

Challenges and Opportunities for Sheltered and Supported Housing - the future direction of public services

CHS Conference on 1st March in Leeds and 22nd March in Cheltenham

Your Details (Joining instructions will be sent to this address unless you inform us otherwise)



Name	
Position	
Organisation	
Address	
Postcode	
Tel	Fax
Email	In order to be more environmentally friendly, we would prefer to send you information about this and other relevant CHS events and services by email. If you do NOT wish to receive such items, please 'X' this box.

Your Booking An online payment facility is available - call 01905 727262 for details

£150 + VAT EARLY BIRD RATE	Housing professional rate. This includes Conference admission, lunch and the delegate pack. Please indicate the number of places required. AVAILABLE UNTIL 12.30pm 10th February.
£175 + VAT STANDARD RATE	As above - rate effective from 12.30pm 10 th February.
£60 + VAT EARLY BIRD RATE	Tenant rate. This includes Conference admission, lunch and the delegate pack. Please indicate the number of places required. AVAILABLE UNTIL 12.30pm 10th February. Please note we can only offer tenant places on a 1:1 basis; i.e. one tenant together with one housing professional.
£75 + VAT STANDARD RATE	As above - rate effective from 12.30pm 10 th February.
CHS Members enjoy a 10% discount on the standard rates. Please quote your membership number here if you wish to take advantage of this. CHS Membership discount cannot be used in conjunction with any other promotional offer(s).	
Your Purchase Order number	

Delegate Names (please indicate whether housing professional or tenant) Delegate Titles

Delegate	HP	T	Delegate Title
Delegate 1	<input type="checkbox"/>	<input type="checkbox"/>	
Delegate 2	<input type="checkbox"/>	<input type="checkbox"/>	
Delegate 3	<input type="checkbox"/>	<input type="checkbox"/>	
Delegate 4	<input type="checkbox"/>	<input type="checkbox"/>	

Please list any special requirements (dietary/access etc):

Your workshop choices: please indicate which two workshops you would like to attend

	Delegate 1	Delegate 2	Delegate 3	Delegate 4
1.30pm (A-D)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.50pm (E-G)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Terms and Conditions: This reservation is a contract. Substitution of delegates is welcome at any time. Notifications of substitutions should be faxed to 01905 727299. Cancellations can only be accepted in writing. Cancellations made before 10th February 2012 will receive a full refund less a £75 administration fee. We regret that cancellations made after this date cannot be refunded. If, due to unforeseen circumstances the programme has to change, the CHS reserves the right to alter the venue or speakers. When booking, we suggest you wait for written confirmation before arranging travel or accommodation.

I have read and agree to the terms and conditions set out above

Signature:	Date:	Total £ inc VAT
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When completed, please fax this form to the Centre for Housing and Support on 01905 727299, scan and email it to events@chs.ac.uk or post it to The Centre for Housing and Support • Elgar House • Shrub Hill Road • Worcester • WR4 9EE. An online payment facility is available.



Challenges and Opportunities for Sheltered and Supported Housing - the future direction of Public Services

The CHS Winter Conference 2012
Leeds Novotel on 1st March 2012 • Cheltenham Park Hotel on 22nd March 2012

Challenges and Opportunities for Sheltered and Supported Housing

- the future direction of Public Services

The Open Public Services White Paper launched by the Prime Minister in July 2011 consolidates much of the Government's thinking on the future direction of public service reform.

Whilst many of the principles put forward in the paper, in terms of increasing customer choice and accountability, decentralisation, empowering individuals and communities, streamlining services, creating social enterprises and ensuring fair access to the most disadvantaged may not appear to be new to Sheltered and Supported Housing.

As a sector committed to continuous improvement, we should embrace the Government's commitment to better public services and seize the opportunities it presents to further align and strengthen our provision and ensure the future of high quality Housing-related Support services.

Conference aim:

This conference will draw on the proposals put forward by Government and explore the impact on Housing-related Support providers and Service Users through a series of plenary and workshop sessions.

Hear about:

- The latest Government proposals and the implications for your service and service users
- The opportunities available to the Housing Support sector to further improve and strengthen their provision and communicate the vital role and value of their organisation in turbulent times
- Developing alternative, responsive and innovative services that really meet people's needs
- Creative joint working between Housing, the Local Voluntary sector and Health
- How services can be joined up to enable a seamless delivery and provide better value for money
- The connections between Housing and related Care providers and emerging priorities for hospital/health service delivery
- Opportunities for Housing in relation to Public Health and Well Being Boards
- Pilot work with DCLG to test out a number of payment by results models
- An exciting two-year pilot service in Worcestershire supporting a wide range of vulnerable customers to reduce social isolation and become independent
- Practical tips on how to adapt to the changing Support world and future-proof your services
- A new service that targets self funders in the community who need support to maintain independent living
- An innovative new social enterprise and the challenges they face getting established in a personalised marketplace and the successes they have achieved
- Delivering person-centred support planning and self-directed support successfully in a changing commissioning environment

- Practical examples to developing your own distinct approach and solutions to Localism.
- The Government's housing policies and the implications for you and your service users
- Social impact bonds for families with multiple problems; explaining the developments and the opportunities they present for building new partnerships and tackling social problems.

Is this for you?

This is a key event for Sheltered and Supported Housing professionals and Service Users.

Benefits of attending:

- Understand the implications of latest Government proposals on your service
- Identify the challenges as well as the opportunities these reforms present
- Hear from leading Housing experts, share their vision and benefit from their experiences
- Network and exchange good practice with Housing experts and like-minded professionals
- Explore practical ways to address the challenges ahead and gain expert guidance to achieve your strategic goals
- Opportunity to develop your ideas and discuss the latest initiatives in relation to Housing Support.

