

## Supporting People

### Minutes of the Supporting people Strategic Core Group Meeting Held on Tuesday 06 December 2011 2 – 4pm, 1<sup>st</sup> Floor Conference Room, Olicana House

#### Present

David Shepherd	Assistant Director - Housing Services (Core Group Chair)
Pip Tibbets	West Yorkshire Probation (Vice Chair)
Jayne Hellowell	SP Lead & Service Manager Commissioning (Adults & Housing related Support) (BMDC)
James Purdie	Strategic Commissioning Manager Children's Services (BMDC)
A K	Service User Rep
Neal Heard	Bradford Alliance on Community Care (BACC)
E W	SP Service User
Hannah Hatchman	Contracts & Quality Assurance Officer (BMDC)
Kerry James	Contracts & Quality Assurance Manager (BMDC)
Nina Smith	Programme Lead – Alcohol & Drugs (BMDC)
Sarah Possingham	Access to Housing (BMDC)
Claire Blacka	Stonham (Provider Rep)
Mark Hird	Bradford Foyer (Provider Rep)
Graham Mynott	Key House Project (Provider Rep)
John Hill	Foundation (Provider Rep)
Colin Stansbie	Criminal Justice Drug Intervention Substance Misuse Joint Commissioning – NHS Bradford & Airedale
Sheila Bamford	Horton HA (Provider Rep)
Linda Peacock	Strategic Commissioning Manager – (BMDC)
Alexandra Mullett	Commissioning Officer (BMDC)
Mary Surr	Commissioning Support Officer (BMDC)
Andrew Simpson	Housing Benefit (BMDC)
Simon Callaghan	Benefits Service

#### 1. Apologies

Val Balding	Safer Communities (BMDC)
Guy Van Dichele	SP Accountable Officer & Assistant Director Integration & Transitions (Adult & Community Services)
Pam James	Service User Advocate

#### 2. Declaration of Conflicts of Interest

- Item 6 – Sheila Bamford, John Hill
- Item 7 – A K, Sheila Bamford and Claire Blacka
- Item 8 – Claire Blacka

#### 3. Minutes & Matters arising from the Special meeting held on 16 August 2011

Page 1 – Update on Bradford Supported Housing (BSH) & Learning Disabilities. The LD Framework is up and running and is looking at moving all contracts for the successful providers on to the new Framework contracts BSH will be managed as part of this process.

#### **4. Lead Officer Update – Jayne Hellowell**

Key points and discussions as follows

##### **4.1 Commissioning Timetable**

- A new commissioning timetable is going to incorporate care contracts as well as the quality reviews and procurement. It is not yet complete but the principles behind it will be shared at the appropriate time with the sector.

##### **4.2 Financial Vetting**

- Financial vetting will be done at the Pre Qualification Questionnaire (PQQ) stage.
- The Approved provider List (ALOC) is not likely to stay and the accreditation list is also likely to go in time as the PQQ will accredit providers automatically.
- Concerns raised about smaller providers potentially being at risk of losing work through procurement processes.
- The Council is not looking to exclude businesses or local providers but are looking to improve the commissioning arrangements and manage efficiencies.
- Joint commissioning will be used to ensure that the Council is not spending endless time and money on procurement processes, the Council is not looking at losing expertise or looking at replacing it with people who don't have the knowledge of the market place.
- The Council will ensure that the approach that is being taken in Adult & Community services happens in other departments.

##### **4.3 Attendance Monitoring**

The Council is still committed to the governance arrangements for Supporting People in Bradford. Due to the current climate it isn't always possible for people to attend meetings but that does not mean that the commitment isn't there.

Typing error – John Hill has attended more than 4 meetings

#### **5. Performance Report – Hannah Hatchman**

Key points

- The scores are up to the end of Quarter 2 for 2011
- 58% of contracts have been reviewed on the new QAF
- Learning Disabilities are due to be reviewed on the BIQAF
- A number of contracts are now performing at Level A
- Overall for KPI1 (NI142) the performance has remained around 98% the target is around 99%
- KP12 (NI141) there was some drop in terms of the quarterly returns but the cumulative data for the year has been looked at and the performance is reaching 83% which is above target.
- The team do look at the quarterly performance reports for providers and compare them to bench marks and investigate / speak to providers about poor performance or carry out risk validation visits.
- There is a mixed picture as there are quite a lot of queries from people that are not necessarily Supporting People service users, these queries have been directed to the relevant complaints procedures with some of those progressing to complaints to the individuals care provider team.
- There are no specific areas within the performance report as there have been changes to how safeguarding are logging their complaints and issues raised.

