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# shasc

scottish housing and  
support conference

“ An excellent  
conference, you  
maintain a really high  
standard ”

“ A good overall  
event – I thoroughly  
enjoyed the whole  
day ”

“ Knowledgeable,  
thought provoking,  
challenging speakers ”

**What  
they said  
in 2008**

*SHASC – Bringing housing  
and support together!*

annual  
conference  
**2009**

**Hilton  
Edinburgh  
Grosvenor  
Hotel**

**Thursday  
1 October  
2009**

**T**he Scottish Housing and Support Conference is an annual event, now in its 19th year. It values social inclusion and the sharing of ideas, and always involves service users both as presenters and delegates.

The active input of service users, carers and supporters sustains SHASC as a unique forum for views and ideas. It encourages active networking and by promoting new ways of working it helps to improve service delivery, policy and practice across Scotland.

### **The audience:**

- policy makers, service users
- providers, commissioners
- carers, supporters, tenants
- councillors, board members
- staff from housing, support, health, social work and the voluntary sector.

By attending you will have the chance to discuss the latest issues and the implications for services and for service users and carers.

**It's your conference, be there!**



*Bringing housing and support together!*

**ADVERTISERS** Raise the profile of your organisation by booking an insert for the conference pack or the publications table. A4 sheet: £160; Lightweight Booklet: £200.

**EXHIBITORS** We have several stand spaces in the main delegate areas. The cost, including lunch, is only £250. Table and power source provided (bring own stand).

**SERVICE USERS** Thanks to grant aid from Scottish Government we can offer some free places to service users. Please fill up the form overleaf and we'll put you on the waiting list. Free places will be confirmed to applicants by 31 August.

SHASC is a not-for-profit event organised by a planning group drawn from voluntary and not-for-profit organisations – Chartered Institute of Housing in Scotland, Housing Support Enabling Unit, Inspiring Inclusion, NHS Greater Glasgow & Clyde, Ownership Options in Scotland, SAY Women, Sacro, SAMH, Scottish Council for Single Homeless, Scottish Women's Aid, and Scottish Federation of Housing Associations.  
The Conference is grant aided by Scottish Government.

## Conference Programme

- 09.00** | Conference registration and coffee
- 10.00** | **Welcome and Plenary:** Personalisation of services and the contract culture – do they conflict? How can we meet the Scottish Government’s aspirations? The local authority contract is with the service user. What is the best way of delivering services?
- Personalisation and choice – Stephen Sandham, Head of Homelessness, Housing Support, Advice and Standards Team, Scottish Government
  - The service user experience – Graham Morgan, User and Advocacy Project Manager, Highland User Group; Amanda Miller, Director of Housing and Community Services, Bield Housing Association
  - The local authority experience – Geoff Brown, Commissioning Manager, City of Edinburgh Council; Julie Hunter, Senior Strategy Officer, North Lanarkshire Council
- 11.15** | Coffee break
- 11.35** | **Breakout sessions:** (delegates attend one)
- 12.45** | Buffet lunch
- 14.00** | **Breakout sessions:** (delegates attend one)
- 15.10** | Coffee break
- 15.30** | **Unheard Voices:** A specially commissioned work, raising issues on Personalisation
- 16.00** | Close

The Scottish Housing and Support Conference provides a forum for discussion, debate, evaluation, training, information provision and exchange, with particular emphasis on user views and involvement, in order to improve policy and provision of services and resources.

