

## Supporting People

### Minutes of the Bradford Supporting People Commissioning Body Meeting 1-3pm on Monday, 8<sup>th</sup> March 2010 5<sup>th</sup> floor meeting Room, Olicana House

#### Present:

##### CB Members:

Moira Wilson	Strategic Director Adult and Community Services, City of Bradford Metropolitan District Council (Chair)
Pip Tibbetts	West Yorkshire Police Service (Substitute)

##### CB Officers in attendance:

Guy Van Dichele	Assistant Director Commissioning, Performance & Business Support, City of Bradford Metropolitan District Council (Accountable Officer)
David Shepherd	Assistant Director Housing Service, City of Bradford Metropolitan District Council, Chair of the SCG
Roz Hall	Assistant Director, Partnerships, City of Bradford Metropolitan District Council
Jayne Hellowell	SP Lead Officer City of Bradford Metropolitan District Council
Gary Furze	SP Finance & IT Manager
Rachel Lorimer	SP Service Development and Research Manager
JB	Supporting People Service User
EW	Supporting People Service User
Pam James	Service User Advocate Representative
Katie Nutman	SP Service user Involvement Officer
Cllr Dale Smith	Portfolio Holder
Jen White	Partnership Manager Health and Well Being City of Bradford Metropolitan District Council

##### By invitation

Kate McAlister	Department of Communities and Local Government
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#### 1. Apologies:

None

#### 2. Declarations of interest

Cllr Smith, Item 5.6

#### 3. PSA16 diagnostic – Kate McAlister Department of Communities, Local Government

Kate explained the reason and key findings of the diagnostic visit. The key client groups that the PSA16 covers are offenders, young people leaving care, people with severe & enduring mental health problems and people with a learning disability. It looks at both settled accommodation and access to employment/education.

Kate pointed out that the visit in September was focussed on settled accommodation and was based on evidence that was presented to them at that time. Kate also mentioned that a government opinion leader report has been published last week which gives a summary of the key issues that are coming out of the diagnostic visits from the different authorities. It can be noted that Bradford is no different to other authorities in terms of some of the challenges for these client groups and settled accommodation. This report can be found on the CLG website.

Positive issues that came out of the diagnostic:

- Young People Leaving Care – house tasters, enhanced housing options trailblazer work, Bradford's action re homelessness, working with local businesses to accept employment placements for people living in temporary accommodation, Stepping Forward DVD for care leavers and other publications published by the youth service.
- Good corporate ownership with regard to these client groups.
- The total place pilot and how it is linked in with 2 of the PSA16 groups.
- Proactive partnership working particularly between Supporting People and Housing.
- Strong work with Learning Difficulties.

The following was also discussed:

- There are no formal protocols in place.
- Nothing written down to confirm / underpin working relationships.
- The Supported Housing Statement/strategy will be in place within the next 6 months.
- There were some areas where work is being duplicated.
- The need to demonstrate more clearly what we are doing corporately for PSA16

It was noted that the report was taken to the Health and Wellbeing Partnership Board. It was then been raised with the Performance Subgroup. A meeting will be held later in March to discuss how it will be brought together.

The Partnership Board will discuss the creation of a Transformational Board, which will be very much to focus on critical issues for the district.

It was suggested that the work around PSA16 is captured in a working document.

**Action** – Contact Kate to get the finalised report of the diagnostic visit and distribute to members.

**Action** – JH to speak with Simon Welch, Service Improvement, to get a corporate overview of the report and support to coordinating an action plan.

#### **4. Minutes and matters arising from the meeting held on 11 January 2010**

##### **Matters arising**

- 5.4 Action – implemented
- 5.5 Action – implemented
- 5.6 Actions – moving forward. RL confirmed we have the contract variation for Abbeyfield.
- 7. Benchmarks – report to this group later in the year to discuss.
- 10. Any other business – actions of this have been set out within the service plan. The report has been driven through the Homelessness Core Group.

**To note:** The new date for the SP Conference will be November 19<sup>th</sup> 2010.

#### **5. Lead Officer Update**

##### **1. Appeal policy and procedure**

The policy and procedure has gone through Legal. Legal were not satisfied with the 1 stage approach. Stage 1 had now been put back in through legal advice. The policy and procedures are now final.

**Action** - JH and GD to speak with Legal about concerns of members.

## **2. Service User Outcomes**

The purpose of this information is to set out outcomes of the actions. Further issues will be added.

The poetry book had been published. It was very well received. The poems highlight some of the key points about service users views about the services they experienced. The book is available in pdf and is on BACC website.

**Action:** EW to email Jayne the pdf version

Services users enjoyed the away day.

