

Bradford Supporting People Provider Forum Meeting

11 March 2010

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

Name	Organisation	SP Client Group	E-mail address
Jennifer Moran-Whitehead	BDCT Mental Health	Learning Disabilities Mental Health	j.moran-whitehead@bdct.nhs.uk
Jonathan Saynor	Incommunities	Homeless	Jonathan.saynor@incommunities.co.uk
Rebecca Garrett	Shipley Women's Aid	Domestic Violence	managerswa@aol.com
Soo Player	Keighley Women's Aid	Domestic Violence	kwomensaid@hotmail.com
Rubina Bokhari	Bradford Cyrenians	Single homeless men	rubina@bradfordcyrenians.org.uk
Mark Hird	Bradford Foyer	Young People	m.hird@bradfordcollege.ac.uk
Pam Bennett	Incommunities	Homeless families	Pam.bennett@incommunities.co.uk
GS	Service User Involvement Representative		Contact via neal@bacc.uk.com
JB	Service User Representative		Contact via neal@bacc.uk.com
Neal Heard	BACC	Service User Involvement	neal@bacc.uk.com
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
Mike Harney	City Homes in Mind	Mental Health	mike.harney@cityhomesinmind.net
Sue Stevens	Assisi House	Single homeless	Susan.stevens@assisihouse.co.uk
John Hill	Foundation Housing	Offenders Mentally Disordered Offenders	john.hill@foundationuk.org
Kate Royce	Habinteg HA	Disabled	kroyce@habinteg.org.uk
Carl Smith	Hanover	Retirement Housing	Carl.smith@hanover.org.uk
Jonathan Pitts	Salvation Army – Lawley House	Singles Homeless	Jonathan.pitts@salvationarmy.org.uk
Kat Skelly	Salvation Army	Single Homeless	Kat.skelly@salvationarmy.org.uk

Graham Mynott	Keyhouse	Homeless families Generic Refugees Teenage parents Young People at Risk	Graham.mynott@keyhouse.co.uk
Claire Pollard	Substance Misuse Co-ordinator West Yorkshire Police		01274 376254 Mobile: 07595 009703 email: claire.pollard@westyorkshire.pnn.police.uk
Jeff Gordon	Homekey	Homeless families Generic Refugees Teenage parents Young People at Risk	Jeff.gordon@keyhouse.co.uk
Paul Gartland	Horton Housing Association	Generic Mental Health Alcohol Misuse Teenage Parents Single Homeless Complex Needs	paul.gartland@hortonhousing.co.uk
Claire Blacka	Stonham	Mental health & learning disabilities	Claire.blacka@homegroup.org.uk
Donya Byrne	Accent	Various	Donya.byrne@accentgroup.org
Nicola Simpson	Together Women project	Women offenders	Nicolas@tmpyandh.org.uk
Sheree Bosco	Fairweather	Complex needs, vulnerable and homeless women	sheree@fairweather.uk.net
Corine Campbell	Gingerbread Housing project	Lone Parents	Corine.campbell@gingerbreadhousing.org
Zahida Khan	Wesley Housing project – Keighley	Single homeless families	wesleyhousing@btconnect.com
Jayne Hellowell	Supporting People		Jayne.hellowell@bradford.gov.uk
Helen Searle	Horton HA	Administrator for the Provider Forum	helen.searle@hortonhousing.co.uk
APOLOGIES			
Harry Whittle	Incommunities	Older persons	harry.whittle@incommunities.co.uk

Anne Smith	Ripple	Drug & Alcohol services	anne.smith@ripple.org.uk
Majella Dean	Catholic Care	Learning Disabilities & Mental Health	majella.dean@catholic-care.org.uk
Michelle Eccles	Accent		
Rehan Shah	Foundation		
Zamir Hussain	Anchor		

1 APOLOGIES

As shown above.

2 MINUTES OF LAST MEETING January 2010

Page 3 – Mark Hird – this should have been Mike Harney

Page 8 – Neal offered clarification about active citizenship information and noted that he has been in touch with Mick Charlton to amend this – Neal to provide correct information for the minutes to Helen for inclusion

3 MATTERS ARISING

Sheila Bamford reported that Mick Charlton is to be contacted to attend a future meeting to present information about Active Citizenship. It is likely to be the July meeting due to other speaker commitments in the meantime.