# Breakout sessions (first two only run once)

- 1 Telling it as it is – Invited service users in conversation about their services:** This will be a unique opportunity to listen to service users with a diversity of experiences discussing what needs to change in the delivery of services. The audience will be in a listening role for this session. (AM only).
- 2 TUPE and the service user voice when services transfer:** The Transfer of Undertakings and the Protection of Employment Act protects the rights of workers when services transfer in or out of organisations. But are we also listening, protecting and supporting service users during this process? Wendy Spencer, Senior Operations Manager, Turning Point Scotland. (PM only).
- 3 Self-directed support, what it means in practice:** Self-directed support, person-alisation, in Control – fine words, but what do they mean for the person who needs support to live a full life, for support providers and for local authority commissioners? Some practical and cultural steps that can change fine words into real life. Julia Fitzpatrick, Inspiring Inclusion and in Control Scotland Advisory Group with an Individual Budget holder.
- 4 Local Area Co-ordination:** Local Area Co-ordinators work with excluded people, to take steps towards living the life they would choose, building connections in the community. They help groups and organisations welcome and include everyone and value their contribution. Most work with people with learning difficulties; also with older people, people with mental health problems or physical disabilities. Steve Robertson and Claire Green, National LAC Development Team, with Sandra Hooper and her LAC Dougie Purves.
- 5 Using Fab Pad:** How this Impact Arts project works with groups of service users aged 16 to 35, to help them sustain their new tenancy using interior design ideas for their own homes. Come along and find out what could be done in your area. Staff from the Fab Pad Programme.
- 6 Social Reporting:** This session will compare and contrast a range of approaches, especially Social Return on Investment and Social Accounting, recognising not only its importance and benefits but also exploring the challenges and issues. Case studies will be used as illustrations. Craig Sanderson, Chief Executive and Sheila Maxwell, Community Regeneration Officer, Link Group.
- 7 Service users as lay assessors – how do we make it work?** The involvement of people using care services adds value to inspections. This session will discuss who the Care Commission's lay assessors are, what they do, and how people can be supported to get involved. Jo Phillips, Participation Development Officer (Operations), Care Commission with a Lay Assessor.
- 8 Circles of support and community connections:** Equal Futures is a family led organisation which supports families with a relative with a disability to plan a safe, secure future as well as a good life today, by building lifelong circles of support. This session looks at how these are formed and hears from an individual about the positive impact on him and his family. Laura Troll, Network Co-ordinator, Equal Futures.

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**SPECIAL OFFERS!**

To help your budget we have made 2009 a credit crunch conference. Here's what we are offering you.

- some free places for individual service users, thanks to Scottish Government sponsorship.
- the standard delegate fee is only £120, a saving of £25 over last year's prices.
- and if you book by 31 July you pay only £95, a huge saving for your budget!

All bookings and enquiries to:

Norma Jones  
SHASC Conference Co-ordinator  
Jones Ogg Associates  
20C Fettes Row  
Edinburgh EH3 6RH

tel: 0131 557 1954  
fax: 0131 510 0610  
e-mail: [shasc@joa.co.uk](mailto:shasc@joa.co.uk)

Venue: Hilton Edinburgh Grosvenor Hotel, Grosvenor Street,  
Haymarket, Edinburgh

FULL PROGRAMME AND BOOKING FORM also online  
at [www.joa.co.uk/shasc.html](http://www.joa.co.uk/shasc.html)

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# BOOKING FORM

The Scottish Housing and Support Conference is a one-day non-residential conference running on Thursday 1 October 2009. No VAT is chargeable. Book by 31 July and save £25!

**CONFERENCE:** Please reserve me a **Day Delegate place:** £120

or a **Discounted Day Delegate place** if received by 31 July: £95

or I am a **service user** and apply for a **Free Day Delegate place**

**ACCOMMODATION:** A few hotel rooms are available on 30 September.

Please reserve me a **single ensuite room + breakfast:** £100

or Please reserve me a **twin ensuite room + breakfast:** £55 each

I will twin with (name): .....

I enclose a crossed cheque payable to **SHASC** for £

**OR**

Please invoice me for £

**Full Name:**

**Tel:**

**Designation:**

**Email:**

**Organisation:**

**Address & postcode:**

**Invoice address if different:**

**Dietary or access needs:**

**ADVERTISER:** Leaflet £160  Booklet £200  **EXHIBITOR:** £250

Access: Please notify us of any particular requirements. The conference hotel is fully accessible.

Conditions: No refunds for cancellations after 31 August 2009. Substitutes are welcome. All cheques payable to SHASC.

Conference updates online:  
[www.joa.co.uk/shasc.html](http://www.joa.co.uk/shasc.html)

All bookings and enquiries to:

Norma Jones

SHASC Conference Co-ordinator

Jones Ogg Associates

20C Fettes Row

Edinburgh EH3 6RH

tel: 0131 557 1954 fax: 0131 510 0610

e-mail: [shasc@joa.co.uk](mailto:shasc@joa.co.uk)