



City of Westminster

# Social and Community Services Development and Training & Inter agency training programme October 2004 – March 2005



excellent



2004-2005  
Supporting Social Care Workers



INVESTOR IN PEOPLE

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## ■ Introduction

**Welcome** to the Development and Training Commissioning Unit's training programme for the second half of the year 2004/2005. This document sets out the range of courses and programmes that we commission on behalf of the Department, and tells you how you can access these. This programme is also available on the **Intranet** under Departments/Social Services (**see page 6 for instructions**), where you can find information about training policy, our quality standards and our complaints procedure. If you would prefer a paper copy of this, please call the training team directly. Training for Council employees is also available through the Corporate **Investment in Staff** programme available on the Intranet.

### ■ Our Commitment to your Development

The Department is committed to providing an excellent training service for its staff, so that you are kept up-to-date, skilled, and stretched and can deliver the quality of service that our clients expect. This commitment has been confirmed again by our Investors in People reassessment in October 2003, by the achievement of the TOPSS Best Employer award for delivery of training and by our Beacon for Supporting Social Care Workers, awarded in April 2004.

The Department is also committed to developing its managers and leaders of the future. Our strategy for doing this was tested against the Investors in People special award for Leadership and Management in October 2003, and we were delighted to achieve it. In this programme you will see that we are again offering the Introductory Diploma in Management for aspiring managers. We are also offering Action Learning Sets and a Masterclass Programme.

### ■ Support staff

While this programme is primarily aimed at social care staff, there is available relevant development and training for support staff. This is mapped in the Personal & Skills Development section (see Index). We also have access to a wide range of our partner agencies' training courses and can advise you on how to meet your needs.

If you feel that your development needs are not being met, then please discuss this with your line manager or a member of the training team.

### ■ Team Changes

We welcome Nuria Madrono, who is managing Workforce Development for the Learning Disability Partnership.

We say a big thank you to Barbara Smikle who has been valiantly and effectively providing maternity cover for Ros Millam.

**Phillip Berechree** MCIPD,  
Head of Development and Training

## ■ How to access the Social and Community Services Training Programme on the Intranet.

I want to book a course – follow Social and Community Services Development and Training Course Programme link. Also available on Social and Community Services home page, Development and Training Course Programme 2004. Application forms are also available through these links.

■ **Development and Training Commissioning Unit**  
Contact telephone numbers and areas of responsibility

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NVQ CENTRE MANAGER

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## ■ Development and Training Commissioning Unit Information

**How to apply for a course** (which is run by Social and Community Services Development & Training Commissioning Unit):

To apply for any of the courses advertised please obtain your line manager's approval then complete the relevant application form and return it to:

**Social and Community Services Development & Training Commissioning Unit 8th Floor, Westminster City Hall, 64 Victoria Street London SW1E 6QP.**

Application forms are included in the back of this programme and on the intranet.

**Please photocopy and keep a supply in your office.**

You will be notified after the closing date as to whether or not you have been successful in securing a place on the course.

### ■ Late applications – change in procedure

Late applications for courses are likely to be refused from now on.

Each of our courses has a closing date for applications, usually three weeks before the course is held. This lets us see if there are sufficient applications to run the course, or else cancel it without incurring cancellation charges for trainers or venues. When we decide that a course will go ahead, the team sends out joining instructions to participants and plans handouts etc on the basis of the numbers that have booked.

If we receive and accept late applications, it means additional work for the team that interrupts their preparations for other courses. This is inefficient and costly for the Department at a time when we are trying to be very mindful about costs.

Our programme is advertised months in advance and is always available on the Intranet. This allows staff and their managers to plan their training ahead of time, and allows smooth administration of our programme. Please make use of the Training Programme and the regular Updates to help us plan our work better and efficiently.

### ■ Cancellations

**If you are unable to attend a course, please notify us as soon as possible so that your place can be allocated to another applicant. If you are unable to attend and someone else from your team is able to attend instead please notify us of the change.** If notification of non-attendance is not received your department will be charged, see charging policy on page 6.

### ■ Attendance & Punctuality

Candidates are expected to attend for the full programme (part attendance is not accepted); and it is **IMPORTANT** that candidates are punctual as there is **no admittance** to a training session once it has commenced.

### ■ **Lunch/ Refreshments**

Tea, coffee, and fruit juice will be provided during the day on all training courses. Lunch is not provided, unless otherwise stated.

### ■ **Complaints and Comments**

If you would like to make a complaint or comment about any aspect of training provided by the Unit, please ask us for a Complaints Form. We value feedback, and strive to improve the quality of what we do for you.

### ■ **Access to Training Policy**

The Department's guidance about access to training is available on request from the Unit.