## **3. Service User Survey – Prize Draw**

Supporting People carried out a survey in late 2009 to seek the views from service users about housing related support and access. Providers with the highest response rate were entered into a prize draw and the winner was chosen at this meeting. The winner was drawn at the meeting and is Bradford & District Association Mental Health.

## **6. Performance Report**

Gary referred to the performance report which sets out the performance of Bradford SP programme as measured by the QAF and performance indicators as well as other key areas of performance.

### **QAF**

Concern was expressed by members of the declining figure for the QAF score of level C and it was also noted that providers will struggle to maintain or get onto level C once the new QAF is in place. Discussion took place about the mechanisms in place, the training & support given to providers, the guidance that has been produced. Jayne stressed that officers are doing all they can with providers but some providers are still failing to improve. It was also noted that the percentage rates would change because of the move to the new QAF and that level C of the new QAF should be seen as level B of the old.

Guy requested for breakdown information on the 56% of the old level B of the QAF. He asked for a breakdown on how many big providers and how many are small providers are on level C and what the issues are that is preventing them going from level C to B

Discussion also took place about raising concerns about the level of standards to providers and the consequences that could be involved should figures not be improved for when the new QAF is in place.

**Action** – Gary to set up a report with the information on the breakdown of the 56% at level C of the old QAF.

**Action** – CB to speak to SCG about the disappointment of not reaching annual target of 66% in level C and how we can work with providers to move them to the next level.

### **Complaints & Compliments**

Gary reported that all complaints and compliments are incorporated into the SP team's ongoing performance reviews.

EW questioned whether there is a break down of the complaints received so far i.e which sector they came from. It would be interesting to see if there is a pattern.

**Action** – Gary to provide the SU group a breakdown of the complaints received so far.

## **7. Strategic Review Physical Disabilities / Sensory Needs**

Rachel summarised this report which gives the final proposal for future contracting with providers of physical disabilities and sensory need services and proposals for future commissioning of further services. The report focussed on details of each of the existing service provision within the sector and also future commissioning priorities.

**Decision:-** Members agreed to the following recommendations :-

- Extend the Habinteg contract to the 30<sup>th</sup> September 2010 to allow for the appropriate improvements to be made to the quality of service provision.
- Decommission ASBAH, and recommission via the tender process.
- Commission the following services with a total investment value of £135k.
  - Long term low level (4 hours per week) floating support service for people living with HIV/Aids. 12 units
  - Long term low level (4 hours per week) floating support service for people living with acquired brain injuries living in the community. 8 units
  - Long term (4 hours per week) floating support service for people living with sight loss. 12 units

A discussion took place on the decommission provision of City of Bradford Metropolitan District Council (CBMDC) contract. CB members raised a few concerns on this and it was decided that more fact finding is required before a decision is made.

A discussion also took place about the recommendation statement (item 2.2.3). CB members felt that this statement reads that CBMDC are not able to bid again.

**Action-** SP to do the impact assessment and bring back to CB before any decision is made.

**Action –** Rachel to make amendments on the report so that it reads SP will not be renewing the existing contract with CBMDC. This contract will go out to tender to which CBMDC can bid for.

## 8. **Strategic Review Substance Misuse and Complex Needs**

Rachel summarised this report which gives the final proposal for awarding three year steady state contracts to providers of substance misuse and complex needs services and proposals for future commissioning of further services.

The focuses on:-

- Details of each of the existing service provision within the sector and the proposals attached to each.
- Evaluation of the pilot services for complex needs and substance misuse.
- Future commissioning priorities.

**Decision:-** Members agreed to the following recommendations as outlined in the report:-

- Members accept the recommendation made by SCG regarding the award of a three year steady state contract to the four existing service for complex needs and substance misuse and agree to award contracts in line with the table in appendix B. The overall aim is to sign providers up to a steady state contract after the CB decision and align this with the contract management timetable.
- Members accept the recommendation from SCG to forward plan the commissioning of the following SP services. These would be in addition to what is listed within the SP commissioning plan and therefore it is recommended these be added to the plan for 2011/12 and will need to be considered along with other commissioning priorities and available funding identified via further sector reviews during 2010/11.
  - 30 units of short term floating support service for vulnerable adults with complex needs, this service will provide high level support around 10/12 hours per week and links will be made with other commissioners to provide additional service composite with the complex nature of the service users needs  
Estimated annual contract value £354k
  - 30 units of short term floating support service for vulnerable adults with substance misuse needs, this service will provide high medium level support around six to eight hours per week and SP will endeavour to joint commission with the PCT to provide support for addiction issues.  
Estimated annual contract value £220k

## 10. **Any other business**

None.

**Date, time, venue for next meeting**

10 May 2010, 1-3pm, Olicana House, 5th Floor Meeting Room