Claire Pollard - Substance Misuse Coordinator – West Yorkshire Police
Acts as liaison between the Police and their external partners.

Claire attends Housing & Drugs Working Party, chaired by Paul Gartland, she has noted that some providers do not have drug policies or know what to do if drugs are found on their premises. There is a protocol between Police and Supported Housing providers – it needs revisiting but cannot be signed up to unless services have a drugs policy in place. Kevin Flemen has procedures which offer a useful guide – this has been adapted by Rubina at Cyrenians and can be shared with others still in the process of developing their policies. The website for Kevin Flemen is <http://www.ixion.demon.co.uk/>

Claire is aiming to develop partnership with agencies in future by having the overall protocol in place. She noted benefits to agencies and police in this. It was agreed that Paul Gartland would circulate H&DWP items in future – please just contact him if you wish to attend this multi-agency meeting in future.

Claire noted that sample policy and protocol will be sent out and then providers can e-mail Claire directly if they wish to make changes to the policy to address individual agency needs, people can then also sign up to the protocol.

Floating Support – this was queried by Claire Blacka and Claire Pollard noted that she was happy to examine policies that provider currently have in place. Sheila Bamford noted the difficulties with floating support in terms of different support provider and varying home ownership or rented accommodation.

Paul Gartland noted that it is up to the housing provider to decide if they want to identify property to Police or not, it covers staff and personal safety. It may not address or work as well with constant moves by some individuals where constant updating would be required. KFX document is quite detailed so some providers may need to read through the full guidance document. John Hill noted that some mechanisms are in place in housing but housing providers are not always willing to identify property location.

JB queried how someone on floating support could deal with issues and noted delays in contacting neighbourhood policing – in response Claire Pollard gave details of how priority system for phone calls works but suggested there was recourse for clients to support staff or accommodation provider by alerting them to any situation.

Tenancy Ready – John Sloane attending May meeting

Dignity in Care – Nick Farrar attending May meeting

AGENDA

5 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.

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



Supporting People

Lead Officer update to Provider Forum 11 March 2010

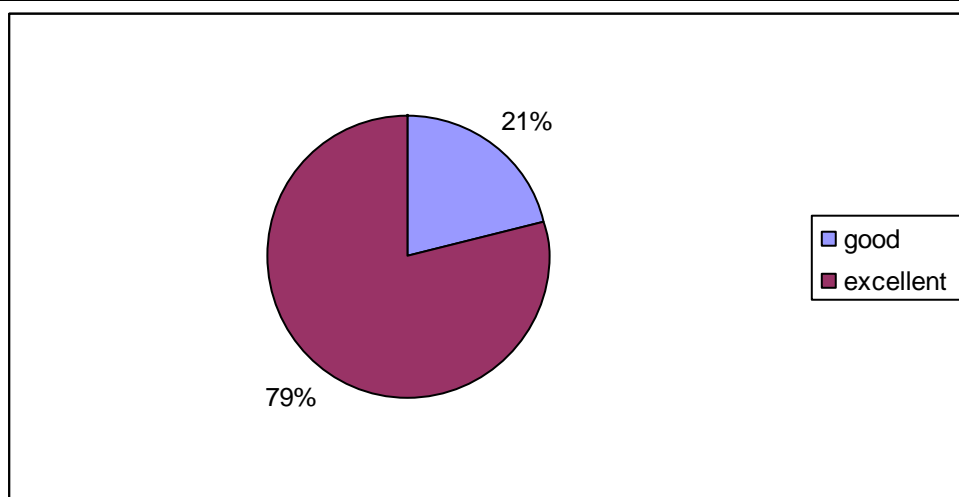
Report to: Bradford Supporting People Provider Forum
Title: Supporting People Lead Officer Update
Date: 11 March 2010

1. Training on outcomes

42 people were trained on understanding and demonstrating outcomes through support planning.

32 organisations represented.

The feedback form shows:



Jayne can run this training again if demand is sufficient but there is the issue of time for the SP team to be able to do this. If training is required in the sector collectively then the role of SP is to consider this.