## ■ Charging guidelines for delegate training fees

BAND	STAFF GROUP	FEE (training per person per day)
A	City of Westminster (S&CSD, Clientside & Business Units)	Free
B	DSOs	£50
C	City of Westminster Other Departments	£75
D	Statutory Agencies	£75
E	Voluntary Sector in Westminster	Free (see notes 2 & 3)
F	Private & Independent	£100
G	Non Attendance	Various (Range £75-£125 per day)

### ■ Notes

1. Fees will be waived for organisations that have reciprocal agreements with the Training Unit. Delegates should check with their respective Training Departments, Training Officers, or Line Managers.
2. Although most programmes for the Voluntary Sector are free, high cost programmes such as Information Technology, Health & Safety, Management Development, Training Trainers, and NVQs will be charged at the standard rate of £75 per day, plus any registration fees with professional bodies and any assessment, and certificate fees.
3. **The cost of Health & Safety courses organised by Housing 21 are £75.00 per full day and £50 per 1/2 day. Any revisions to these costs are determined by Housing 21.**
4. Voluntary organisations contracted to provide services to City of Westminster will be charged at the DSO rate.
5. Discounts for group bookings, or multi-bookings will be considered; please contact the programme organiser.
6. For further details on any course please contact the relevant programme organiser.
7. Non Attendance – individuals who have applied and have been accepted for a course but fail to attend without informing the Training Unit – prior to commencement of the course – will be invoiced. The non – attendee’s unit/line manager will be responsible for paying the full course fees. (This Charging Policy is supported by the Senior Management Board and the Senior Management Group).

# Personal Skills and Development



## ■ Development and training opportunities for support staff:

**Aim:** to ensure that support staff, including team-based and centralised support staff, have access to appropriate and sufficient development and training opportunities to perform their tasks, and to develop them in their roles

### ■ Objectives:

1. To ensure that all staff are inducted into their jobs, and have sufficient ongoing support and guidance to perform their tasks well in order to achieve the Department's goals
2. To ensure that all staff have fair access to development and training activities that will enable them to develop in their roles
3. To ensure equal access to relevant development activities for all staff, in compliance with Race Relations (Amendment) Act (RR(A)A) requirements.

### ■ MAP OF DEVELOPMENT AND TRAINING SOURCES

**Supervision:** monthly 1:1 from line manager, according to policy

**Informal training:** coaching and mentoring from manager and other staff

#### Social and Community Services training programme

- Courses linked to the needs of specific client groups
- Legislation updates
- Finance for non-financial managers

#### Investment in Staff Training programme

- Generic courses for all staff e.g. Report Writing, First Aid

#### Qualifications available (not exclusive list)

- NVQ in Admin
- AAT
- NVQ Assessor
- CIMA
- CIPFA
- CIPD

#### Management Development

- Level 3 Supervisory Certificate (via PCT)
- Level 4 Diploma
- Level 5 Post Graduate Diploma

#### IT training

- WIMS
- SSID / SWIFT
- Microsoft training from SCS programme or CD-Rom from IIS programme

## WELCOME TO WESTMINSTER:

AN INTRODUCTION TO THE CITY OF WESTMINSTER AND THE SOCIAL AND COMMUNITY SERVICES DEPARTMENT

### Date and Time:

Thursday 23 September 2004  
1.45 pm to 4.45 pm

Will happen **quarterly** please contact Jane Simms, 020 7641 2079

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Staff who have recently joined the Social and Community Services Department.

### Objectives:

- ▶ To meet and discuss issues with the Director of Social & Community Services Department
- ▶ To develop a greater understanding of Westminster's philosophy, policies, practices and procedures
- ▶ To help you understand how you fit in the organisation
- ▶ To find out about development and training opportunities;

Tutor: Jane Simms, Principal Commissioning Officer  
Closing Date: Friday 27 August 2004

## WORKING WITH INTERPRETERS

### Date:

Fri 18 February 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Staff who use or may consider working with interpreters.

### Objectives:

- ▶ To promote effective communication.
- ▶ To understand barriers to and communication needs of minority ethnic service users living in City of Westminster.
- ▶ To understand the role of interpreters and how best to work with them.
- ▶ To develop guidelines of good practice when working with interpreters.
- ▶ To learn practical skills of working with interpreters.

### Content:

- ▶ A one day course which will be made up of information input, pair/group work and discussion. A video will be shown to examine good and bad practices.

Tutor: Thomas Chan, External Consultant and Trainer.  
Closing Date: Friday 21 January 2005

## PLAIN ENGLISH

### Date & Time:

Tues 23 November 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

#### Designed for:

- ▶ People who wish to improve their written English.

#### Objectives:

The course is designed to give participants the skills and awareness they need:

- ▶ To recognise some of the traps a writer can fall into.
- ▶ To understand the features of a Plain English style.
- ▶ To understand the importance of Plain English in caring for customers.
- ▶ To realise how important writing style is in projecting an image of themselves and their organisation.
- ▶ To avoid wasting time by getting their message across first time, using a style and tone appropriate for the intended audience.

#### Method:

- ▶ Mainly exercises and discussion with some tutor input.  
**Please bring along some standard letters/documents from your service.**

Tutor: Terry Denman, Plain English Campaign  
Closing Date: Friday 29 October 2004

## INSTITUTE OF CUSTOMER SERVICES (ICS) AWARDS

Around 80 staff across WCC, Vertex and Accord are now taking part in the Institute of Customer Services (ICS) Awards – and you don't have to work in the 'front line' to take part.

