



Raising the bar



# Progress for Providers

## 8th or 28th September 2010

**Venue:** New Ventures Training, Stephenson's Resource Centre, The Crescent, Warrington Road, Rainhill, Merseyside, L35 8LB

**Facilitators:** 8/9 - Tracey Bush and Kim Haworth 28/9 - Kim Haworth and Ben Harrison

'Progress for Providers' is a simple to use self assessment tool designed to help providers check they are making progress in developing and delivering personalised services. It has a particular focus on personalised, individually costed services and Individual Service Funds.

The tool was developed by providers including a commissioner perspective so that this tool reflects what innovative providers are doing, and what forward thinking commissioners expect. Progress for Providers is being used by commissioners across Lancashire, by small and national providers, and by in Control in their providers programme.



There are nine sections. These are:

1. Leadership and Strategy
2. Creating a Person Centred Culture
3. Community Focus
4. Support Planning and Review
5. Finance
6. Human Resources
7. Back Office Systems
8. Marketing
9. Reviewing and improving our service (Quality)

**Cost: £250 + VAT** per person



The day is for managers of provider services and for managers responsible for strategic or organizational change. The day is facilitated by people who work in provider services, and they will share their experiences of developing in the nine areas, and share examples from other organisations as well.

### On the day you will...

1. Go through each of the nine sections in detail, to explore what they mean in practice for organisations.
2. Use the tool to rate your own organisation. You will not be expected to share this information with the group if you don't want to although the day will present opportunities for partnership working with other agencies.
3. Hear examples of what other providers are doing to address each of the nine sections and learn lessons that you can use with your own organisation.
4. Develop an action plan of next steps.
5. Contribute to the further development of the tool.

## Course Leaders

### Tracey Bush

#### BIOGRAPHY

Tracey has worked in Social Care for over 20 years, and for the last 10 years held senior management positions. Tracey's work during the last four years has been and continues to be, as one of the strategic leads for a large social care organisation in the North West. Through the development of innovative systems and processes, she has helped to ensure the implementation of the personalisation agenda, whilst managing the complexities and challenges it can bring including Individual Service Funds.

Tracey also actively lobby's for providers in her role as a Director for Lancashire Care Association a post which she has held for over five years. Supporting the Association in its work to improve the quality of service delivery, through partnership working with Lancashire County Council.

### Kim Haworth

#### BIOGRAPHY

Kim Haworth is Area Commissioning Manager (Central Lancashire) Lancashire County Council. Kim is Social Work trained and has worked in a range of provider services as well as undertaking specific pieces of project work.

In 2009 Kim was seconded to in Control to co-deliver the National Provider Programme. She has also written a variety of reports that can be found on the in Control website and worked with colleagues in the North West to develop the 'Progress for Providers' tool which is being used nationally to assist providers to respond to the personalisation agenda.

### Ben Harrison

#### BIOGRAPHY

I have worked in the not for profit sector for 19 years and have held roles with a number of provider agencies, including Mind, The Carr Gomm Society, NACRO and United Response. I have worked with service users, developed and managed services and more recently, have undertaken strategy and business development roles.

I have a particular interest in the development of personalisation and organisational development.





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# Booking Form

## Progress for Providers

### 8th or 28th September 2010

Please reserve me a place at the 'Progress for Providers' event being held on either 8th September and 28th September 2010 at New Ventures Training, Stephenson's Resource Centre, The Crescent, Warrington Road, Rainhill, Merseyside, L35 8LB.

Date of Attendance *(please tick)*

8th September 2010

28th September 2010

Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Telephone No: \_\_\_\_\_

Email Address: \_\_\_\_\_

Number of places required at £250 + VAT per person: \_\_\_\_\_

#### Invoice Address if different from above:

Invoice Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Order No: \_\_\_\_\_

Bookings can be sent to [Catherine@voicemarketing.org.uk](mailto:Catherine@voicemarketing.org.uk) or can be printed off and returned to:

**Voice Social Marketing, 60 Westhead Road, Croston, Lancs, PR26 9RS.**

No refunds given if cancellation made within 7 days of the event.

