

## 2<sup>nd</sup> National Housing Support & Social Care Conference & Exhibition

November 26<sup>th</sup> 2010: The Ricoh Arena, Coventry



### Strategies for Survival: Responding to the New Government Agenda

Following the huge success of our 1<sup>st</sup> National Conference in Birmingham in March 2010 Support Solutions is delighted to announce our 2nd National Conference at the [Ricoch Arena](#) in Coventry on 26th November 2010. We are planning a larger event and an exhibition for sector Providers and Commissioners.

The themes we will be focusing on include but are not limited to:

- Protecting your revenue
- Gaining & losing contracts
- Personalisation
- Responding to new opportunities & threats

**Speakers: Lord Victor Adebawale (Social Enterprise Ambassador & CEO of Turning Point), Michael Patterson (Support & Social Care Expert & Director of Support Solutions), Geraldine Haden (Housing Management Lawyer & Partner at Gorrara Haden Solicitors) who will also form part of our Expert Panel.**



We have selected an excellent venue and **at only £99 per delegate we are keeping delegate and exhibitor costs to an absolute minimum with discounts for bookings of 3 delegates or more.** The delegate fee includes the Conference and Exhibition, refreshments, lunch and resource pack.

## Who Should Attend?

The Conference & Exhibition is aimed primarily at providers and commissioners of housing support and/or social care services. It is aimed at people within organisations who have senior management, middle management and service management responsibilities. It will appeal to trustees and directors of Provider agencies and service Commissioners.



If you are involved in providing or commissioning housing, support & social care services for vulnerable people you should be there! This is an ideal networking and learning & problem solving opportunity.

We find ourselves in a situation of economic crisis & public expenditure cuts, concerns about revenue and contracts, an imminent Comprehensive Spending Review & fundamental changes to the way we work including but not limited to the Personalisation Agenda.

## Outcomes

The primary outcomes for this conference are that delegates should emerge with:

- An understanding of the revenue situation & how to change & consolidate your financial position
- Understanding of the legal and operational implications of gaining and losing contracts & how to protect your position
- An understanding of how the housing, support & social care "market" is evolving
- Clarity as to the challenges and opportunities which lie ahead.

## Workshops

We have identified 4 key themes which we will run as workshops. Delegates can choose 2 workshops for the morning session and 1 workshop for the afternoon session. We see all 4 themes we have chosen as being important and we encourage organisations to book at least 2 delegates in order to be able to attend all 4 workshops. In order to allow for this and being mindful of expenditure restrictions we have restricted the cost of this event to approximately one third of what you might expect to pay for an event of comparable quality.



- [Personalisation & responding to the new Government Agenda](#)
- [What happens if you win a contract for support or social care? What happens if you lose?](#)
- [Revenue sources for services: where to look and what to look for](#)
- [The new Health Agenda: opportunities for sector providers](#)

The event will include an **Exhibition** for housing support and social care Providers and suppliers of services to the sector. Please contact [Emily Wightman](#) to **book your stand for a fraction of the cost you might expect.**

All Support Solutions learning events & conferences feature high quality information & resource packs on a range of issues of direct relevance to delegates. This event will be no exception.

We can arrange reduced rate, good quality hotel accommodation at or near the venue for delegates who need it and will organise a free pre-conference evening reception at the venue for delegates on 25<sup>th</sup> November.

**This event is only £99 + VAT with a 10% reduction on bookings of 3 or more delegates. This is not a profit making event.**

Please call us on 0121 707 7766/8881 or email [emily@supportsolutions.co.uk](mailto:emily@supportsolutions.co.uk) if you'd like to talk to us about this event.

## Programme for the day

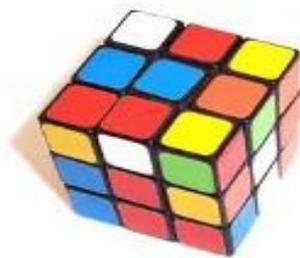
<b>9.00-9.30</b>	<b>Registration &amp; Exhibition</b>
<b>9.30-9.50</b>	<b>Introduction: Michael Patterson</b>
<b>10.00-11.15</b>	<b>Workshops</b>
<b>11.15-11.30</b>	<b>Break &amp; Exhibition</b>
<b>11.30-12.45</b>	<b>Workshops</b>
<b>12.45-1.30</b>	<b>Lunch &amp; Exhibition</b>
<b>1.30-2.45</b>	<b>Workshops</b>
<b>2.45-3.00</b>	<b>Break &amp; Exhibition</b>
<b>3.00-3.45</b>	<b>Keynote Speech: Lord Victor Adebowale</b>
<b>3.45-4.30</b>	<b>Expert Panel Questions &amp; Discussion</b>

## Exhibition

We are running an Exhibition for Providers, users and suppliers of services to the sector which will be located in the Main Hall. Exhibition stands can be booked for a fraction of the usual cost payable for an event of this size and quality.

Please email [Emily Wightman](mailto:emily.wightman@supportolutions.co.uk) or call 0121 707 7766/8881 for details and costs if you are interested in booking a stand.

## Pre-Conference Event



As with our last Conference we are hosting a free pre-conference event from 6.30pm at the venue on the evening of 25<sup>th</sup> November to which all delegates are warmly welcomed. There will be free food and soft drinks as well as a bar (bar drinks are payable). If you would like to attend the pre-conference event, please contact [Emily Wightman](mailto:emily.wightman@supportolutions.co.uk) or call 0121 707 7766/8881 so that we can cater

for the level of interest. The pre-conference event will be popular with delegates who book hotel accommodation through us, which is either at or in the near vicinity of the Ricoh Arena itself.

## Accommodation

We have secured reduced rate good quality hotel accommodation at the Ricoh Arena and nearby for delegates who wish to travel to Coventry the evening before the conference. If you would like hotel



accommodation for the night of 25<sup>th</sup> November please email [Emily Wightman](mailto:Emily.Wightman@supportolutions.co.uk) or call 0121 707 7766/8881.

We have an excellent reputation for the quality of the learning events and conferences we deliver and for the learning structures we have developed. With Support Solutions you will begin a learning journey that will continue long after you have left the venue. We provide a road map of practical steps that every participant is encouraged to follow to build on what you have learned with us. This takes the form of a practical framework of questions and issues which need investigating in order for you to achieve specific outcomes for you and your organisation in the journey towards your objectives in these challenging times. This is supported by our highly regarded Resource CD format, which every participant is given, which provides a comprehensive document set to support and develop your learning. We also provide our customers with a free electronic Briefing every quarter on a range of housing support and social care topics which will interest you.



If you are online you can download a booking form by clicking [here](#). You can also visit our Conference Page [here](#).

Please call us on 0121 707 7766/8881 or email [training@supportolutions.co.uk](mailto:training@supportolutions.co.uk) if you'd like to talk to us about this event.

News, Comment & Analysis at no cost: [The Briefing](#).

[www.supportolutions.co.uk](http://www.supportolutions.co.uk)