

Supporting People

Minutes of the Supporting People Strategic Core Group Meeting held on Tuesday, 3rd March 2009 2 - 4pm, Conference Room, 1st Floor Olicana House

Present:

David Shepherd (Chair)	Assistant Director Housing Service, CBMDC
Peter Hart	Probation Service (Deputy Chair)
Jayne Hellowell	Supporting People Lead Officer
Rachel Lorimer	SP Service Development & Research Manager
Sheila Bamford	Executive Director-Horton HA (Provider Rep)
Graham Mynott	Keyhouse Project – Manager (Provider rep)
Mike Harney	City Homes in Mind (Provider rep)
Denis Gale	Children & Young People Services
Neal Heard	Service User Involvement Worker (Bradford Alliance on Community Care (BACC))
John Howarth	Strategic Commissioning Manager - Service Improvement (CBMDC) also representing Older People
John Hill	Foundation Housing (Provider rep)
JB	SP Service User
EW	SP Service User
AK	SP Service User
Jennifer Moran- Whitehead	Bradford District Care Trust (Provider rep)
Gary Furze	SP Finance Manager
Farah mahmood	SP Administration Officer
Pam James	Service User Advocate
Julie Chapman	TA Strategic Officer (on behalf of Sarah Possingham)
Chris Cobb	Commissioning Manager (on behalf of Tony Moore)

1. Apologies / Introductions

Guy Van Dichele	SP Accountable Officer & Assistant Director Commissioning
Paul O Hara	Youth Offending Manager
Nina Smith	Safer Communities (CBMDC)
Val Baldwin	Domestic Violence Representative

David welcomed everyone to the meeting, followed by introductions around the table.

2. Declaration of Conflicts of Interest

Item 7, Sector Review - Sheila Bamford and Graham Mynott

Jayne informed everyone that she is delighted to announce that the Supporting People Programme achieved a 1 Star rating with promising prospects for improvement. This is quite an achievement taking into consideration that we came from a baseline of zero with no prospects for improvement. She thanked all those that were involved in making this Audit Inspection successful. She also reminded everyone of the celebration event on 9th March, 4pm in City Hall. She hopes everyone received their invites and that they can all attend.

3. Minutes and matters arising from the meeting held on 13 January 2009

Page 1, Item 3 – the use of jargon: Neal commented that service users are still finding some of the jargon used in the minutes quite hard to follow for example SCG – Supporting People Strategic Core group. He suggested that he will work with the 3 service user reps to put together a glossary which he will forward to Supporting People team so that they can send it out with the papers for the next meeting.

He also mentioned that some service users would like to attend the SCG meeting just for observation.

Jayne responded that she is more than happy to do this and pointed out to Neal that at the back of the SP 5 year strategy there is a glossary of terms so it might be worth while cross referencing his list against this.

Action – NH to develop glossary of abbreviations with service user reps

Page 2, Item 4.2 – Safeguarding Adults. Pam asked whether providers have attended or signed up to attend the Safeguarding Childrens Training Session.

Rachel responded that providers are already linked up with Childrens Services and some have done the e-learning package. She pointed out that at the moment it's not mandatory but it will be in the future. David asked whether any providers would like to give feedback on this course. Mike responded that he did the course and it was straight forward.

Page 2, 5th paragraph (page 7, Item) Correction – This should read rent levels not rent book and type of tenure.

David added that once we receive input from Incommunities about the accommodation review it should be run past Sheila or a provider rep so that we are clear on what it is that they actually will be talking about.

Jayne responded that if it is on the forward plan then she will ask Incommunities to draft a report which will then be circulated to the provider reps for comment. It will then be tabled onto the agenda.

Page 3, item 4.4 Information Sharing Protocol – Graham questioned when this information is likely to come back to the meeting?

Jayne responded that her understanding was that she would take feedback to the regional group on 5th March. Once the regional colleagues have fed in what their providers are saying then all the comments will be taken on board and then use the regional protocol to feedback the information to the group.

Page 5, Item 5.4 Action – Sheila commented that the complaints procedure will be on the agenda for the next provider forum which is to take place 2nd April.

Page 7, Item 6.9 Action – Graham queried whether the full report on commissioning priorities will be presented at this meeting as it has not been circulated with the papers.

Jayne apologised as she has not done this action point. This is an oversight on her part but she will bring this to the next meeting. Jayne suggested that she could circulate the commissioning plan which will show what the current priorities are.