These professional qualifications are for any staff wanting to improve the way they deal with their colleagues or internal/external customers and pick up plenty of transferable skills along the way.

#### Designed for:

We need 'practitioners' to sign up for one of these three Awards:

- ▶ To promote effective communication.
- ▶ Solutions – for staff who use customer feedback to improve policy and procedures.
- ▶ Innovation – for director level staff.

#### Content:

- ▶ To take the Awards you don't have to attend college or sit a written exam but complete a daily diary each time you think you have learnt something new about how to deal with colleagues and customers. Time commitment is around 1 hour per week.
- ▶ When your diary – or 'Passport' – is complete you receive an oral assessment.

- ▶ You work at your own pace under the guidance of a mentor or coach. Completing the Awards takes around 6 months for Communications, 9 months for Solutions and 18 months for Innovations.

#### ▶ And remember, we need coaches and mentors too!

Costs (met by your Dept):

- ▶ £65 to register each practitioner
- ▶ £25 to register each coach
- ▶ £36 annual ICS membership (once qualified)
- ▶ **To kick off your Award you should attend a morning internal course (coaches stay for the day). These are free and run every 2-3 months.**

For more details contact:

Neal Zetter x2484  
nzetter@westminster.gov.uk  
See the Wire

## PRESENTATION SKILLS

### Date:

Tuesday 30 November 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

#### Designed for:

- ▶ People who wish to improve their skills in presenting to groups.

#### Aim:

To increase the competence and confidence of participants in giving both formal and informal presentations.

#### Objectives:

- ▶ To gain an overview of the principles of successful presenting.
- ▶ To gain a practical understanding of how to engage and hold the attention of the audience.
- ▶ To gain practical insights into how best to deal with nerves in the context of presenting.

- ▶ To have opportunities to do a series of short presentations and receive immediate feedback.

Tutor: Alasdair Cant, Freelance Trainer and Consultant.  
Closing Date: Friday 5 November 2004

## ADVANCED PRESENTATION SKILLS

### Date:

Thursday 10 February 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

#### Designed for:

- ▶ People who deliver presentations on a fairly regular basis, who have the essential communication skills for presentation and who have a desire to extend their learning.

#### Aim:

To further develop skills in delivering presentations so that these can be done with confidence and flair.

#### Objectives:

In attending this session, participants will be able to:

- ▶ Design effective and memorable presentations.
- ▶ Present factual information and ideas in ways that capture and retain interest, and enthuse participants.

- ▶ Deal with potentially hostile questions in ways that can transform the mood of an audience.
- ▶ Have opportunities to receive constructive feedback on pre-prepared presentations and improve on them.

**Please Note:** Please have a 5 – 7 minute presentation on a work-based topic, prepared in advance. A laptop with Powerpoint, OHP and flipchart will be provided.

Tutor: Alasdair Cant, Freelance Trainer and Consultant.  
Closing Date: Friday 14 January 2005



## INTRODUCTION TO PROJECT MANAGEMENT

### Date:

Thursday 24 & Friday 25  
February 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Phillip Berechree  
(Tel: 020 7641 2048)

### Designed for:

Staff who are involved in coordinating or controlling projects. The skills outlined in this course will provide the candidates with a behavioral structure, which will help them in everyday working life.

### Aim:

This 2-day course gives the candidates an understanding of the need for effective project management and the methods by which major projects are controlled and delivered on time.

### Objectives:

- ▶ The course provides a grounding for project managers so that they can co-ordinate and control delivery to budgetary constraints.

- ▶ The course is highly participative and ensures the candidates understand the concepts of project management, the pitfalls of poor project management, and the considerations required for success.
- ▶ Candidates are guaranteed an enjoyable and memorable learning experience that allows them to directly benefit bottom-line performance.

### Course content:

- ▶ The Need for Good Project Management
- ▶ Project Scope and Deliverables
- ▶ Activity Definition
- ▶ Critical Path Analysis
- ▶ Resource Planning
- ▶ Project Estimating
- ▶ Control techniques
- ▶ Communication

Tutor: Andrew Gissing, Linac Training.  
Closing Date: Friday 4 February 2005

## TRAINING FOR TRAINERS

### Date:

Monday 1 to Wednesday 3  
November 2004 and  
Wednesday 17 and Thursday  
18 November 2004

### Time:

9:30 am to 4:30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Staff who need to deliver training or facilitate small or large groups and who would like to be more skilled and confident in this area.

### Objectives:

In attending this five day course participants will be able to:

- ▶ Identify individual learning needs.
- ▶ Design training and development sessions.
- ▶ Create a climate conducive to learning.
- ▶ Facilitate learning in groups through presentation and activities.
- ▶ Evaluate training and development sessions.

Tutor: Alasdair Cant, Freelance Trainer and Consultant.  
Closing Date: Friday 8 October 2004 BY SELECTION PROCESS

## INFLUENCING AND NEGOTIATING SKILLS

### Dates:

Tues 1 & Wed 2 February 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Aim:

This programme focuses on the skills and knowledge required to communicate effectively with others, exert influence over other people and negotiate effectively for a win-win outcome. The course will be highly practical, with emphasis being placed on practice rather than theory. The course material will draw on a range of different methodologies including transactional analysis, NLP and emotional intelligence. Skills developed will include developing rapport, avoiding conflict and strategies for facilitating decision making.

