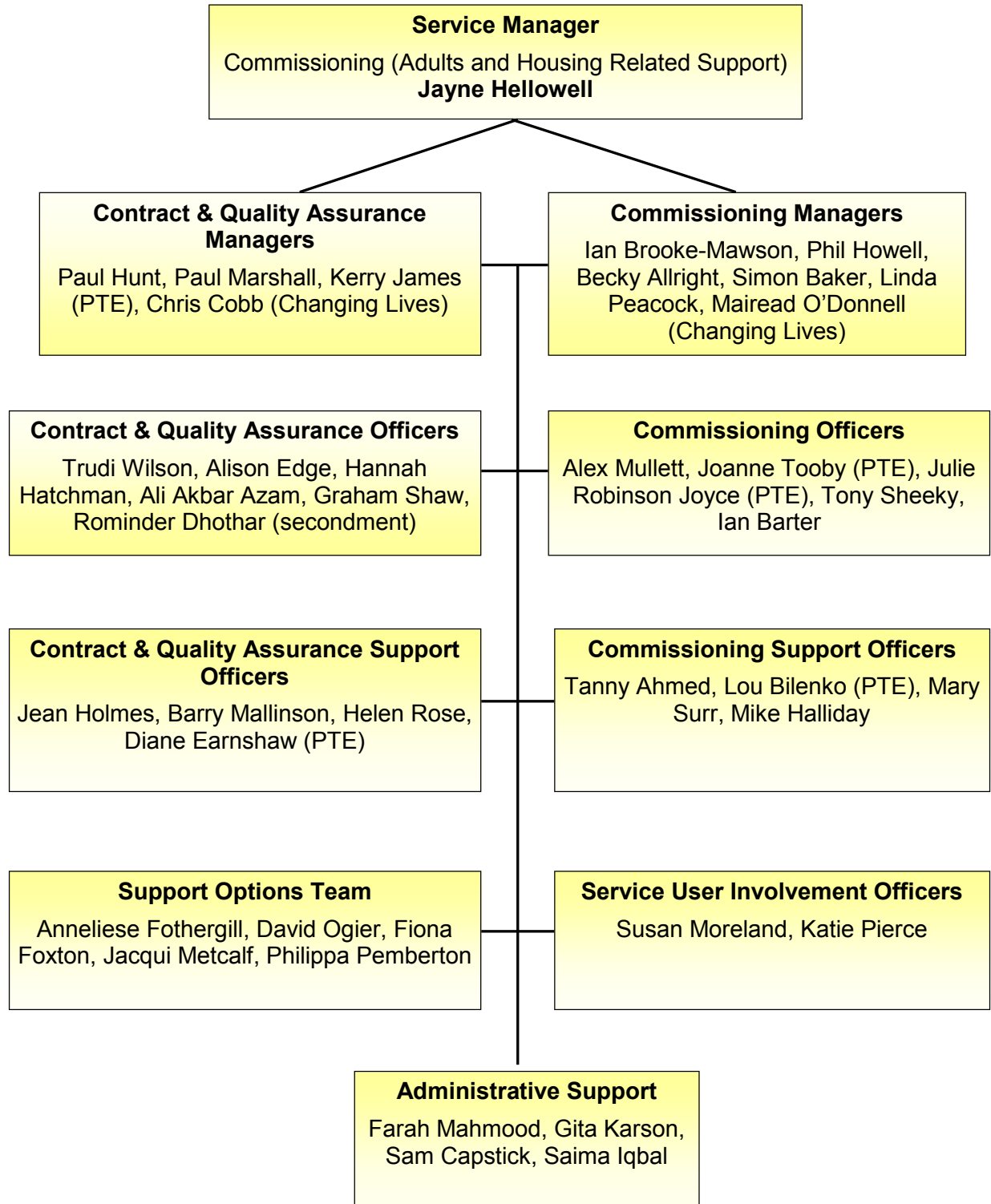
- ◆ Representing Supporting People service users at a range of strategic meetings including, the Commissioning Body, Strategic Core Group, Provider Forum and Housing Partnership.
- ◆ Involvement in developing tender specifications for new services and interviewing potential new providers.
- ◆ Supporting the development of new models of services for homeless people, influencing how these services will work and how people will find out about them.
- ◆ Working with SITRA to develop the Housing Strategy for Vulnerable People.
- ◆ Establishing strong working links with the Tenants Federation, with one committee member gaining an award for outstanding tenant involvement.
- ◆ Influencing the review of the Open Moves (housing options) service, supporting changes to the service and establishing a furniture voucher scheme for people being re-housed.
- ◆ Undertaking peer reviews to check that housing support services provide a good service for the people who use them and sharing this information with commissioners to improve services for people with housing related support needs.
- ◆ Personal stories of success, achievement and employment!!!!!!

For further information please contact Alison Edge on 01274 435072 or by email: [alison.edge@bradford.gov.uk](mailto:alison.edge@bradford.gov.uk)



Above: Service User Involvement Group Meeting

# The Commissioning Team



A full contact list for the Commissioning Team is available online at:

[http://www.bradford.gov.uk/bmdc/health\\_well-being\\_and\\_care/adult\\_care/supporting\\_people/contact\\_us](http://www.bradford.gov.uk/bmdc/health_well-being_and_care/adult_care/supporting_people/contact_us)



# LETS HELP YOU

## The New Way to Rent

A new way to search for rented property will be launched in January next year, it can be accessed through the internet, and the website address is [letshelpyou.co.uk](http://letshelpyou.co.uk).

