

Bradford Supporting People Provider Forum Meeting

9 September 2010

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
Gerard Stocks	Palm Cove Society	Floating Support & specialist Refugee Accommodation Service	Gerard@palmcovesociety.co.uk
Yvonne Hall	Palm Cove Society	Specialist Refugee Accommodation Service	Yvonne@palmcovesociety.co.uk
Jonathan Saynor	Incommunities – Octavia Court	Homeless	Jonathan.saynor@incommunities.co.uk
GS	Service User Involvement Representative		Contact via neal@bacc.uk.com
Neal Heard	BACC	Service User Involvement	neal@bacc.uk.com
AK	Service User Representative		Contact via neal@bacc.uk.com
Sally Deane	Bradford Women's Aid	Women fleeing domestic violence	sally@bradfordwomensaid.org
Sandra Sales	Shipley Women's Aid	DV Women	managerswa@aol.com
Kenny Singh	CHAS	Generic	Baljinder.s@chasbradford.org.uk
Lorna Willis	Fairweather	Mental Health	lorna@fairweather.uk.net
Sheila Kaur	Fairweather	Complex Needs	Sheila@fairweather.uk.net
Amanda Newman	Places for People	Young People	Amanda.newman@placesforpeople.co.uk
Sheila Suddards	Wagtail close BMDC	PD SN	Sheila.suddards@bradford.gov.uk
Vicky Yewdall	DISC	Substance Misuse	Vicky.yewdall@disc-vol.org.uk
Claire Blacka	Stonham	Mental health & learning disabilities	claire.blacka@homegroup.org.uk
Soo Player	Keighley Women's Aid	Domestic Violence	kwomensaid@hotmail.com
Mark Hird	Bradford Foyer	Young People	m.hird@bradfordcollege.ac.uk
Rubina Bokhari	Bradford Cyrenians	Single homeless men	rubina@bradfordcyrenians.org.uk
John Hill	Foundation	Offenders Mentally Disordered Offenders	john.hill@foundationuk.org
Jennifer Moran-	BDCT Mental Health	Learning Disabilities	j.moran-whitehead@bdct.nhs.uk

Whitehead		Mental Health	
Sue Johnson	BDCT	Learning Disabilities Mental Health	Susan.johnson@bdct.nhs.uk
Michelle Eccles	Accent	Sheltered Housing	Michelle.eccles@accentgroup.org
Julie Drake	Blenheim Project	Domestic Violence Homeless families with support need	Julie@blenheimproject.org
Isis Carrasco	Blenheim Project	Domestic Violence Homeless families with support need	projectmanager@blenheimproject.org
Mick Hodgkinson	Bradford Advice Network		nickh@antp.org.uk
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.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
Julie Robinson-Joyce	Commissioning Officer Department of Adult and Community Services BMDC		julie.robinson-joyce@bradford.gov.uk
Pat Smith	BCCP	Young People	Patrickjsmith57@yahoo.co.uk
Stephanie Inness	MATS	Young People	stephanieinness@matsproject.co.uk
Sue Littlewood	Headrow Ltd	Older people	sue@headrow.org.uk
Jo Currie	K&K Ambler	Learning Disabilities	roughnook@aol.com
Bev Pepper	K&K Ambler	Learning Disabilities	roughnook@aol.com
Maggie Colwill	BMDC Supporting People		Maggie.colwill@bradford.gov.uk
Mike Harney	City Homes in Mind	Mental Health	mike.harney@cityhomesinmind.net
Majella Dean	Catholic Care	Mental health & learning disability	Majella.dean@catholic-care.org.uk
Janet Kavanagh	Catholic Care	Mental health & learning disability	Janet.kavanagh@catholic-care.org.uk