- ▶ Identify the barriers to successful negotiation.
- ▶ Be able to describe how conflict can result from ineffective negotiation strategies.
- ▶ Have reviewed their own strategies for influencing and negotiating and where appropriate have developed more effective ones.
- ▶ Be able to demonstrate new skills learnt.
- ▶ Recognise when to compromise and when to make concessions.
- ▶ Identify when and how much influence is possible in different contexts.
- ▶ Be more confident in dealing with difficult people.

### Objectives:

By the end of the course delegates will:

- ▶ Be able to explain the process and structure of negotiation.

Tutor: Sonya Welch-Moring, External Trainer.  
Closing Date: Friday 7 January 2005

## INTRODUCTION TO SIGNING

### Date:

Thursday 7 October 2004

### Time:

10.00 am to 4.00 pm\*

\*Please note the late starting time.

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Priority will be given to front line staff in social & community services, health and voluntary sector who make initial contact with service users who sign.

### Objectives:

By the end of the day participants will be able to:

- ▶ To introduce participants to British Sign Language (BSL).
- ▶ Fingerspell their own (and others') names.
- ▶ Greet customers, service users, staff and colleagues.
- ▶ Ask what somebody wants.
- ▶ Show a deaf person where to go.

### Method:

- ▶ This is a very practical day and will be conducted entirely in sign language.

Tutor: Deafworks.  
Closing Date: Friday 10 September 2004

## WORKING WITH PEOPLE WHO ARE DEAF OR HARD OF HEARING

### Date:

Thursday 25 November 2004

### Time:

10.00 am to 4.00 pm\*

\*Please note the late starting time.

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Staff from S&CSD, health, the voluntary sector and other agencies who may work with people who are deaf or hard of hearing.

### Objectives:

- ▶ To provide an introduction to deafness.
- ▶ To examine and improve ways of communicating.
- ▶ To facilitate access to information for staff and service users.
- ▶ To provide an opportunity to examine issues for deaf and hard of hearing service users.

### Method:

- ▶ Mainly exercises and discussion with tutor input.

Tutor: Deafworks.  
Closing Date: Friday 29 October 2004 BY SELECTION PROCESS

## COMPLAINTS – EFFECTIVE AND POSITIVE RESPONSES

### Date:

Thursday 20 January 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(020 7641 2079)

### Designed for:

- ▶ Social and Community Services Managers and staff.

### Objectives:

- ▶ To understand how the Complaints Procedure works.
- ▶ To develop skills in dealing with and resolving complaints at an early stage.
- ▶ To examine what lessons we can learn from complaints and how this can improve practice.
- ▶ The role of advocacy.
- ▶ The course will be set in the wider context of Quality Assurance, Modernising Local Government, Customer focus and quality protects.

Tutor: Akin Thomas, External Trainer.  
Closing Date: Friday 17 December 2004 BY SELECTION PROCESS

## MINDBOOST & CREATIVITY- HOW TO GET THE BEST FROM YOUR BRAIN

### Date:

Thurs 11 (full day) & Fri 12 (1/2 day) Nov plus 25 (full day) November 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Helen Matthes

(Tel: 020 7641 3149)

### Designed for:

- ▶ All staff.

### Objectives:

To enable participants to save time and get more done by using mind boosting techniques and practices, e.g.

- ▶ Capture information from meetings,
- ▶ Memorise key facts and figures,
- ▶ Ask what somebody wants
- ▶ Save time by reading faster.

Tutor: Peter Tattersall, Freelance Trainer.  
Closing Date: Friday 15 October 2004  
BY SELECTION PROCESS

## CAREER DEVELOPMENT WORKSHOP

### Date:

Friday 26 November 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ Any staff requiring practical advice and strategy on how best to develop their careers to move to the next level.

Developing your career takes time, planning and careful preparation even if you are not looking for your next job (yet) it is still a good idea to know where you would like to be in 3-5 or 10 years time.

### Objectives:

- ▶ To enable staff to identify where they are now to where they want to be.
- ▶ Bridging the gap will provide you with steps that you will need to identify your action plan.
- ▶ Designing your action plan.

### Method:

- ▶ Formal presentation and individual working.

Tutor: Letitia Stenning, Freelance Training Consultant.  
Closing Date: Friday 5 November 2004

## PREPARING FOR YOUR INTERVIEW WORKSHOP

**Date:**

Friday 28 January 2005

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288).

**Designed for:**

- ▶ Any staff who want help to prepare for interviews.

Good preparation is the key to a successful interview outcome and getting the job. This one-day workshop is designed to assist you with preparation in applying for a new job and your interview.

**Objectives:**

- ▶ To look at the 3 stages of interview preparation.
- ▶ To look at practical steps for preparing yourself for the interview.
- ▶ To learn new interview techniques.
- ▶ To have the opportunity to take part in a mock for the job of your choice, and benefit from professional feedback on your performance.