Whilst the service is initially online, work has already started to make the service available through a range of channels and devices such as mobile, TV and smartphones to ensure the widest possible number of people can use it.

What's new about this property rental website is that it has a built-in housing benefit calculator so anyone receiving the benefit can quickly find out what their housing entitlement will be in any given postcode or area across the whole of the Bradford district, and the wider West Yorkshire region.

After doing the calculation it's just one more click to view properties that match the input criteria, and contacting the landlord is simple and straightforward as

their contact details are shown, either a phone number or an email address, thus speeding up the time it takes to make viewing appointments.

Vacant properties across the spectrum will be advertised through the website, from bungalows to four-beds, and bedsits to shared houses, in rural and urban areas. It's absolutely free to use with no hidden fees or charges.

[Letshelpyou.co.uk](http://letshelpyou.co.uk) is backed by Bradford Council and all other councils across West Yorkshire, and is intended to deliver an improved service to both tenants and landlords, by giving people vital information such as Local Housing Allowance levels, thereby widening choice and encouraging self-service.

For further information please contact Marketing Coordinator, Billie Gill: [billie.gill@letshelpyou.co.uk](mailto:billie.gill@letshelpyou.co.uk) Telephone: 0113 815 2249

[www.letshelpyou.co.uk](http://www.letshelpyou.co.uk)

# Northern Silver Screen Winners Announced

An in-depth project and activity pack on homelessness, supported by Bradford Council, has won a top award in a major competition. The awards are an initiative by the Northern Housing Consortium.

The Primary School Homelessness Project won the Best Example of a Multi Agency Approach category in the Northern Silver Screen Awards 2011.

The project was one of 12 shortlisted out of a total of 50 entrants in the competition and involved primary school pupils and homeless teenagers from the district.

The final was hosted by the Northern Housing Consortium, which organised the competition, in the Voltigeur Suite at York Racecourse on Tuesday 22 November 2011.

A film promoting the project, made by Year 5 pupils from St Anthony's Catholic Primary School in Clayton, was shown at the judging event and helped the team scoop the award. Bradford Council's Education Business Partnership Team worked in partnership with Connexions, the Council's Health and Well-being Team and staff from the Council's Housing, Employment and Skills team.

Our Education Business Partnership team developed the pack, working with schools, to explore the meaning of homelessness and its effects. Accompanying the pack is a DVD which involved homeless young people telling the true stories of homeless teenagers to promote an understanding of the issues.

A series of lesson plans were produced with support resources such as games, writing stories and poems to help teachers deliver the key messages. Six story books, based on homelessness issues, are now being developed by six primary schools to accompany the resource. This is due to be made available to all Bradford primary schools.

This is excellent news for all involved and for Bradford. The resources soon to be made available to schools will help teachers to get key messages about the effects of homelessness over to primary age children. It will help them to understand many of the issues being faced by homeless people.



Above: Jo Boaden (Northern Housing Consortium), Becky Pearson, Julie Parker & David Shepherd (Bradford Council)

# Community Meals Week Celebrations

## *'Meals on Wheels'*

Every year the National Association of Care Caterers (NACC) runs a Community Meals Week. This includes quizzes and raffles for meals recipients, which apetito (who provide Bradford's hot 'meals on wheels' service) organise every year.

This year, Adult and Community Services in conjunction with apetito held a lunch celebration for around 80 guests including the Lord Mayor of Bradford. The meal was held at the Bradford Bulls Stadium. There was a raffle for all the guests, a DJ and a photographer.

A special presentation was made at the event to meals service user Cyril Pask who celebrated his 100<sup>th</sup> birthday this year.



Above: Centenarian Mr Cyril Pask, a Community Meals Service User, and Tony McGlone, Bradford Contract Manager for apetito, at the celebratory lunch

Community meals are available to anyone living in the Bradford area and are available delivered either daily, ready to eat, or fortnightly frozen ready to reheat when needed. All clients have a choice of meals and can even rent a freezer and microwave for the frozen meals if they want to.

If you or someone you know would like more information please telephone 01274 434191 to speak to someone in the Support Options Team or email [support-options@bradford.gov.uk](mailto:support-options@bradford.gov.uk)

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

# News & Events

## SITRA Festival of Ideas Event City Homes in Mind

The City Homes in Mind Team presented Stepping Forward as an innovative example of good practice in implementing personalised services at the SITRA Festival of Ideas event in Leeds on 11th October 2011. They won the prize on the day for 'most innovative and creative session'.



Above: The City Homes in Mind Team of staff and residents

---

### Investing in people brings local charity Silver success



Bradford Women's Aid has achieved Silver recognition at their recent Investors in People review, an accolade that only 2% of nationally recognised organisations have achieved so far.

Acknowledging a forward-thinking and expansive approach to cascading best practice within an organisation and demonstrating a progressive approach to organisational improvement through people, the charity is now eligible to use and display the sought after Investors in People Silver logo and enjoy its benefits.

Chris Jones, Head of Operations at idg the Investors in People Centre for the North of England said:

*"This is a fantastic achievement for Bradford Women's Aid and I would like to congratulate the team on their commitment to continuous improvement".*

---

### Adult & Community Services Commissioning Team

6th Floor, Olicana House  
Chapel Street, Bradford. BD1 5RE  
01274 434500

[supporting.people@bradford.gov.uk](mailto:supporting.people@bradford.gov.uk)