Where and when?

- Leeds Novotel, 1st March 2012
- Cheltenham Park Hotel, 22nd March 2012

Costs

Early Bird rate until 12.30 pm on 10th February

- £150 + VAT for Housing professionals
- £60 + VAT for Tenants

Standard rate after 12.30 pm on 10th February

- £175 + VAT for Housing professionals
- £75 + VAT for Tenants

What's included

Your fee includes attendance at the plenary sessions and entry to two workshops of your choice from a selection of seven. You also receive a delegate pack, additional resource materials, regular refreshments, and an excellent lunch.

Unable to attend?

Conference presentations and handouts will be available on a USB flash drive following the event. This useful reference costs just £75+VAT.

Promotional opportunities on the day

Please contact Carol Holt on 01905 727262 or email events@chs.ac.uk to discuss your specific requirements.

Conference Programme

09.30 am Registration

10.00 am Welcome and Introductions by the Chairman

10.10 am Opening plenary - The role of Housing in our Ageing Society

Roger Wilshaw, Deputy Director for Homelessness and Supporting People, DCLG, will speak in Leeds
Jon Bright, Director, Homelessness and Support, Building Standards and Climate Change, DCLG will speak in Cheltenham
An overview of the Government's housing policies: highlighting the implications for you, your service and service users.

10.40 am Plenary 2 - Opportunities and challenges for Sheltered & Supported housing

Caroline Hawkings, Policy Officer, National Housing Federation will speak in Leeds
Jake Eliot, Policy Leader, National Housing Federation will speak in Cheltenham

Looking across the Government's agenda for public service reform in the Open Public Services White Paper and Health and Social Care Bill, this session will enable you to better understand the opportunities available Housing Support sector to further improve and strengthen their provision and communicate the vital role and value of their organisation in turbulent times.

11.10 am Refreshments

11.30 am Plenary 3 - Developing alternative service delivery models

Kate McAlister, Housing Consultant
This presentation will highlight a range of opportunities for providers, post the SP announcements, to develop alternative, responsive and innovative services that really meet people's needs. Kate will share her experience in how such services can be joined up to enable a seamless delivery and provide better value for money.

12.00 Plenary 4 - Opportunities and challenges for older persons housing

Jeremy Porteus, Director, Housing LIN
Drawing on the Government vision for Public Services and older peoples housing in particular, Jeremy will explore the demand and supply challenges for an increasingly ageing population and rising numbers of older people who want to live independently in the community. He will share his radical thinking about how housing funders, planners, commissioners, developers and providers can deliver housing that older people really want, making the best use of available resources.

12.30 pm Lunch

1.30 pm Parallel Workshop Sessions

A Payment by Results or Performance-related Pay?

Neil Tryner, Head of Business Development, Midland Heart
Workshop exploring the experience and findings of the Midland Heart payment by results pilot to test whether paying support workers an additional cash amount encourages positive actions, or if the additional cash allocation perversely encourages negative behaviours or consequences.

B Diversifying to meet the needs of local people

Jo Fieldhouse, Business Manager, Bromford Support
Explores an exciting two-year pilot service in Worcestershire supporting a wide range of vulnerable customers to reduce social isolation and become independent in building social networks for the future by getting them involved in their

local communities and keeping in touch using a wide range of mechanisms, including social media. Jo will share the Bromford Support experience, including how they put together the winning bid, intend to deliver the service on behalf of SP, as well as practical tips on how to adapt to the changing support world and future-proof your services.

C Choosing the service you want

Ellen Miles, the BCHA Manager for i-Support
Showcasing a new i-Support service, from BCHA, to target self-funders in the community who need support to maintain independent living. Ellen will share their vision to deliver a service that enables users to choose the service they want and the provider they want to deliver it.

D Working with personalised budgets

Chris Paul, Director, Creative Difference Limited
Delivering person-centred support planning and self-directed support successfully in a changing commissioning environment is no easy task. Drawing on his wealth of experience Chris will guide you through the pitfalls and highlight the possibilities, providing practical solutions to developing your own strategy to personalised budgets.

2.30 pm Refreshments

2.50 pm Parallel Workshop Sessions

E Personalisation, people and possibilities

Angela Catley, Director of Operations, Community Catalysts
Good practice workshop from an innovative new social enterprise; Angela will share her experiences of supporting innovative and imaginative micro enterprises; the challenges they face getting established in a personalised marketplace and the successes they have achieved.

F Localism: What it means for you and your organisation

Bruce Moore, Chief Executive, Hanover Group
What does localism mean? Is it an opportunity or a threat? This workshop will share the Hanover experience, embracing the challenge of putting residents and choice at the heart of service decisions and mapping a new territory. Drawing on some of the lessons learned, Bruce will explore the opportunities and the pitfalls, as well as provide practical examples to develop your own distinct approach and solutions to Localism.

G Social Impact Bonds - building new partnerships and tackling social problems in new and innovative ways

John Dimmer, Head of Policy, Westminster City Council
A workshop from one of the pilots working on the development of social impact bonds for families with multiple problems. John will share their experience and the opportunities they found for building new partnerships and tackling social problems in new and innovative ways, as well as some of the wider applicability for SIBs in the public sector.

3.50 pm Closing Plenary - Can Housing Cut Health Costs?

Sue Adams, Chief Executive, Care and Repair
This presentation will highlight the connections between housing and related care providers and emerging priorities for hospital/health service delivery. Sue will outline the findings from Care & Repair England's hospital linked housing advice and assistance pilot programme, 'If only I had known', highlighting the opportunities with regard to Public Health and Well Being Boards, and the challenges ahead for sheltered and supported housing providers and service users.

4.20 pm Chairman's Closing Comments

4.30 pm Conference Close