In preparation for this course applicants are asked to submit to Dawn Walker Tel: 020 7641 2288, a job description and specification of a job they are interested in applying for, 2 weeks before the course date. As this information will be used for the preparation of your mock interview.

**Tutor:** Letitia Stenning, Freelance Training Consultant.  
**Closing Date:** Friday 7 January 2005

# Information Technology



## INTRODUCTION TO PC'S (PERSONAL COMPUTERS), WINDOWS & WORD PROCESSING

### Date:

Subject to demand

### Time:

10.00 am to 1.00 pm

### Organiser:

Jo Gabriele  
(Tel: 020 7641 2490)

### Designed for:

- ▶ **Westminster Social and Community Services staff have priority.** For those who have never used a PC before but will be required to use either a PC or the SSID system in the course of their day-to-day duties. The course will also be suitable for those using Windows software and those who would like to know how to practise good File Management and very basic Word Processing.

### Objectives:

- ▶ To provide an understanding of PC terminology
- ▶ To comprehend the functions of a computer keyboard and the mouse
- ▶ To provide an introduction to the use of Windows
- ▶ To enable the creation of a basic word processing document

Tutor: Carol Carney, External Specialist  
Closing Date: To be arranged BY SELECTION PROCESS

### Content:

- ▶ Computer Terminology
- ▶ Keyboard and mouse usage.
- ▶ Windows Essentials: icons, menus and control boxes
- ▶ Running application software, multitasking and the Task Bar
- ▶ Create, copy, delete, move: folders and files
- ▶ Accessing Word Processing features
- ▶ Creating, naming, saving and printing word processed documents.

## MICROSOFT WORD FOR WINDOWS – INTRODUCTION

### Date:

Wednesday 8 December 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Jo Gabriele  
(Tel: 020 7641 2490)

### Designed for:

- ▶ **Westminster Social and Community Services staff have priority.** This course is suitable for those who wish to work independently in Microsoft Word for Windows.
- ▶ **Keyboard and mouse familiarity is a must**

### Objectives:

- ▶ To enable the production of standard letters and reports.

Tutor: Carol Carney, External Specialist  
Closing Date: Friday 12 November 2004  
BY SELECTION PROCESS

### Content:

- ▶ Creating, naming, saving and printing documents
- ▶ Document navigation
- ▶ Spell Check and Thesaurus
- ▶ Document Editing
- ▶ Moving and copying text
- ▶ Paragraph numbering and bullets
- ▶ Changing margins, setting indents and tabs

## MICROSOFT WORD FOR WINDOWS – INTERMEDIATE

### Date:

Wednesday 17 November 2004  
Thursday 27 January 2005  
Thursday 10 March 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jo Gabriele  
(Tel: 020 7641 2490)

### Designed for:

- ▶ **Westminster Social and Community Services staff have priority.** This course is suitable for those who wish to work independently in Microsoft Word for Windows.

### Aimed at:

- ▶ Users of Word for Windows who have completed the **introductory** course or who have equivalent experience.

### Content:

- ▶ **Working with Tables:** Creating/removing, adding rows and columns. Applying lines, borders and shading. Merging and splitting cells. Sorting and using formulas.

- ▶ **Automatic paragraph numbering.** Working with deactivating and setting-up outline numbering. Modifying bullets and paragraph numbering.
- ▶ **Advanced Text Enhancement** Changing case, drop capitals, superscript and subscript, animation.
- ▶ **Autotext** Storing frequently used words and phrases.
- ▶ **Autocorrect** Adding to the Autocorrect dictionary, autocomplete & how to deactivate.
- ▶ **Headers and Footers** Adding Page numbers, inserting symbols and borders into header/footer frames.
- ▶ **Graphics** ClipArt, WordArt and the drawing toolbar.

Tutor: Carol Carney, External Specialist  
Closing Date: 1) Friday 22 October 2004 2) Friday 11 February 2005  
3) Friday 17 December 2004 BY SELECTION PROCESS

## MICROSOFT WORD FOR WINDOWS – ADVANCED

### Date:

Thursday 13 January 2005  
Wednesday 9 February 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jo Gabriele  
(Tel: 020 7641 2490)

### Designed for:

- ▶ **Westminster Social and Community Services staff have priority.** To enable the production of more complex documents and forms and for users of Word for Windows who wish to work at a level at which they can take full advantage of the more complex features of the package.

### Aimed at:

- ▶ Users of Word who have completed an **intermediate** course or who have equivalent experience.

### Content:

- ▶ **Templates** Editing an existing template – creating a new template.
- ▶ **Forms** Creating an on-line form. Inserting textfields, check boxes and drop-down fields.
- ▶ **Mailmerge** Setting up the Master document, creating the Data file, selecting and sorting records to print. Creating labels.
- ▶ **Columns** Newspaper, parallel and action columns.
- ▶ **Macros** Creating a macro, running a macro, assigning a macro to a toolbar.
- ▶ **Graphics** Inserting and formatting pictures, moving, sizing and copying pictures. Grouping and ordering, rotating and flipping. Creating a watermark.