Paul Gartland	Horton Housing Association	Generic Mental Health Alcohol Misuse Teenage Parents Single Homeless Complex Needs	paul.gartland@hortonhousing.co.uk
Donya Byrne	ACCENT	Various	Donya.byrne@accentgroup.org
Mark Best	ASBAH	Physical./sensory disability and LD	markb@asbah.org
Joyce Simon	ANAH	DV	
Fadil Pajaziti	Metropolitan Support Trust	Move On	Fadil.pajaziti@mst.com
Sally Marney	Abbeyfield Ilkley Society	Older people/frail elderly	Sally.marney@abbeyfieldilkley.co.uk
Kat Skelly	Salvation Army		Kat.skelly@salvationarmy.org.uk
Graham Mynott	Keyhouse	Homeless families Generic Refugees Teenage parents Young People at Risk	Graham.mynott@keyhouse.co.uk
Sophie Chisholm	Boxtree Cottages & Rothera	Generic	s.chisholm@langleyhousetrust.org
Harry Whittle	Incommunities	Older persons	harry.whittle@incommunities.co.uk
Jonathan Pitts	Salvation Army – Lawley House	Singles Homeless	Jonathan.pitts@salvationarmy.org.uk
APOLOGIES			
Jeff Gordon	Homekey	Homeless families Generic Refugees Teenage parents Young People at Risk	Jeff.gordon@keyhouse.co.uk
Cobie Laan	Manningham HA	Black Women's refuge & dispersed support/BME services	cobie@manninghamha.co.uk
Kate Royce	Habinteg HA	Disabled	kroyce@habinteg.org.uk
Pam Bennett	Open Moves	Homeless families	Pam.bennett@incommunities.co.uk

Supporting People Bradford Provider Forum Voting Results 2010

5 places are available for membership of the Supporting People Strategic Core Group (SCG).

Votes have been cast by providers who had one vote per organisation.

19 Providers submitted their votes the results are as follows:

1. Members who applied for positions

Name	Position applied for
Claire Blacka	SCG member
Claire Blacka	Vice Chair
Corine Campbell	SCG member
Graham Mynott	SCG member
John Hill	SCG member
John Hill	Vice Chair
Mark Hird	SCG member
Mark Trewin	SCG member
Sheila Bamford	Chair
Sheila Bamford	SCG member

2. Positions awarded based on numbers of votes

Name	Position applied for	Organisation
Sheila Bamford	Chair	Horton HA
John Hill	Vice Chair	Foundation
Claire Blacka	SCG member	Stonham
Graham Mynott	SCG member	Keyhouse
Mark Hird	SCG member	Bradford Foyer

Voting papers have been sent to the Chair should any member wish to clarify the results.

Sheila Bamford thanked representatives of previous years, Mike Harney, Jenny Moran-Whitehead and Harry Whittle and offered her congratulations to new representatives. Further thanks were offered to Jayne Hellowell and the Supporting People team for overseeing this process.

1 APOLOGIES

As shown above.

2 MINUTES OF LAST MEETING July 2010

Agreed as a correct record

3 MATTERS ARISING

Page 13 of the minutes: Service User representative handouts regarding questionnaires/consultation on ideas to encourage complaints/suggestions were to be sent after the last meeting – Neal Heard offered apologies and the items will be sent following this meeting.

GUEST SPEAKERS

Julie Robinson-Joyce – District Financial Inclusion Pledge

(Further details circulated 7.10 2010)

Commissioning Officer

Department of Adult and Community Services

Commissioning, Performance and Business Support · Community Funding Unit

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Nick Hodgkinson

Programme Manager | Achieving Quality Advice Project | Advice Network & Training Partnership (Bradford & District) |

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Mick Charlton Bradford Active Citizenship Framework

mick.charlton@bradford.gov.uk

AGENDA

4 Supporting People: Lead Officer update – presented by Jayne Hellowell

Items in GREEN Text are minutes from the meeting – the other notes in the lead officer report are from Jayne Hellowell.



Supporting People

Lead Officer update to Provider Forum 9 September 2010

Report to: Bradford Supporting People Provider Forum

Title: Supporting People Lead Officer Update

Date: 9 September 2010

1. Review timetable - changes

Strategic Core Group on 14 September 2010 will be asked to support the changes to the review timetable to account for a number of factors of which include:

- Contract staff training
- Changes to the QAF (see below)
- Embedding the changes post training for providers (see below)
- Incorporate more time to include impact assessments prior to decisions
- Comprehensive Spending Review outcome

This is designed to respond to the market who is asking for less bureaucracy and to enable providers to succeed.