Action: Jayne to circulate the commissioning plan which will show the current priorities.

Page 7, Item 7.1- Move on Action Plan. Jayne informed everyone that there are now regular liaisons with the Move on Coordinator, Support Coordinator and Link Worker. For those people that are not aware, after discussion with Incommunities it was decided that it would be in everyone's best interest that the Move on Coordinator and the Link Worker are based in the SP Team. It was felt that it would be more objective and would also give reassurance to all providers that we are working in the provider's interest and not just Incommunities.

Graham asked whether there is an updated Move on Action Plan. Jayne responded that there is and she will circulate it to the group. She informed everyone that John Sloane, the Move on Coordinator is responsible for updating the plan.

Action: To circulate the Move on Action Plan. (John Sloane)

The minutes were then agreed as a true and accurate record.

4. Lead Officer Update – Jayne Hellowell

4.1 Service Plan

It was felt by the Audit Commission that there is a need to refocus the service plan. The Audit Commission was critical of the service plan but we have taken all their comments on board. The Service Plan will be assessed at the next SPCB.

4.2 Developing a transition team

There is recognition by Supporting People and by some support providers that in certain cases there is a lack of support in assisting service users to move onto alternative support services, where their existing services cannot continue for reasons relating to decommissioning. In addition and in a few cases some providers have found service improvements difficult due to a lack of skill and capacity.

Jayne informed the meeting that the transition workers are required to help assist Supporting People and support providers with issues that have arisen as part of a decommissioning decision or where additional expertise is needed to enable a service to improve. The post holders will not be responsible for carrying out improvements but rather enabling those improvements to happen.

Funding for these posts will come from the unallocated grant.

Sheila questioned whether the SP team feels that there are potential problems for the future. She commented that 2 workers seem to be quite a big commitment which could imply that issues are anticipated.

Jayne responded that there are a couple of providers that do have significant issues and there is a lot of work involved which will use the capacity of 2 transitional workers for the next 12 months so this justifies the use of 2 workers.

Sheila asked whether the 2 workers will be based within the SP Team.

Jayne responded that they will be based at the SP Team along with the Link worker and Move on Coordinator. Jayne added that the opportunity is there to use money from the unallocated grant while still remaining within eligibility criteria and supporting the service users.

Graham queried the skill set for these workers and commented that the range of duties is extremely varied. He asked whether it wouldn't be better to focus it around more of the specific instances that are predicted for example, personalization rather than saying a general worker that can carry out all these duties.

Jayne responded that the job description will be generic for both workers. These workers need to be able to understand QAF and be very good at change management. She also felt that the 2 workers may have varied skill sets which will enable them to compliment each other.

Sheila commented that the Audit Commission report did identify the decommissioning process in respect of safeguarding the service users involved in the process, so this would be in response to that comment.

Jayne pointed out that the Service Development Officers have a role in contract management so once a decision for decommissioning has taken place then there is a process to follow and this involves a vast amount of time. If we have dedicated resources to do that this would inevitable mean a smoother transition for Service Users.

David added that to be fair Bradford have slipped up in the past in terms of decommissioning, and decisions have been made by the SPCB which have not necessarily been followed through in the way that is expected. He said that this is a response to the inspection and also the team's experience and that the programme will benefit from it.

Jayne added that the workers will also be proactive in promoting the QAF. The new QAF will be coming out soon so this would sit in the portfolio of the workers. A question was raised about facilitation and Jayne stressed that the workers will only be facilitating and helping providers who are struggling with the QAFs and they will not be doing the QAFs for providers.

Mike questioned the work on outcomes, asking whether this will fall within the transition workers work remit. Jayne responded that the main aim of these workers is to focus on safeguarding and transitional work from schemes that are failing. The workers will not have the capacity to do the outcomes work and that the work on outcomes will be picked up elsewhere.

Decision: Jayne to progress the recruitment of the transition workers and the outcomes work will be picked up elsewhere within the SP Team - Jayne will determine the capacity on this.

4.3 List of successful bids for use of the unallocated funding

As requested at the last meeting, the list of the bids that has been approved to date was distributed with the papers. Jayne pointed out that whilst this document lists 20 bids she is actually received up to 70 bids at the moment. She asked providers just to bear with her as she gets round to them.