Tutor: Carol Carney, External Specialist.  
Closing Date: Friday 17 December 2004  
Friday 14 January 2005 BY SELECTION PROCESS



## EXCEL – INTRODUCTION

### Date:

Wednesday 10 November 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Jo Gabriele  
(Tel: 020 7641 2490)

#### Designed for:

- ▶ **Westminster Social and Community Services staff have priority.** This course is designed to familiarise new users with the basic features of Excel.
- ▶ **A basic familiarity with Windows and able to use the mouse is essential.**

#### Objectives:

- ▶ To enable the production and manipulation of spreadsheets and display the data graphically.

#### Content:

- ▶ The Excel Window.
- ▶ Creating, saving, retrieving and printing.
- ▶ Formatting the workbook.
- ▶ Changing the workbook defaults.

- ▶ Entering & duplicating formulae.
- ▶ Autofill.
- ▶ Copying and moving: cell entries & blocks.
- ▶ Managing simple budgets.

Tutor: Carol Carney, External Specialist  
Closing Date: Friday 15 October 2004 BY SELECTION PROCESS

## EXCEL – INTERMEDIATE

### Date:

Wednesday 24 November 2004  
Thursday 16 February 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jo Gabriele  
(Tel: 020 7641 2490)

#### Designed for:

- ▶ **Westminster Social and Community Services staff have priority.** Users of Excel who have completed the introductory course or who have equivalent knowledge.

#### Objectives:

- ▶ To enable the production of more complex worksheets and to utilise the data handling and business graphics facilities.

#### Content:

- ▶ **Formulae & Functions**  
Using additional functions such as =min, =max, =date. Displaying formulae & protecting cells.
- ▶ **Worksheets**  
Working with multiple worksheets, naming, inserting, copying and moving worksheets; editing worksheets as a group; creating summary sheets and linking data.

- ▶ **Sorting and Querying Data**  
Using the Worksheet as a database, using forms. Autofilter, multiple criteria and customising criteria - entering subtotals.
- ▶ **Charts**  
Chart types and elements, creating an embedded chart & using Chart Wizard. Exporting charts to word.
- ▶ **The Drawing Toolbar**  
Creating text boxes and adding arrows – editing and formatting text boxes and arrows.

Tutor: Carol Carney, External Specialist  
Closing Date: Friday 29 October 2004  
Friday 21 January 2005 BY SELECTION PROCESS

## EXCEL – ADVANCED

### Date:

Thursday 20 January 2005  
Thursday 3 March 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jo Gabriele  
(Tel: 020 7641 2490)

#### Designed for:

- ▶ **Westminster Social and Community Services staff have priority.** Users of Excel who have completed the intermediate course or who have equivalent knowledge.

#### Content:

- ▶ **Naming Ranges**  
Creating and defining ranges, using range names in formulas and functions.
- ▶ **Formulas and Functions**  
Logical functions, lookup functions, true and false functions; multiple IF statements, combining lookup and IF functions, database functions.
- ▶ **Analysing Workbook Data**  
Using the PivotTable Wizard; adding and removing fields - hiding and displaying detail, formatting, editing & sorting items in Pivot Table fields.

#### ▶ Introduction to Macros

The concept of macros, using the Macro Recorder; running a macro, Saving a macro.

Tutor: Carol Carney, External Specialist  
Closing Date: Friday 17 December 2004  
Friday 4 February 2005

BY SELECTION PROCESS

## POWERPOINT – INTRODUCTION

### Date:

Wednesday 1 December 2004  
Thursday 10 February 2005  
Wednesday 9 March 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jo Gabriele  
(Tel: 020 7641 2490)

#### Designed for:

- ▶ **Westminster Social and Community Services staff have priority.** Staff who are required to do presentations as part of their work.
- ▶ **Keyboard and mouse experience and familiarity with Microsoft packages is essential.**

#### Content:

- ▶ **Introduction:**  
The Powerpoint screen, views & slide types; design templates.
- ▶ **Creating Slides:**  
Selecting slide types, re-arranging slides, changing slide types.
- ▶ **Slide Masters:**  
The title master, slide & handouts master.
- ▶ **Animated Slides:**  
Incorporating transitions and build effects.
- ▶ **Running a Slide Show**

Tutor: Carol Carney, External Specialist  
Closing Date: Friday 5 November 2004 Friday 11 February 2005  
Friday 14 January 2005 BY SELECTION PROCESS

## FILE MANAGEMENT

### Date:

Friday 3 December 2004  
Friday 14 January 2005  
Friday 4 March 2005

### Time:

10.00 am to 1.00 pm

### Organiser:

Jo Gabriele  
(Tel: 020 7641 2490)

### Designed for:

- ▶ **Westminster Social and Community Services staff have priority.**
- ▶ Users of Office Applications (Microsoft).
- ▶ **Not suitable for beginners.**

### Objectives:

- ▶ To enable efficient storage, retrieval and deletion of files.

### Content:

- ▶ **Working with Files & Folders**
- ▶ Creating Folders
- ▶ Moving files into folders
- ▶ Copying files
- ▶ Renaming files or folders
- ▶ Deleting files or folders
- ▶ Navigating to folders
- ▶ Finding files using Explorer
- ▶ Creating shortcuts to folders or files.