Notification will be made as soon as possible. Some providers are already gearing up for the review and this not be lost – rather delayed.

Decision about review should be made at Core Group next week and hope to the review in the New Year.

It was queried whether the Rough Sleeper ad Homeless Review would take place following the next Rough Sleeper count. Jayne Hellowell noted the contribution of this information to the strategy but also noted other sources of information available.

Impact assessments – what would BMDC do in this respect before any cuts are made? Jayne Hellowell noted that these decisions are waiting for outcome of CSR and high level strategic impact will be worked on further by Christmas – provider input welcomed by JH.

Rubina Bokhari noted timetable once CSR known and asked for additional meeting before Christmas – this was confirmed as timetable is currently being developed.

There may be a knock on effect on other service reviews if current reviews are rescheduled but providers are encouraged to keep working on their QAF.

Possible tendering decisions – if made, will services coming up for sector review be first to be put out to tender and the ones already reviewed be last? Jayne Hellowell noted that this is not necessarily the case – tenders if any will be informed by state of play and strategic direction but in part of this reviews will be considered – decisions will be based on a combination of factors.

2. Quality assurance – changes and responses to the market

Revisions to the Quality Assessment Framework (QAF):

- Removal of ambiguity and clarifying expectations;
- Reducing the number of standards via the removal of repetition and combining standards where easily achieved with the effect of reducing the amount of evidence to be produced;
- Reducing the use of case studies as a form of evidence;
- Using provider feedback to improve the Review Information Pack and the Review Workshops; and
- Extending the time set aside for assessing and evaluating the QAF submission, to accommodate the extra support needs for providers going through reviews.
-

Decisions already taken on decommissioning of services will stand.

Possible grouping of contracts so just one review could occur, followed by test and validation of separate services being operated within this.

John Hill broadly welcomed these changes – QAF is fairly universal across authorities and he would have concerns if different approaches were to be taken – asked whether this was just about stripping out the QAF or whether it is about changing it? Maggie Colwill confirmed it is about stripping it out and expressed confidence that if your service is meeting this then you will meet the same in other areas too unless other authorities do something very different. Jayne Hellowell encouraged providers to continue with evidence files as they are for the time being.

Maggie confirmed that the existing “mapping” document will still be available and if providers have followed this then they will see changes but it will simply mean less evidence has to be provided in future. At the moment this is open for feedback on major changes and minor tweaks but a line will be drawn on this once as final version is implemented.

Mark Hird asked that the language in the guidance notes be consistent throughout – welcome proposed changes.

Older People Quality Sub-Group (chaired by Michelle Eccles) – Maggie noted that these changes will stand and be incorporated – there is further communication with this group in their September meeting. Much of the work done on this is in line with what will happen in other sectors.

Jayne Hellowell – about reviews per se – where services are predominantly about care – opportunities to streamline reviews where providers work across the sectors that Jayne now has responsibility for (day care, nursing, transport, SP) – Quality assurance steering group is in place to examine what is right for each sector and it was noted that any quality assurance has to be fit for the purpose to the sector it is being applied.

The QAF being tweaked currently is not the one in use in LD – will look at REACH/QAF/LD framework to develop a hybrid that is fit for purpose – there will be a lead in time on this before any review. Katie Nutman and Susan Moreland are looking at peer reviews and service user involvement.

QAF Workshops

Will now take place from October 2010 – details still to be worked out but likely to include the following:

- Quality Assurance processes
- Exploration of QAF core themes
- Approaches to gathering evidence
- Evidence based assessment – what the Contract Team is looking for
- Getting prepared for the reviews
- Working through the different QAF levels
- Focus on: Service User Involvement and Fair Access and Diversity

3. Launch of the regional report

17 September 2010. Copies will be available electronically.

This is an important piece of work demonstrating the value of the SP programme in terms of money saved (using Cap Gemini toolkit) – useful for lobbying.

Gary Furze is undertaking a similar piece of work on service in Bradford at the moment.

Jayne Hellowell keen to use this and the report to justify the need to leave the SP programme alone in Bradford.

DVD production noted – this is to be published next week.