Jayne commented that she is receiving a lot of duplicated bids. She gave an example from Mental Health providers about a hospital discharge service which is very similar to another project that has been approved. In this case she has gone back to the main manager and informed them that a bid for this type of service has already been made. She requested for people to put more thought when placing their bids. She also notified everyone that any bids for housing advice services are more likely to be rejected as the authorities have a housing advice service which prevents SP from investing in that when that core work is already being provided. Gary added that the last payment run included one off payments for bids that have been approved and that SP is keen to make sure that payment is made ASAP.

4.5 Attendance Monitoring

The attendance monitoring statistics from financial year 2008/09 was discussed.

In defence of Ruth Ingram's attendance, Jayne informed the group that Ruth has said that she will attend meetings when there are any safeguarding issues on the agenda. Jayne asked the group what they felt about this and whether they felt a safeguarding representative is required on this group as a permanent member or rather as a one off.

David expressed his concerns on this matter stating that if all members started to do that then this could affect people's attendance in the future He felt that if somebody has got a place on this group, then there is a reason for that person being on the group and stated further that agenda's cannot be fixed around individuals interests but rather around the programmes interest. He added in terms of safeguarding the inspection report entails that we have to be quite rigorous in terms of the approach taken on safeguarding. This comment was endorsed by the members.

Action: Jayne to feedback this information to Ruth Ingram.

5. Audit inspection outcome – verbal update

Jayne reported that a Round Table meeting has been set up with Lead Inspector Sheena McDonnell and National Lead Inspector Domini Gunn. A number of key people have been invited to this meeting. She pointed out that when the report is finally published the recommendations will be embedded into a service plan to make sure that SP keep working to make further improvements to the programme.

Graham questioned some recommendations that he has noted that need to be brought to the SCG.

Jayne advised that the recommendations will be pooled together so that it is easier to see what is actually required to be done. She suggested grouping them with the high level recommendations so that it is easier to see the status of that piece of work. David informed the group that the inspector noted that the SCG is working effectively and steering in the right direction. He congratulated the group on this. Sheila added that she would like to give recognition to Jayne and the whole SP Team for the tremendous work that they have done in making this Audit inspection successful. Well done to all of you.

6. Financial Report

Gary went through the Finance report with the group; he made the group aware that we are currently at the year end with the 13th period being the last payment period for that particular year for contracts. There are no adjustments to go through and a reconciliation of the system has been done which has gone in the providers favour so any outstanding monies will be made in the final payment.

Sheila questioned whether the SP Team is allowed to tell the group what the financial situation with St John of God is about as the report shows money coming in and then going out. Rachel explained that in previous years, Neighbourhood Renewal Fund was applied to cover funding shortfalls in areas where a service met the SP eligibility criteria and Neighbourhood Renewal Fund guidelines.

Sheila also asked whether the admin grant which has been subsidised by Adult Services is ongoing? Jayne responded that as SP now comes under the umbrella of Adult services it has been agreed to finance the programme to 2011. This will help to reduce the overspend as it stands at the moment. A lot of the overheads is due to consultancy fees, agency staff, IT etc, but SP now receive a lot of support from other departments within Adult Services which will help to reduce the overhead spend.

Mike asked whether there was an update on Inflation. Gary responded that they are still waiting for final confirmation from the Council and as soon as information is received this will be communicated to members. David added that the Council has agreed a budget Tuesday, 24th February and now they are looking at what that means for each of the services authority-wide hence the reason for the delay.

7. Update Sector Review improvement plans – Young People/Teenage Parents

This report shows an update on the deadlines for actions for service providers after detailed and informed negotiations relating to the strategic review of the Young People and Teenage Parent sector. The overall aim is to sign providers up to steady state contracts by 23rd June 2009, following SPCB approval on 1 June 2009. The shorter deadlines allow for appropriate and full consideration to be taken by SCG and SPCB on 28th April and 1st June 2009 respectively.

Rachel then went through each of the provider on the table informing the group of their current status. At this point Sheila and Graham gave their "Declaration of Interest"

Rachel pointed out that there are only 2 cases where extended deadlines have been agreed.

David expressed thanks on behalf of the SCG to Rachel and her team for the hard work in this area of work.

8. Older Person strategic review

Rachel explained that the Older Persons strategic review is in the very early stages and will take up to 2 years before it is implemented. This report is for information and to obtain approval from members to take the strategic review forward. The report gives the initial information regarding Older Persons strategic review of services within the SP Programme and links to the wider provision such as extra care and the residential review. The report gives an outline of the current provision of Older Persons services in Bradford and what the proposed future of service provision will be in Bradford

after the review. The SP Team will work closely with partners over the next 2 years to develop a proposed model of provision of older person's services in the district.
Rachel went through the following points on the report.