### ▶ Backing-up Files

- ▶ Creating a back-up file
- ▶ Formatting Discs
- ▶ Copying Discs

### ▶ The Recycle Bin

- ▶ Marking files for deletion
- ▶ Retrieving files from the Recycle Bin
- ▶ Emptying the Recycle Bin.

### ▶ Managing Mail

- ▶ Sending files to a mail recipient
- ▶ Dealing with attachments

### ▶ Miscellaneous

- ▶ Protecting files with passwords
- ▶ Multitasking
- ▶ Trouble Shooting
- ▶ Questions.

Tutor: Carol Carney, External Specialist

Closing Date: Friday 12 November 2004  
Friday 11 February 2005

Friday 17 December 2004  
BY SELECTION PROCESS

## TEMPLATE TRAINING FOR ADMINISTRATIVE STAFF

### Date:

Friday 18 February 2005

### Time:

10.00 am to 1.00 pm

### Organiser:

Jo Gabriele  
(Tel: 020 7641 2490)

### Designed for:

- ▶ **Westminster Social and Community Services staff have priority. Administrative staff will have priority but places will be available for other members of staff who require this training.**
- ▶ Competent users of Word who have completed an intermediate course or who have equivalent experience.

### Objectives:

- ▶ To create, modify and use templates in order to standardise departmental layouts, eliminate repetition and to aid the effective use of Word.

### Course Content:

- ▶ Creating a template
- ▶ Editing an existing template
- ▶ Deleting templates
- ▶ Saving to the Template folder
- ▶ Using the Form Toolbar
- ▶ Creating forms, saving as templates and enabling on-line completion
- ▶ Using text fields, check boxes and drop-down fields
- ▶ Using the Drawing Toolbar to visually enhance templates
- ▶ Assigning a template to a macro
- ▶ Running the macro from a toolbar
- ▶ Adding and customising macro buttons on toolbars.

Tutor: Carol Carney, External Specialist

Closing Date: Friday 28 January 2005 BY SELECTION PROCESS

## WORKING WITH OUTLOOK

### Date:

Friday 12 November 2004  
Friday 19 November 2004  
Friday 10 December 2004  
Friday 28 January 2005  
Friday 25 February 2005  
Friday 11 March 2005

### Time:

10.00 am to 1.00 pm

### Organiser:

Jo Gabriele  
(Tel: 020 7641 2490)

### Objectives:

- ▶ To enable the efficient storage of mail and to fully utilise the features offered by this software.

### Content:

#### ▶ **Sending/Receiving mail**

- ▶ Creating a Signature file
- ▶ Requesting a read receipt
- ▶ Allocating importance
- ▶ Saving incomplete messages to the drafts folder
- ▶ Recalling unread messages
- ▶ Distribution Lists
- ▶ Voting Buttons
- ▶ Out of Office Assistant
- ▶ Rules Wizard
- ▶ Saving attachments to specified folders

#### ▶ **Contacts**

- ▶ Creating from scratch
- ▶ Creating from received mail
- ▶ Importing and Exporting
- ▶ Assigning to a category

#### ▶ **Calendar**

- ▶ Adding appointments
- ▶ Recurring appointments
- ▶ Events
- ▶ Meeting requests
- ▶ Scheduling

#### ▶ **File Storage**

- ▶ In the inbox
- ▶ Personal Folders on the home drive
- ▶ Creating sub-folders
- ▶ Moving mail

#### ▶ **Sharing Data**

- ▶ Granting Access to Other Users folders
- ▶ Permission levels
- ▶ Forwarding mail to another account

Tutor: Carol Carney, External Specialist

Closing Date: Friday 22 October 2004   Friday 19 November 2004   Friday 4 February 2005  
Friday 29 October 2004   Friday 7 January 2005   Friday 18 February 2005

**Information Technology**

“Developing people, delivering quality”

# Degree in Social Work



## ■ ACCESS TO THE DEGREE IN SOCIAL WORK

The DOH Student Support Sub Programme affords employers the opportunity to support staff in the pursuance of professional social work qualification.

### Target Group

Candidates will be selected according to governmental and associated departmental priorities in line with the implementation of the DOH Training Strategy and the achievement of related service targets. The target group will be revised annually. At the current time this opportunity will be offered to WCC staff only given the level of internal demand and the time limited nature of funding; the focus for recruitment for 2005/6 has yet to be identified.

### Selection process

Applicants will be asked to provide:

- A completed application form
- Line manager's reference and copy of their most recent appraisal
- A 500 word written assignment linked to a recent example of practice

Shortlisting will be undertaken by the C&F Training Manager who has responsibility for the Degree. The Head of Training and Assistant Directors will also be involved on the basis of the above. The training manager plus a team manager or team leader from the relevant Division will then interview applicants.

All offers of places are subject to confirmation by the applicant's Senior Management Team.