#### **6. Housing Benefit – Andrew Simpson**

Key Points

- HB set out that it seemed that where there was floating support in place the rents tended to be higher than in other authorities and agreements were in place between HB and SP that prevents the support provider from claiming rents no higher than the normal market rent.
- No real understanding of what floating support was intended for.
- It was felt that if the recommendations were agreed then this would reduce the amount of good quality services available.
- Provider representatives all had similar concerns about the type of clients who use the higher rent accommodations i.e. offenders, substance misuse clients, domestic violence probation etc.

### **Recommendations**

The group were not able to agree the recommendations as further work needed to be carried out. The deadline for the implementation of Universal Credits is October 2013 but there is a need to understand for the district what the implications are and what can be done to ensure that the right provision is in place.

### **Action**

Revenues & Benefits, Supporting People and the provider representatives to meet to work through issues.

### **7. Mental Health Quality Assessment Framework Review Outcome – Kerry James**

- 9 providers (9 contracts) were reviewed
- Total number of services reviewed was 17 with a Total SP investment of £4,025,414
- 3 providers achieved level A or B, the remaining 6 providers have got action plans in place to increase their QAF level scores.
- Concerns were raised around publishing contract values within reports and that reports potentially were giving away commercially sensitive information by publishing contract values. The papers that are presented to the Strategic Core group are not published widely – they are only for the purpose of the group – it is only the minutes that get published widely.

### **Recommendations**

To note the content of the report

### **8. Review of Mental Health Services – Linda Peacock**

#### **Key Points**

- The Mental Health Strategy has been published this year which sets a direction of travel for Mental Health services. A business case is being put together to set out the strategic approach to the sector review with potential option to tender.
- The team will be talking to providers and service users to ensure that when developing the service specification the service users' needs are put forward.
- There is a need to consider the transition from children.
- Work is being done around transitions from Children to Adult services, the Mental Health Strategy is an all age strategy and there is a focus in there on transitions from childhood to adults.
- It was felt that the links between primary and secondary mental health is important as the people in homeless sector and prisons are most likely people who have never been diagnosed with mental health problems and cannot access services because of this.
- The business case is to be signed off in the New Year and will be brought back to group in February / March 2012.
- Concerns were raised that some good quality services could be lost by going through the tendering process.

## **9. Housing Related Support Personal Budgets – Consultation for Learning Disabilities – Alexandra mullet**

### Key points

- Nationally there has also been a drive to increase the number of people receiving Personal Budgets.
- Bradford has taken learning from these pilots and used it to develop its own assessment tool.
- Consultation processes took place at the best way to implement personal budgets and to gain a consensus on the circumstances where someone's Housing Support needs should be classified as High, Medium, Low.
- Feedback generally was that there was still a place for block contracts in some circumstances.
- The range of hours put forward to the Providers under the High, Medium and Low bandings were generally accepted.
- The groups felt that different sectors required different rates, however could not agree which ones these would be.
- It was queried whether certain groups would be allowed more time to complete an activity, or whether there could be a higher rate for more complex needs, similarly to Social Care provided to people on the Learning Disability framework. However it is felt within the department that where extra time is needed, for example due to the needs of the client group, that this would already be recognised within the Social Care provision that the person is likely to receive. Also if the person has complex needs, that this will be recognised within the Social Care funded provision which will already be paid at a higher rate.
- It was generally agreed that a transparent process was needed to carry out an HRS- only assessment fairly.
- Concerns were also raised around the presumption that people receiving support from social care that they need less housing related support and vice versa

### **Recommendations and next steps**

Appreciate that there are concerns that have been set out around the table and the comments have been taken on board and there would be further opportunity for dialogue, recommendations agreed

### **10. Any Other Business**

Suggestion for Welfare Reform to be added as an Item on a future agenda and for Housing Benefit to be present for that.