

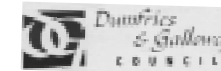
Inspiring Action

A new leadership development programme for people who want to improve the health, housing and social services they use in Dumfries and Galloway.



Inspiring Action

This course is for people who use services and their carers. It aims to enable the people at the heart of the system to be informed, creative and effective partners in policy development. By bringing together people from across the region, we hope to share experiences of current services and develop new, coherent ways of achieving high quality, individualised, inclusive services.



Who is this course for?

The course is designed for people who use and rely on services and their carers. It is not for paid staff. We hope to attract people who will bring with them a wide range of experience of services and also an interest in being an active partner in service development with Dumfries and Galloway Council and NHS Dumfries and Galloway.

There are up to 40 places available and we are seeking applications from:

- Older people
- People who have a physical disability
- People who have experienced homelessness
- People who have a learning disability
- People who have experience of using mental health services
- People who have experienced difficulties with alcohol and drug use
- People who have serious or long term illness, for example, people with cancer, diabetes, heart disease
- Parents of children with a disability
- People who have been victims of domestic violence
- Family members who care for people who use services
- People who live in a supported tenancy

Course details

The course will run over 4 residential weekends from January to April 2003. The Friday sessions will start at 11.00am and finish at 9.00pm. The Saturday sessions will run from 9.30am to 3.00pm. The venue for the course is the Cairndale Hotel and Leisure Club, English Street, Dumfries. The course is residential on the Friday night and all meals are provided.

Course participants will also work in locality groups between weekends, meeting for 3 shorter sessions.

Course programme

SESSION 1 • 17 AND 18 JANUARY 2003

Understanding why things are the way they are - the principles and beliefs which underpin the current service system and ways to change them. [Locality Group work 1 - building a shared picture of who's who in your local community](#)

SESSION 2 • 14 AND 15 FEBRUARY 2003

Knowing what good looks like - developing criteria for evaluating quality. [Locality group work 2 - designing innovative ways of consulting and connecting with allies](#)

SESSION 3 • 14 AND 15 MARCH 2003

Getting your message across - developing communication and media skills. [Locality group work 3 - preparing a presentation on what we can change locally](#)

SESSION 4 • 11 AND 12 APRIL 2003

Inspiring action across the region - working on region wide change.

Who is organising the course?

The course is organised by Scottish Human Services Trust, an independent organisation working for greater social inclusion in Scotland. The course is funded by NHS Dumfries and Galloway and Dumfries and Galloway Council and forms part of their commitment to improving active user and carer involvement in service design and delivery.

How much does it cost?

The course is free to participants and all reasonable expenses including travel, childcare and personal assistance are met.

What if I need extra support to be there?

We will try and make sure that people get the support they need to be on the course, whether this is material on audio tape, sign language interpreters or support to read materials and undertake the locality course work.

How do I apply?

Everyone must complete an application form for the course. Forms can be obtained from Rachel Peacock, SHS Trust, 1a Washington Court, Washington Lane, Edinburgh, EH11 2HA. Tel. 0131 538 7717 Fax. 0131 538 7719 Text tel. 0131 477 3684 Email. rpeacock@shstrust.org.uk

Closing date for applications - Friday 22 November 2002

People will be advised by 29 December 2002 of whether they have a place on the course.



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ADDITIONAL INFORMATION ABOUT INSPIRING ACTION

ABOUT THIS COURSE

This course is for people who use services and their carers. It aims to enable the people at the heart of the system to be informed, creative and effective partners in policy development. By bringing together people from across the region, we hope to share experiences of current services and develop new, coherent ways of achieving high quality, individualised, inclusive services.

The course will run over four residential weekends from January to April 2003. The Friday sessions will start at 11.00am and finish at 9.00pm. The Saturday sessions will run from 9.30am to 3.00pm. The Friday night is residential in the Cairndale Hotel and Leisure Club in Dumfries and all meals are provided.

ABOUT THE COURSE PROGRAMME

Session 1 - 17 and 18 January 2003

Understanding why things are the way they are - principles and beliefs which underpin the current service system and ways to change them

Participants will:

- Share stories and analyse experiences of services in different localities.
- Explore the history and principles underpinning existing service design.
- Begin to develop our ideas about what good services would look like.
- Begin to clarify our picture of how the service system works and our relationship with it.
- Begin to explore the relationships between guiding principles and user experience.

Locality Group work 1

Building a shared picture of who's who in your local community.

Session 2 - 14 and 15 February 2003

Knowing what good looks like - developing criteria for evaluating quality

Participants will:

- Continue to practice using capacity based thinking.
- Develop our own criteria for evaluating quality in service design and delivery.
- Explore a learning market place of example of good practice from other areas of the country.
- Practice making powerful and effective presentations.
- Practice negotiation skills.
- Explore the differences between authority and influence.
- Clarify whose interest you are acting on and whose views you effectively represent.

Locality group work 2

Designing innovative ways on consulting and connecting with allies.