2. Contract management timetable – coming up in 2010 reminder

Sector reviews:

Offenders March 2010

Gypsy and Traveller April 2010

Refugees July 2010

Homeless/rough sleepers and generic October 2010

Annual reviews:

Young people/teenage parents June 2010 – lite touch

For further information contact Rachel Lorimer Rachel.lorimer@bradford.gov.uk

Domestic Violence and Mental Health scheme reviews are now complete – report will go to Core Group in May 2010. Please feedback on this in provider questionnaires.

Contract Management – Rough Sleepers Count – GS noted some issues with this and Government criteria that are used. Jayne agreed to engage with service users in this process in the Rough Sleepers Review in October 2010.

Severe Weather Provision Group – Rubina Bokhari noted the work happening here so it would be useful for GS to be involved in this. PG noted that street outreach service that was recently tendered by supporting people might address some issues on this in future too.

3. Raising standards in the QAF

Concerns have been expressed by senior management through the Commissioning Body of the progress in relation to providers attaining higher standards in the QAF. SP will be carrying out an audit and looking in more detail at specific areas where providers are failing standards.

The new guidance is due to be sent out next week. We have to strike a balance between being too prescriptive and seeking the right evidence. The guidance is intended to aid this rather than be too prescriptive. This is why we will not produce guidance at a higher level.

Equality Works training – we are engaging again with Equality Works to provide further training to the sector on equality schemes and the QAF requirements on equality. Dates will be published soon.

If in the meantime there are particular areas where you feel we might be able to offer training please contact us.

Concerns raised at Director level in local authority – pace of change doesn't seem quick enough.

SP is to carry out an audit on completed reviews to assess where providers might be struggling to improve i.e. E&D, Support Planning

Jayne Hellowell noted that a number of providers are struggling and there has been greater use of improvement plans. Keen to work with providers to support and improve – not just tell providers to improve and then leave them to it.

Balance between some providers failing across the board and others achieving well.

Sheila Bamford noted reference in last core group by a senior manager – possible misunderstanding of non-linear process of QAF and the fact that a new revised QAF is now in place. Perhaps the proposed audit will allow for positive achievements to be highlighted too.

Mike Harney – what can the Provider Forum do with the Core Group to assist providers to move forward through continual improvement? John Hill noted broad direction of travel and improvements and the lack of response from provider representatives at the recent core group due to their surprise at such a comment being made by a senior manager.

Jayne Hellowell keen not to allow lack of improvement to overshadow positive improvements. She is meeting Guy Van Dichele on Friday to discuss this further. Noted resource issue in Sp team and possible proposal to assess all at level C of new QAF.

Jeff Gordon noted concerns about the lack of understanding of senior officers in the local authority about the complexity of QAF and what would happen if they regard Level C of the new QAF as a regression in the sector.

Paul Gartland acknowledged resource issues in SP team and for providers and asked about any transfer of items validated in old QAF to new QAF. Jayne noted that only 26% of providers were assessed at Level B of the old QAF – will consider any passporting issues before the rough sleepers review.

John Hill – there is a need for providers to know quickly if SP only examining level C as resources already being committed to Level B and A – Jayne Hellowell agreed to let people know.

Mike Harney noted debate in SP Network Meeting about this and serious concerns raised. Bradford using different grading to that recommended and used more widely nationally.

Jayne Hellowell to reconsider this in future – Rachel Lorimer already looking at this.

Mike Harney and Jayne Hellowell noted SDO validation done at level that they are all appearing to achieve at desktop review.

Validation visit is of the desktop validation level.

Mike Harney noted mixed messages from Jayne and some other SP staff.

Jayne noted that decision for review is based on level achieved at desktop review visit – i.e. desktop and level C = validation visit will consider x, y, z to assess this.

Mike Harney concerned that interpretation of provider is not taken into account.

Communication issue about process noted and recognised.

Graham Mynott – providers need to be clear from the SP team when they are expected to evidence to SP the level they are at.

Jayne felt there was no excuse for providers not knowing when review is and self-assessment is to be submitted. What may be less clear is following the desktop review what the SP SDO will be assessing on validation visit. It was noted that the lead in period for the new QAF had been over 6 months and it will be mandatory from March 2010.