4. Staff update

Joanne Tooby returns next week (Research Coordinator) from maternity and will be concentrating on the development of a short break strategy.

Alison Edge is now on maternity leave.

You now have 4 managers responsible for contracts with job titles Contract and Quality Assurance Managers. These are:

Paul Hunt
Paul Marshall
Chris Cobb
Rachel Lorimer

Please do not automatically request support from Rachel as she will be working across services too. Any queries please email the supporting people in box.

AGM's

Jayne thanked providers for invitations to these meetings but asked that if it is sent to SP inbox can it be flagged for Jayne's attention if her attendance is required and mark this specific request in the e-mail?

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 43450

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 (Mike Harney)

Offender services – sector review

2 organisations examined (1) 20 accommodation units and 177 floating support units – these contracts were recommended for renewal/extension for 3 years (2) 28 units accommodation and 5 floating support – this did not meet the quality requirements so is going to decommissioning. Core group concern regarding no impact assessment was noted, although this will go to next core group. MH noted from this that 78% on revised level c not good enough. This service may be taken up by existing providers, tendered or not depending on demand for services.

Of the 9 schemes assessed 2 did not meet criteria, 6 achieved level c, and 1 achieved level B.

Discussed learning disability framework agreement- may be rolled out to other sectors so will be of interest to providers.

Sheila Bamford suggested a presentation of LD framework agreement would be useful to providers in future – J Hellowell agreed that this could happen early in the New Year.

Paul Gartland noted questions in special meeting 9.9.2010 about costings. Jayne Hellowell noted response given to provider that under a framework agreement some functions are done differently i.e. assessments are completed by a central team which is different from current scenario. 1 hour purchased will include time to travel, administration etc therefore face to face time is expected to be 70-80% of this. (Current price £13.50 in LD)

Brief discussions occurred about reality of purchasing support for client and range of choices that may be made.

6 Regional Provider Forum Feedback

Discussed market intelligence – what is going on in other areas? Feedback from representatives throughout the region was noted:

Examples:-

Barnsley increase in contract prices for 1 year only

Leeds 10% cut across the board on contracts

Calderdale There are to be no new contracts until outcome of CSR – decisions being made around priorities. John Hill noted ongoing changes on past decision to put al out to tender – desire expressed to take strategic approach but this is still being defined.

Sheffield Unsatisfactory “stop-start” lack of clarity – much decommissioning

York Met with providers to discuss 20-50% savings as city under pressure

Doncaster Meeting savings by use of underspend. Looking to reduce area based grant by £4.5 million. The authority has frozen current re-tendering and re-commissioning.

Lancashire – fixed price model being examined – going ahead with framework agreements. £16 per hour on floating support services – some concern expressed about this and practicalities of implementing two-tier system.

John Hill felt that providers need to fundamentally examine costs from a client perspective.

Paul Gartland noted concerns about fixed-price/lack of choice for clients and possible unregulated/unauthorised support.

John Hill noted that hourly cost is not the best way to measure value of services and many concerns are about this aspect but perhaps this will be discussed in future meeting about framework agreements.

Soo Player queried whether support can be purchased under this arrangement via neighbours etc.

Jayne Hellowell noted that there would be a market position statement in near future detailing individual budgets and personalisation. Paul O'Brien is leading on this in BMDC and there will be a range of seminars in October.

7 Provider Forum Terms of Reference

The proposed amendment was accepted by a show of hands – majority in favour so the revised Terms of Reference were agreed.

8 Any Other Business

Summer Edition of Sp newsletter (page 9)

An article about council signing off support plans was noted and the query was raised about how BMDC are resourcing this in future? J Hellowell noted that if someone holds an individual budget the care assessment team will sign off the support plan before support is purchased from any provider – this is under the LD framework agreement noted earlier.

If a neighbour is providing support then they have to provide support plan to be signed off and they will have to then work to this and be monitored against this.

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.

4 November 2010

16 December 2010

10 February 2011

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.

Dates of Future Core Group Meetings

2-4 pm, Conference Room, 1st Floor Olicana House

9 November 2010

18 January 2011

1 March 2011

26 April 2011

21 June 2011

16 August 2011

11 October 2011

6 December 2011