Session 3 - 14 and 15 March 2003

Getting your message across - developing communication and media skills

Participants will:

- Explore a range of ways of using the media - newspapers, radio, television, etc.
- Develop their intelligence networks about who their allies are locally.
- Practice presentation and negotiation skills.
- Continue to develop their ideas about change.

Locality group work 3

Preparing a presentation on what we can change locally.

Session 4 - 11 -12 April 2003

Inspiring action across the region - working on region wide change

Participants will:

- Explore and develop strategies for local and region wide change.
- Evaluate ideas for change against our own quality criteria.
- Think strategically about networking across the region and nationally.
- Develop strategies for making change happen locally.
- Agree next steps.

ABOUT THE COURSE ORGANISERS

The course is organised by Scottish Human Services Trust, an independent organisation working for greater social inclusion in Scotland. The course is partly funded by NHS Dumfries and Galloway and Dumfries and Galloway Council and forms part of their commitment to improving active user and carer involvement in service design and delivery.

ABOUT COURSE COSTS

The course is free to participants and all reasonable expenses including travel, childcare and personal assistance are met.

ABOUT SUPPORT WITH COURSE WORK

We will try and make sure that people get the support they need to be on the course - whether this is material on audio tape, sign language interpreters or support to read materials and undertake the Locality Group course work.

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APPLICATION FORM

The closing date for application forms is Friday 22 November 2002. All forms must be returned to Janet Murray, Scottish Human Services Trust, 1a Washington Court, Washington Lane, Edinburgh, EH11 2HA. Tel 0131 538 7717, fax 0131 538 7719, text telephone 0131 477 3684, email jmurray@shstrust.org.uk

Date _____

Name (please print) _____

Address _____

Telephone (daytime) _____ (evening, if different) _____
(please include area code)

Please let us know whether you are male or female _____

Please let us know your age _____

Please describe your ethnic origin _____

1. About course participants

This course is designed for people who use and rely on services and their carers. It is not for paid staff. We hope to attract people who will bring with them a wide range of experience of services and also an interest in being an active partner in service development with Dumfries and Galloway Council and NHS Dumfries and Galloway.

Please confirm whether you are either a

Person who uses services.

or

A person who cares for someone who uses services.

Please also tick whether you use, or care for someone who uses, one of more of the following services:

Services for older people

Services for people who have a physical disability

Services for people who have experienced homelessness

Services for people who have a learning disability

Services for people who have mental health issues

Services for people who have difficulties with alcohol and drug use

Services for people who have a serious or long term illness (for example, people with cancer, diabetes, heart disease)

Services for parents of children with a disability

Services for people who have been a victim of domestic violence

Services for people who live in a supported tenancy

2. About the course

What interests you about the Inspiring Action course?

Is there anything in particular you think the Inspiring Action course will help you with?

3. About attendance on the course

We want all participants to attend all sessions. At this point in time, are you able to attend the following sessions.

Session 1	17 and 18 January 2003	yes/no
Session 2	14 and 15 February 2003	yes/no
Session 3	14 and 15 March 2003	yes/no
Session 4	11 and 12 April 2003	yes/no

In addition, each participant will be a member of a Locality Group that will meet 3 times between sessions. The dates and time of these meetings are to be agreed by Locality Group members and they will meet in a venue of their choice. Please confirm that you will be willing to also participate in these groups.

Locality Group work 1 Building a shared picture of who's who in your local community	yes/no
Locality Group work 2 Designing innovative ways of consulting and connecting with allies	yes/no
Locality Group work 3 Preparing a presentation on what we can change locally	yes/no

4. About Support

Many participants may need some support to attend and participate in the course. Each participant is encouraged to make their own arrangements for support but SHS will try to make as full a contribution as possible to any additional costs incurred.

We will discuss each individual's situation with them and come to some agreement with them. Payments for support will generally be issued at the end of each session. Receipts should be produced for any expenditure.

The kinds of support we think people might need include:

- Personal assistance to attend and participate in the course.
- Assistance with using the course materials and completing the assignments.
- Help with childcare while you are on the course.
- Travel costs to attend the sessions.
- Aids and adaptations to assist with learning during the course, i.e. material in different formats.
- Special diets (please note that 50% of the food will always be vegetarian).
- A fully adapted bedroom for the overnight stay or an adjoining for a personal assistant (please note that the venue will be fully accessible, but we can not guarantee that all bedrooms will be fully accessible).

Please detail here any special requirements you have:

If at all possible please give a rough indication of the costs you think you might incur for each session. The venue for the course is the Cairndale Hotel and Leisure Club, English Street, Dumfries. The course is residential on Friday night and all meals are provided.

Estimate of travel costs (based on one session) £ _____

Estimate of childcare costs (based on one session) £ _____

Estimate of support costs (based on one session) £ _____

5. About your experience

Inspiring Action is designed for people who want to gain campaigning and advocacy skills, so direct experience of campaigning or advocacy work is not a requirement. However, if you do have some experience in trying to improve things in your area, please give us some information about the kind of work you have been involved in. This might include:

- Membership of any groups, clubs, advocacy or support organisations.
- Any direct experiences you have in speaking up for people with disabilities or yourself.
- Any experience you have in negotiating services for either yourself or your family.
