



Community Led Support



National Development Team for inclusion

Community Led Support National Gathering 14th-15th November 2016

Crowne Plaza - NEC Pendigo Way, Marston Green, Birmingham B40 1NT

Day 1: Monday 14th November	
From 12.30	Buffet lunch (provided in hotel restaurant)
1.15	Welcome and overview Table exercise – sharing successes and challenges
2.15	“Community Led Support – The Long View” Dorothy Runnicles (NDTi Associate, Older persons advisor, researcher, advocate and user of health and social care services)
3.00	Break
3.30	Workshop 1 (out of 4) <i>(workshop details attached)</i>
4.10	Workshop 2 (out of 4)
5.00	Back in main room to briefly explain evening arrangements
7.00	Meal and after-dinner speaker: Donald Macaskill “Community Led Support and Human Rights”

Day 2: Tuesday 15th November	
8.30	Welcome back CLS National Evaluation - overview and group task (Jane Carrier, NDTi Policy & Research Team)
10.30	Break
11.00	‘Openspace’ session: themes to be determined on Day 1 An opportunity to discuss with others those issues most pertinent to you.
12.00	‘Openspace’ plenary
12.30	CLS Next steps for the network and development of the programme
1.00	Buffet lunch available in hotel restaurant

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Workshops Day 1 (3.30 – 5.00)



Community Led Support

<p>Workshop 1</p> <p>Community hubs – what are the important components, how are bookings organized, what record is kept of conversations, are ‘drop ins’ working or are they pre-booked appointments, how do we work with volunteers and other partners in the hubs?</p>	<p>Workshop 2</p> <p>Embedding effective conversations – the hardest nut to crack, what works? How do we achieve the cultural shift, how do we overcome the barriers presented by system and forms and how do we develop local leaders to sustain this change?</p>
<p>Workshop 3</p> <p>First contact point – how do we organize the ‘front door’ so that this starts the effective conversations, what is the skill set of telephone operators, how can they best be supported to achieve a good outcome for people at the first conversation?</p>	<p>Workshop 4</p> <p>Community engagement - how do we get all partners on board seeing this as their agenda too, how do we achieve involvement in a meaningful way not just in the delivery but also in the design and continual shaping of the programme locally?</p>