Rachel pointed out that the Extra Care services are funded by Adult Social Care not by the SP Grant. Pam queried whether the units that are being commissioned by Adult services will be involved in the overall review. Rachel replied that this review will encompass all services including what Adult Services have agreed to fund. Jayne added that SP Team has a role in funding all the housing related support even within extra care services. The reason why it was not done in the past was due to lack of funding. John gave further information around how the Extra care services work and supported the approach being proposed today.

Sheila commented that a specialist will be required from a housing group to sit on this steering group. She referred to an email that she has received from Caroline Coombes from Dignity & Care who is requesting for a housing representative on her group. Jayne responded that she is also in receipt of that email and at the time of receiving that email she did not have the capacity for another working group but asked Caroline to keep her up to date. Jayne added that it would be useful if she could attend this steering group meeting. The issue on funding for sheltered housing is very sensitive therefore the reason for the 2 years duration.

Action: Jayne to forward contact details to Rachel

EW asked whether there will be adequate communication to service users to inform them about what and how changes are going to be made. Rachel responded that SP intends to work in consultation with service users to find out what changes they would like to see incorporated. Jayne added that even though the authority and its partners have a steer on this, providers are expected to be working with their service users.

Pam expressed her approval on this review and said she really welcomes this piece of work.

David commented that from the Housing perspective, Yusuf Karolia and John Sloane are in communication about the property in the district and have an understanding of the future needs of the stock and what work is required to make it fit for purpose. Yusuf will be able to provide Rachel with information to be added into the report around property suitability.

Jennifer asked what impact will this have on older people with Mental Health? Jayne responded that mental health issues for older people will need to be considered as part of assessing future provision and that will link into the residential review.

Decision – Members support the work to be undertaken as part of the strategic review

Action – Rachel to contact Yusuf for information to be added to the report around the review of older persons property

9. Supporting People Forward Plan 2008/9 - work planning

Jayne referred to the document that was circulated prior to the meeting and as requested Jayne has split the work plan between the SCG and SPCB

There is still quite a lot of work to add to this plan. She informed the group that the commissioners have decided that the next SPCB meeting will be dedicated to work planning.

Action: Jayne to give feedback from the Commissioning Body Meeting on Work Plan.

10. Any other business

Sheila referred to the email from Caroline Coombes where she is specifically asking for a housing representative that deals with older people. Sheila suggested asking for someone from a specialist

Housing Association perhaps through Bradford Housing Association Liaison Group (BHALG) or somebody from Housing 21.

Jayne pointed out that someone from Supporting People will be on that group at some point.

David requested for the email to be forwarded to him and he will arrange for someone to attend that group

Action: Jayne to forward email to David

Jennifer raised concerns about confidential issues discussed at this group. She questioned whether we can share information that is tabled at this meeting with other providers for example sector review for a provider. Her understanding is that because she is on this group as provider rep then she feeds information back to the Provider Forum.

A discussion took place on this and it was agreed that sensitive items particularly about providers should not be discussed outside of the meeting. Members need to use your initiative as to what information can be shared to the Provider Forum. We have to set clear boundaries and stick to them. Jayne pointed out that the minutes from this meeting are posted onto the SP Website so whoever is asking for information from this meeting can be referred to the minutes on the website.

David stressed that if anyone is unsure about what has been discussed then please speak to Jayne.

Staff Update

Jayne reported that Samantha Capstick has been appointed as permanent Finance Officer after being successful at recruitment and selection process. Samantha has been with SP Team for two years on a temporary contract. Zara Hussain, who is currently on maternity leave, will also return in April and Sikander Khan who is currently covering Zara's position will be leaving the team in May. Jayne expressed appreciation regarding Sikander's hard work within the team.

The Service Development Officer interviews have also taken place and two applicants were successfully appointed subject to references and Criminal Record Bureau (CRB) checks.

The Service User Involvement Post will be going to advert on 16.03.09. It will be advertised internally in the first instance then externally if there are no successful internal applications.

Action: Jayne to circulate the restructure plan with new names added to it once new members of staff are in post.

Date, time, venue for next meeting: Tuesday 28 April 2009. City Training, 2-4pm