

Aligning Supporting People and Care Services to meet Local Area Agreement and National Indicator Targets

Duration: One Day

Dates: **4th November 2009 (Full)** **3rd December 2009** **19th February 2010**

Location/Venue: London Euston – IBIS Hotel

Cost: £250.00 per person + VAT - 10% discount for organisations booking two or more places.
The price includes all refreshments.

Introduction

The Local Area Agreement (LAA) sets out the key delivery priorities, objectives and targets for a local authority which has been agreed between each authority's local strategic partnership and central government. The LLA supports the government's intentions to drive efficiency and sustainability through devolved local partnerships and transformational change. The LAA is in place to join up public services more effectively and efficiently, allowing for a greater flexibility to achieve sustainable solutions to local circumstances and improve outcomes for communities and citizens.

Aims

This seminar and workshop will give you an overview of the principles behind the LAA and consider this in line with the National Indicator Performance Framework. More importantly we will look at and consider how organisations can strategically align their services to support the delivery of key local priorities, objectives, targets and customer outcomes.

Fundamental to the day will be the introduction of LAA and National Indicator Service Alignment Framework.

Delegates will have the opportunity in workshops to think about their services and how these can be aligned to and better deliver on LAA priorities and in turn be more successful in the care and housing related support commissioning environment

Objectives

- To contextualise and gain a better understanding of the LAA and National Indicator principle and how this impacts upon service delivery, performance and customer outcomes.
- To provide an insight and give clear examples of how services should consider how best to **align or shape services** to support the delivery of key strategic local priorities and targets set out in respective LAAs.

- Delegates will have the opportunity to share their views, thoughts and current practice throughout the day in open discussion groups and workshops.

General Notes?

Prior to attending the event delegates are asked to look at (if possible) their respective LAAs and identify the key priorities and National Indicator targets, which are appropriate to their respective services and bring these with them on the day. These will be used and referenced in the workshops throughout the day.

Who Should Attend?

The workshop has been designed for organisations providing care and housing related support services to vulnerable groups and customers across the UK. We recommend that

- Heads of Service
- Service Managers
- Strategic and Operational Managers
- Performance Managers
- Team Leaders and
- groups working across the care and supported housing sector attend this workshop

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 catered to your specific requirements. For more information around this exclusive package contact **Samantha Woodburn** on info@nohsolutions.com or telephone 020 8387 0118.

Agenda

Sessions	Topic
9:30 am	Registration
2	Welcome/Introduction <ul style="list-style-type: none"> • Review of Objectives
3	A presentation putting into context the LAA and the National Indicator set and what service providers to think about?
4	Workshop 1 Using the main LAA targets identified by delegates prior to attending the day, this workshop will focus on discussions to identify those targets which are, or can be delivered at service level.
	Break
5	A presentation introducing a LAA and National Indicator Alignment Framework.
	Lunch
Session 6	Workshop 2 Using the alignment framework the workshop will have a practical focus where delegates will have the opportunity to: <ul style="list-style-type: none"> • Broadly discuss priority target definitions highlighted in workshop 1 and whether services can contribute fully or partially to targets set in respective local authority areas? • Think about setting individual service targets against respective LAA priorities and how these may be introduced or embedded in service performance management activity.
Session 7	<ul style="list-style-type: none"> • A presentation introducing a method of collecting LAA target performance data at service level.
	Break
Session 9	Workshop 3 Discussion around LAA performance data and positive outcomes for the customer and commissioner, which will include how services could modify working practices to better meet LAA targets and customer outcomes in the future and in turn better able to evidentially compete for future business.
Session 10	<ul style="list-style-type: none"> • Reflection on Objectives for the Day • Questions • Evaluation, Closing Remarks

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 on **020 8428 9554** or post to:

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