



50%
off second booking

Conference: Client involvement in housing support and care: Sharing and learning good practice

12 January 2010

Thistle Westminster Hotel, London

This conference will give participants insight into the experiences of service users, as well as examples of best practice by providers of housing with care and support.

- What has client involvement done for service users?
- How to involve service users of long term and move on services and hard to reach groups
- What is the cost benefit of client involvement?





Client involvement in housing support and care:

Sharing and learning good practice

A timely forum for support providers and their clients to discuss and share best practice examples that focus on enhancing client choice and control over the services they receive, and to explore how to make client involvement real and worthwhile.

A number of recent changes have highlighted the need for provider organisations and service users to work together to shape innovative client involvement strategies. With the increasing prominence of the Government's personalisation agenda, providers are urged to include users in the design and delivery of services. In addition, the recently formed Tenants Services Authority (TSA) has highlighted tenant participation as a key tenet for RSLs. Further, since the introduction of the refreshed QAF in April 2009, housing related support and care providers are now required to commit to putting clients at the heart of their organisation's strategic plans, if they wish to demonstrate the provision of a quality service and achieve level A standard. Even to achieve level C, providers need to be fully engaging their service users.

Benefits of attending

This conference will:

- Inform delegates of examples of good practice in the housing, support and care sector
- Give attendees insight into a variety of initiatives within the sector
- Discuss client involvement for a range of client groups

- Policy managers from provider organisations in housing support services
- Officers and managers responsible for developing client involvement in housing support services.

The wider public sector

- Supporting People teams
- Housing departments
- Adult social care departments
- Other commissioning groups such as Local Strategic Partnerships
- Health authorities
- Voluntary organisations
- Officers and managers in health, education, probation and police forces responsible for advancing client involvement.

Who should attend?

Providers and service users

- Clients of housing with care and support services
- Front line workers including support workers, key workers and housing officers
- Senior managers from provider organisations in housing support services
- Operational managers from provider organisations in housing support services

Programme for the day

9:30	Registration and coffee
10:00	Opening remarks by conference chair
10:05	Morning plenary: Client involvement – making it real This session will include: <ul style="list-style-type: none">• How to make involvement a reality. <i>Mike Seal</i>, author of "Not about us without us, client involvement in supported housing"• Involving clients in supporting people services, <i>Torbay Council, Regional Champions for client involvement in SP services</i>• Engaging service users, <i>Tenants Services Authority</i> (invited)• Using the LINK: client involvement and mainstreaming, <i>Helen Bedser, Hestia Housing</i> Followed by questions and answers.
11:45	Refreshments and networking
12:00	Morning workshops (see below for details)
12:45	Lunch and networking
13:45	Afternoon workshops (see below for details)
14:45	Refreshments and networking
15:00	Sharing and learning Discussions of good practice in your organisations
16:00	Close

Workshops

Morning: The client experience

A chance to gain deeper insight into the experiences of service users. Choose **one** from the following workshops:

- 1. The key garden:** A gardening project for homeless clients that won awards at this years' RHS Chelsea Flower Show
- 2. Young people:** A group of young people who were involved in producing Home Truths magazine as a resource for young people accessing services
- 3. Client involvement and accreditation:** Hear from service users who have gained recognition and accreditation from their client involvement.

Afternoon: Making client involvement real in practice

Choose **one** from the following:

Workshop **4** will consider the cost benefit of client involvement. Workshops **5, 6** and **7** will explore the issues and challenges of involving clients in the design, management and delivery of services in a range of settings.

- 4. Cost benefit:** Findings from the CLG funded research into the cost benefits of service user engagement
- 5. Client involvement in long term accommodation based services**
- 6. Client involvement in Move on short term services**
- 7. Client involvement in hard to reach groups.**

Booking form - Client Involvement in housing support and care

Please complete in BLOCK CAPITALS. For multiple bookings please photocopy and complete one form per delegate

About you

Delegate name: _____

Job title: _____

Organisation: _____

Address: _____

Postcode: _____

Invoice address, if different from above: _____

Postcode: _____

Contact email: _____

Contact telephone: _____

*Purchase Order Number: _____

Dietary requirements: e.g. vegan, gluten free

Access requirements: e.g. wheelchair access, loop system

Please return bookings to:

Email: conferences@sitra.org

Fax: 020 7793 4714

Post: Services Team, Sitra, 3rd Floor 55 Bondway
London SW8 1SJ

To avoid duplication only send in one booking form per person. For further information contact the Services Team on 020 7793 4713 or email conferences@sitra.org

Tick here if you **do not** wish to receive information about future products and services provided by Sitra.

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Terms and Conditions

Bookings

On receipt of your booking Sitra will process and send out joining instructions within 10 working days.

* Local Authorities, NHS Trusts or government departments must quote a purchase order number to confirm their booking.

Cancellations

All cancellations must be made in writing. Conference fees will be refunded (minus a £50 administration charge) if you cancel a place more than 15 working days before the event. If less than 15 days notice is given, the full fee will be charged.

No exceptions will be made should a delegate fall ill or have an emergency which causes them to have to cancel their place on any Sitra event; it is highly recommended that an alternative delegate is sought by the booking organisation. Sitra will not be liable in any case of unforeseen occurrence in which cancellation or postponement of an event is the result.

Workshop sessions

Please indicate your first and second choices for the workshop session. Sitra will endeavour to allocate your first option, however, spaces are limited and will be taken on a first come first serve basis.

Morning session

1st 2nd

Select your first and second choice from the three options below:

- | | | |
|---|--------------------------|--------------------------|
| 1. The key garden | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Young people | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Client involvement and accreditation | <input type="checkbox"/> | <input type="checkbox"/> |

Afternoon session

1st 2nd

- | | | |
|---|--------------------------|--------------------------|
| 4. Cost benefit | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Long term accommodation based services | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Move on short term services | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Hard to reach groups | <input type="checkbox"/> | <input type="checkbox"/> |

Costs

£130.00 for members

£169.00 for non members

Small organisations**

£98.00 for small member

£127.00 for small non members

**Sitra offers a further 25% reduction on prices for all small organisations with 10 FTE staff or fewer.

Promotional Code



Services Team
Sitra
3rd Floor
55 Bondway
London
SW8 1SJ

Price

Sitra members £130 / Non-members £169

Venue map and directions

Westminster Thistle Hotel
49-75 Buckingham Palace Road
London SW1W 0QT



Other events in the Sitra Autumn conference season are:

Achieving quality and professionalism

24 September 2009

Safeguarding

29 October 2009

Personalisation in practice

25 November 2009*

Showcasing event:

Delivering for vulnerable people

8 October and 14 October 2009

See www.sitra.org for more details.

Road:

To avoid the Congestion Charge Zone please follow the ring road to Westminster/Victoria. At Hobart Place continue forward onto the A3217. The hotel is located at the junction with the A3214, Buckingham Palace Road, on the right hand side.

Rail:

From Victoria Station (0.25 miles) follow the signs to Buckingham Palace. On Buckingham Palace Road you find the Thistle Westminster located on your right. The entrance is on Bressenden Place.

Underground:

Victoria station (Victoria, District and Circle lines).