



The National Development Team

INCLUSION MADE POSSIBLE

**AN NDT
CONFERENCE**

SUPPORTED BY
Skills for Care
Department
of Health



Personalisation,
Support Brokerage
and the
Independent
Support Broker

**WEDNESDAY
11 FEBRUARY
2009**

**HOLIDAY INN,
BLOOMSBURY,
LONDON WC1N 1HT**

What is the role of the
Independent Support Broker?

How does it relate to other types of 'brokerage'?

How should Independent
Support Brokers be trained?

What can we learn from people who
have already developed brokerage?

What are the implications of brokerage for
local authority contracting and procurement?



The National Development Team

AGENDA

If individual budgets are really going to help change lives and services, then many people will need help and support to work out how to use that money well.

This conference particularly explores the role of the paid, independent support broker.

This conference will:

- SHARE THE CONCLUSIONS FROM SKILLS FOR CARE ABOUT TRAINING FOR INDEPENDENT SUPPORT BROKERS.
- CONSIDER HOW DIFFERENT TYPES OF BROKERAGE CAN EACH CONTRIBUTE TO A NEW PATTERN OF SERVICE AND SUPPORTS.
- LOOK AT THE IMPLICATIONS OF BROKERAGE FOR LOCAL AUTHORITY CONTRACTING AND PROCUREMENT
- HEAR ABOUT THE PRACTICAL EXPERIENCE OF INTRODUCING INDEPENDENT SUPPORT BROKERAGE AT A LOCAL LEVEL.

This conference will be of interest to anyone involved in developing the personalisation agenda, and in particular people who are:

- LEADING OR WORKING ON THE PERSONALISATION AGENDA AT A LOCAL LEVEL.
- DEVELOPING BROKERAGE OR WORKING AS A BROKER.
- WORKING AS A CARE MANAGER OR SERVICE PROVIDER AND WHO WILL BE WORKING WITH BROKERS IN THE FUTURE.
- USE SERVICES OR ARE THE FAMILY MEMBER OF SOMEONE WHO USES SERVICES.
- ADULT SOCIAL CARE TRAINING MANAGERS.
- INVOLVED IN CONTRACTING OR PROCUREMENT FOR LOCAL AUTHORITIES.

10.00 Arrival, Registration & Coffee

10.30 Welcome

Chair, Rob Greig, NDT Chief Executive

10.45 Speakers

DEVELOPING THE ROLE OF THE INDEPENDENT SUPPORT BROKER

Steve Dowson, Associate Consultant, NDT

A TRAINING FRAMEWORK FOR INDEPENDENT SUPPORT BROKERS

Michael Armstrong, Regional Development Worker, New Types of Worker, Skills for Care

11.10 Questions and Discussion

11.30 Workshops

LESSONS FROM INTRODUCING INDEPENDENT SUPPORT BROKERAGE

Steve Dowson, Associate Consultant NDT

FAMILY, COMMUNITY NETWORKS AND BROKERING SUPPORT TO PEOPLE IN USING THEIR INDIVIDUAL BUDGET

Rachel Mason, Independent Consultant and Family Supporter

THE ROLE OF USER LED ORGANISATIONS IN BROKERAGE

Steve Strong, Office for Disability Issues, User Led Organisation Project

THE IMPLICATIONS OF BROKERAGE FOR LOCAL AUTHORITY CONTRACTING AND PROCUREMENT

Matthew Jones, Head of Community Procurement, London Borough of Hammersmith and Fulham

12.45 Lunch

13.45 Speakers

PERSONALISATION, INDIVIDUAL BUDGETS AND BROKERAGE

A representative from the Department of Health Personalisation Delivery Team

PERSONALISATION, BROKERAGE AND SERVICE USERS

Peter Beresford, Brunel University and Shaping Our Lives

14.30 Tea

14.45 Workshops REPEATED

16.00 Close



Finding and accessing community resources and new opportunities to replace traditional services is not an easy task. The 'broker' concept is one important way of providing this help and support. There are many ways of providing brokerage, including by:

- INDIVIDUALS AND THEIR FAMILIES
- NEIGHBOURHOODS AND LOCAL NETWORKS
- 'USER-LED' ORGANISATIONS
- KEY WORKERS, CARE STAFF AND CARE MANAGERS
- PAID INDEPENDENT BROKERS

The NDT was funded by the Department of Health to produce a report on the role of the Independent Support Broker. (Custom and Control – available from the NDT website www.ndt.org.uk) Skills for Care have now commissioned the NDT to help them develop a competency framework for Independent Support Brokers, so that appropriate training can be developed for this comparatively new role.

The National Development Team

What we are.

What we do.

How we can help.

For more information about NDT please contact:

TEL 01225 787982

FAX 01225 787981

office@ndt.org.uk

www.ndt.org.uk

NATIONAL DEVELOPMENT TEAM

Business Centre
2nd Floor
Redbridge House,
Lower Bristol Road
Bath
BA2 3EW

THE NDTs AIM IS SIMPLE

"To support excluded people in our society to get choice and control over their services and supports so they can live the life they want in their local community."

We do this through consultancy, development work and training with public, private and third sector organisations - including local authorities, the NHS, central government and independent providers.

We work across all client groups, with particular expertise in learning disability and mental health, and have a strategic partnership with the Older People's Programme to add expertise in ageing.

THE NDT IS A NOT FOR PROFIT ORGANISATION.

Our work is concerned with achieving two main outcomes:

- PEOPLE HAVING REAL CHOICE AND CONTROL OVER THEIR LIVES, SUPPORTS AND SERVICES.
- PEOPLE LEADING FULL LIVES AS MEMBERS OF THEIR LOCAL COMMUNITIES.

To help achieve this we:

- Work with national policy makers and opinion formers to promote better policy.
- Undertake consultancy work with local government, the NHS, other public bodies, and voluntary and private sector organisations to help them achieve better outcomes and services.
- Provide training and development support for managers and staff across the range of our interests.
- Use the knowledge from our work to inform research and evaluation to promote evidence based practice.
- Host conferences and events to share learning and knowledge.

TO BOOK PLEASE GO TO:
www.centrevnts.co.uk/bookingform.aspx

or complete the booking form and return to:
CENTREVENTS PO Box 2100
Shoreham-by-Sea BN43 5UG

or fax back (the booking form page only) to:
020 8922 1135

For more information about the NDT Conference
and for booking enquiries:

TEL 01273 441676

TEL/FAX 020 8922 1135

EMAIL info@centrevnts.co.uk

WEBSITE www.centrevnts.co.uk

BOOKING FORM

CONFERENCE FEE £115 +VAT
PER DELEGATE VAT £20.12 TOTAL £135.12
Includes refreshments, lunch and materials.

MARKETING OPPORTUNITIES

If you are looking for opportunities to promote your company or product please contact Centrevents on 020 8922 1135 for information about exhibition stands and distributing your promotional materials.

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SPECIAL OFFER

FREE THIRD PLACE for a service user or family carer with every two full fee places booked.

CANCELLATIONS

Cancellations must be in writing two weeks prior to workshop date and will incur an administration charge of £20. We regret that no refunds can be made after the closing date but we are happy to accept substitute delegates.

SHARED SERVICES

If your invoices are paid by shared services please ensure that the correct invoice address and reference numbers are provided.

NAME

JOB TITLE

ORGANISATION

ADDRESS

POSTCODE

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TICK AS APPROPRIATE

GROUP BOOKING - No: _____
Please attach colleague(s) details.

VEGETARIAN OR OTHER DIETARY REQUIREMENTS (please specify):

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I do not want to receive further information from third parties.