

Achieving Level A of the Quality Assessment Framework for Supporting People

Duration:	One Day
Dates:	1 st December 2009
Location/Venue:	Euston, London
Cost:	£250.00 per person + VAT - 10% discount for organisations booking two or more places. The price includes all refreshments.

Introduction

We have facilitated training, implementation and evaluation of performance against QAF core objectives since its implementation. We have facilitated workshops for both providers and supporting people staff and therefore bring to this workshop invaluable experience and knowledge from both the providers' and commissioning perspectives.

We have worked with organisations working through from Level C to A; **however this workshop focuses on achieving Level A.**

This workshop is highly recommended for staff and organisations who want to achieve Level A in all areas. The course will also focus on performance issues and making links to the "bigger picture" e.g. Local Area Agreements, and the **National Indicator Performance Framework and changes taking place in the housing and care sectors.**

Aims and Objectives

The workshop will put participants and their organisations on the right course to achieve Level A, and demonstrate exceptional service delivery and outcomes for clients using their services.

Participants will take away from the workshop an appreciation of how the QAF fits into the wider agenda i.e. Local Area Agreements and Comprehensive Area Assessments as well as how it contributes to delivery of the outcomes outlined below:

- Achieve economic well-being
- Enjoy and achieve,
- Be healthy
- Stay safe and
- Make a positive contribution

Course Content

Full Agenda is outlined on page 2

This workshop will focus on the key requirements in achieving 'A' ratings in the QAF and ensuring it is aligned to your organisation's strategic objectives.

The workshop uses a mix of lectures, discussions, hands-on exercises and examples of good practice from others.

Who Should Attend?

- Heads of Service
- Service Managers
- Supporting People Managers
- Team Leaders/Case Managers
- Senior Support Workers

Previous delegates' comments!

"Just what I needed, have a much better understanding of the QAF and how to work towards Level A" – **E Petrie, Housing Manager, Uttlesford District Council**

"Excellent, very practically-based workshop. Learned lots and got lots of ideas. Would definitely recommend to others" - **Peter Stafford, Director of Service Delivery - Norcare.**

"Very practical and applicable - No stopping us now in reaching straight As" - **Jacquie Beaucroft, Housing Services Manager, Gedling Homes.**

"Achieving 'As' should now be a painless experience" - **Andy Wilson, Housing Support Manager, Havelok Homes.**

"The course/workshop covered all areas. Handouts and training material are excellent and the knowledge of the trainers exceptional. The course has given me confidence in the assessment process". **Sharon Morris, Chester & District Housing Trust.**

All 18 participants on this course said they would recommend it to others in working with the QAF.

Booking a Place

Book your place by completing the attached booking form and fax or post it to us. Alternatively, you can book online at www.nohsolutions.com. We will also accept bookings by email. If you need more information before booking, please contact Samantha Woodburn on 020 8387 0118 or email info@nohsolutions.com.

In-house Training

We can also deliver this workshop to organisations and services across the UK, where we offer an individualised and bespoke workshop package to cater for your specific requirements. For more information around this exclusive package contact Samantha Woodburn on info@nohsolutions.com or telephone 020 8387 0118.

Agenda

Sessions	Topics
1	Registration
2	Introductions <ul style="list-style-type: none"> • Review objectives
3	Background <ul style="list-style-type: none"> • Old QAF/Revised QAF
4	QAF Standard Analysis <ul style="list-style-type: none"> • Assessment and Support Planning • Security, Health and Safety • Safeguarding and Protection from Abuse • Fair Access, Diversity and Inclusion • Client Involvement and Empowerment
	BREAK
5	Themes <ul style="list-style-type: none"> • Effective Policies • Skilled Staff • Professional Expertise and Multi-agency Collaboration • Client involvement and Empowerment • Continuous Service Improvement • Outcomes and Impact
	LUNCH
	<ul style="list-style-type: none"> • Making links to the “Bigger Picture” - Local Area Agreements and Comprehensive Area Assessments
6	<ul style="list-style-type: none"> • Collect the Evidence Evidencing • Evaluating and linking to high level outcomes
7	Self- Assessment <ul style="list-style-type: none"> • Self Assessment Feedback • Planning for Improvement
4:30 pm	Reflection, Questions and Feedback Certification

Course title		Course Ref:
Title	First Name	Surname
Job title		
Organisation		
Address		Postcode
Telephone	Fax	Mobile
Email		
Special dietary requirements		
Special access requirements		
(We require at least 6-8 weeks notice for BSL interpreters for our London courses and 5 weeks minimum elsewhere)		
Payment	I enclose fee <input type="checkbox"/> Please send invoice to my organisation <input type="checkbox"/>	
Invoice address (if different from above)	Postcode	
Authorised by	Date	
Signature	Purchase Order No	
(This is required if your organisation's policy insist that this is on the invoice submitted)		

May we use your information to send you similar information in the future? **Yes**

Booking Terms and Conditions

Joining information will be sent to the named delegate no later than 3 weeks before the event. If you wish to cancel you should do so in writing 14 working days before the course. Thereafter, the full fee is payable. You may send a substitute delegate. Course information will be sent out 14 days before the training date. Invoices are due for payment 30 days of the invoice date. Invoices unpaid after 40 days of invoice date will be subject to an additional surcharge of 5% of the invoice total per week until invoice is paid.

Please fax the form to us or post to:

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Watford
Hertfordshire
WD18 1BH

Please fax the form to us on 020 8428 9554