Lots of providers are doing really well but a handful of providers are not performing and there is one case of a provider not submitting any paperwork as they don't see why necessary. There is a queue of decommissioning because of this and the scale of job for SP team noted.

Claire Blacka noted QAF assessment in Bradford more challenging than other areas she has worked in – would like conversation with SDO's so shared improvements are made and both reach understanding of challenges to SDO's but also to providers too. Jayne Hellowell agreed to set this up.

Regional Provider Forum – can take issues via Sheila Bamford and Colin Draper to examine any inconsistencies across authorities.

New guidance pack is to be issued on Monday.

Questionnaire for providers has been sent with their final reports.

Jayne and Rachel will suggest dates via Sheila Bamford to co-ordinate meeting with providers.

4. Regional update

The tender for the regional research has been awarded to SITRA. Works will start at the end of the month with a launch date of 17 September 2010.

Sheila Bamford noted the need for photos to include with the research document – can provide details of a very good photographer if people require this.

For more information please contact: jayne.hellowell@bradford.gov.uk

5. Supporting People Conference Bradford

Change of date. The new date for the diary is **19 November 2010**. Conference detail to be sent out in due course. For further information contact Yvonne Latawiec. Yvonne.latawiec@bradford.gov.uk

6. Outcomes

Work is progressing through the outcomes sub group, which is well attended. Mark Hird and Mike Harney have agreed to present to the provider forum the work and what this means to providers. The sub group in the meantime is working on the following:

- Benchmarks on the CLG outcomes and guidance.
- Benchmarks for NI141 (KPI2) people moving on in a planned way – service specific.
- A new indicator to measure tenancy ready – KPI2a.
- Guidance on what a planned move is? – For clarity.
- Guidance on quality checking tenancy ready – KPI2 – support planning.

Outcomes and Tenancy Ready – Mark Hird and Mike Harney will present this at next Provider Meeting along with John Sloane

7. Staff update

Tyler Moore has left the team.

Jacqui Thompson is leading on the older persons review.

Alex Mullett is leading on coordinating service improvements and decommissioning.

Mark Gillen is working on procurement and recommissioning.

Note that both Mark and Alex will shadow the SDOs in the offender review to skill up further.

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

SP Team – integration into wider adult services.

Jayne noted that the team will integrate into wider adult services in future and Jayne will become Senior Manager in this change so will hold a much wider portfolio.

John Haworth will be available still with reduced hours but this is an extra resource for Jayne currently.

Noted current problems with small SP team and how things buckle if someone is off sick or leaves the team – will have bigger team in future. Kerry James – Contract and Procurement Manager and Rachel Lorimer will report direct to her.

Noted changing roles in wider/increased team.

Service users will still be involved but may sit more in customer service function. Nothing will stop – will continue within a wider structure.

Commissioning – Jayne noted smarter way of working in future – may look at developing commissioning manager role in future as lead officer with Jayne as accountable officer. Will still attend provider forum to ensure that housing related support is embedded and well represented in future structures.

Jeff Gordon pleased with Jayne's last comment as his concerns would have been about how housing related support may have been somewhat lost in future changes.

Mike Harney – any changes to provider forum or core group? Jayne affirmed no plans to change this at moment – there is a good governance structure with this in Bradford.

Rubina Bokhari – noted concerns that many clients whom providers work with do not fall into statutory framework noted by Jayne. Jayne noted that money is already allocated and so will remain in place and people receiving support from this programme will continue to do so.

John Hill recognises move to a bigger structure and some reassurance from Jayne Hellowell, John further noted support from the sector for Jayne.

SITRA round table discussion - Commissioner for Social Inclusion and Cohesion – possibly a champion with this brief in their portfolio rather than a specific post.

Sheila Bamford – keen to avoid the only focus being personalisation – structure and brief needs to take this into account and over the next few years work to demonstrate/evidence value of preventative agenda offered by providers.

Jayne – keen to keep commissioner for housing related support – keep language in place.

Children and Young Services – not in Jayne's brief so Graham Mynott queried how this will be covered in future – Jayne noted the need to continue with the way that structures work now but also work in future to ensure links.

Any further comments from providers are welcome – please e-mail Jayne directly.

6 Core Group Feedback (2.2.10)

It was noted that Mike Harney will take a lead on feeding back to the provider forum in future.

Representation of providers was discussed – new Terms of Reference to be taken to next meeting to allow providers to attend if they have something specific to say about the report of their services that is being presented to the forum.

Unallocated funding: £500,000 agreed

Generate Project: available for worklessness agenda. Mike Harney noted examination of some bids and how core group had considered commissioning and decommissioning or improvements plans for some services.

Joint Commissioning: needs assessments currently being considered.

Physical Disability: out of the services reviewed 2 are to be decommissioned due to quality issues.

Substance Misuse/Complex Needs – some issues with pilots but all current services and pilots recommended for 3-year contracts.

2 new services are to be commissioned if funding is available:

- 30 complex needs high level
- 30 substance misuse high/medium level

Mike Harney noted issues raised about 4-year review and how this may not reflect service improvements.

John Hill noted decommissioning occurring on quality and cost. Rachel Lorimer revisiting cost benchmarks for future consideration. Guidance now completed on cost analysis spreadsheet – this will go out with QAF packs in draft on Monday. Regional benchmarks are being revisited this year.

Jeff Gordon queried HIV specific service mentioned by Mike Harney – any plan to examine provision for HepC – Jayne will build this into the specification.

Sheila Bamford expressed a different view on specific service which was agreed with but if specification is going out it will encompass Hep C with HIV.

7 Regional Provider Forum Feedback

Focus on personalisation agenda – if not already then providers need to start looking at this.

SITRA regional research – clear demonstration of value of services and how this sits with preventative agenda and saves costs in other services.

8 Any Other Business

Alcohol Provision for Women

Lots of discussion about this. 2 specifically for men (1 registered care home, 1 for people committed to addressing alcohol problems). There is nothing for women – accommodation and floating support services have raised this due to

challenging cases needing accommodation services for women needing this type/level of support/access to services. There is clearly an issue but level of demand is not known.

Jayne to revisit this with a researcher for specific work. Issues and cases from other providers were briefly noted. A case would have to be pulled together if seeking to commission such a service. Noted difficulties in trying to find a site to locate a new substance use service so it could be years before such another service could happen.

Outside UK (Nina Smith) – noted as a possible reference point.

Service User Involvement Group Next meeting 23.3.2010

Events: training 24 and 25 March 2010 for people interested in beckoning peer reviewers.

Childcare and travel expenses available.

Safeguarding Adults Board Seeking to train up staff from voluntary and other sectors – details available from Claire Blacka.

Carol Rowe – Workforce Development

Mental Capacity Training – Jayne will pick up on this and check with all providers.

DIVA Database

Provider information is on this and so may receive invited to Assembly.

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.

6 May 2010

1 July 2010

9 September 2010

4 November 2010

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

Tel: 01274 370689 **e-mail:** sheila.bamford@hortonhousing.co.uk

Harry Whittle

Incommunities is the largest provider of social housing in the District, owning and managing about 22,000 properties. As well as accommodation, Incommunities provides a wide range of services including support services for older persons and intensive housing management for vulnerable households

Tel: 01274 254410 **e-mail:** harry.whittle@incommunities.co.uk

Jenny Moran-Whitehead

BDCT Headquarters, Level 4, New Mill, Saltaire, Shipley, BD18 3LD

The Care Trust provides a range of housing related support to adults recovering from mental ill health and adults with a learning disability. 335 places are provided across Bradford and Airedale.

Tel: 01274 223423 **e-mail:** jennifer.moran-whitehead@bdct.nhs.uk

Mike Harney

City Homes in Mind, Aire Valley Tradeforce Limited, Tradeforce Building, Cornwall Place, Bradford, BD8 7JT

City Homes in Mind provides housing related support and housing management to people suffering mental distress. We have 20 self-contained flats in Manningham.

Tel: 01274 822333 **e-mail:** mike.harney@cityhomesinmind.net

John Hill

Foundation Housing provides housing related services for single homeless people. Much work is undertaken with offender groups.

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

Dates of Future Core Group Meetings

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

25 May 2010

20 July 2010

14 September 2010

9 November 2010