### Level of support

Westminster will hopefully offer up to 4 places for the new 3 year degree. Selection for 2005 has already taken place and information re 2006 will be available from May 2005. For further information re programmes or the package of support offered please contact Helen Matthes.

### Selection criteria

Essential:

1. **Permanency** – hold a permanent post with WCC.
2. **Relevance** – clear identification of the relevance of this training as linked to Divisional strategy and departmental priorities, plus the prospective candidate's annual appraisal and training plan.
3. **Academic ability** – demonstrate ability to manage academic requirements of the programme
4. **Commitment** – be prepared to contribute substantially in terms of time re pursuance of the programme and manage own time appropriately to accommodate the demands of the course.
5. **Team manager agreement** – to include taking account of both the candidate and team workload.

If you wish to raise any questions or concerns please contact:

**Helen Matthes, 0207 641 3149/hmatthes@westminster.gov.uk**

# Practice Teaching





## ■ Practice Teaching

**Practice teaching** is a way of gaining direct supervisory experience. Whether as a route toward management or to build upon specialist practice, it offers considerable opportunities for professional development.

Within Westminster practice teachers are supported by Introductory and Refresher experienced courses, and encouraged to pursue **the Practice Teaching Award**. The latter affords half of the credits required for the Post Qualifying Award, carrying academic as well as professional credits.

In addition to the above practice teachers are offered:

- regular practice teacher meetings
- support and information for students in placements via student meetings
- participation in a mentoring system for Black, gay and lesbian and disabled students
- consultation around practice teaching as required

At the current time Westminster is a part of the London and South West Thames Diploma in Social Work Programme and the Goldsmith's Consortia in South East London. We also offer placements to WCC employees who are enrolled on social work qualification courses. Formal links with the University of London allows practice teachers to become involved in:

- the selection of social work students
- marking and evaluation of case studies and placement reports
- curriculum development
- Westminster also has links with the Open University re inhouse candidates.

TOPSS advises that practice teachers should be CQSW/DipSW/Degree qualified with two years post qualifying experience. If you are interested in practice teaching but uncertain as to your eligibility please discuss your situation with your line manager and contact Helen Matthes for more specific information. Sometimes arrangements such as the use of "long arm" practice teachers can be brought into use.

Interest in practice teaching is welcome from the voluntary sector as well as practitioners employed by the City Council.

**In addition to the courses advertised, Practice Teacher Meetings are convened regularly through the year mainly on Wednesdays.**

## PRACTICE TEACHING INFORMATION SESSION

### Date:

Thursday 7 October 2004

### Time:

10.00 am to 11.30 pm

### Organiser:

Helen Matthes  
(Tel: 020 7641 3149)

### Objectives:

- ▶ To give basic information to practitioners and/or line managers re practice teaching.

### Content:

Core tasks;

- ▶ Expectations re supervision etc.;
- ▶ Impact for professional development;
- ▶ Work load impacts.

Tutor: Helen Matthes, Principal Development & Training Manager  
Closing Date: Friday 10 September 2004 BY SELECTION PROCESS

## INTRODUCTORY PRACTICE TEACHING

### Date:

Wednesday 10 to Friday 12 November 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Helen Matthes  
(Tel: 020 7641 3149)

### Designed for:

- ▶ Practitioners with a minimum of two years experience who are interested in but have no direct experience of working with Degree in Social Work students. **Participants should be in a position to offer students a practice placement within the following year**, and to have discussed this possibility with not only their line manager, but their wider team.

### Objectives:

To equip participants with sufficient information and awareness to enable them to work effectively with a student within a placement. This would include:

- ▶ Addressing knowledge areas such as adult learning, the impact of issues of difference, supervision, practical

considerations re setting up a placement and TOPSS guidelines for placements and a continuum of learning.

- ▶ To address skill areas such as: management of a practice learning opportunity, use of the competency model re evaluation and report writing, supervisory skills including giving feedback and the application of ADP within the placement.
- ▶ To help participants recognise discrimination and develop their anti-discriminatory practice.

### Method:

- ▶ A three day programme which will include large and small group exercises, plus enactments. The course may be run in conjunction with other authorities and provide the opportunity to work with practitioners from other agencies.

Tutor: Elizabeth Hay, Freelance Trainer and Helen Matthes.  
Closing Date: Friday 15 October 2004 BY SELECTION PROCESS

## ■ SCHEDULE OF EVENTS - ACADEMIC YEAR 2004/5

### 2004 - venues as listed

<b>October 6:</b>	Student Induction Session (10.00am – 12.00 noon) – Room 4, 17th flr City Hall.
<b>October 8:</b>	Practice Teacher Meeting (10.00 am – 12.00 noon) – Room 4, 2nd flr, City Hall.
<b>November 3:</b>	Student Meeting (2.00 pm - 3 .30 pm) – Room 2, 2nd flr, City Hall.
<b>November 10 - 12 inc:</b>	Intoductory Practice Teacher Training (9.30 am - 4.30pm) – Accord Rooms, 20 Great Peter St SW1P.
<b>November 24:</b>	PracticeTeacher Mtg; Linking theory to Practice (2.00 pm – 3.30 pm) Training Room, 4 Frampton St.
<b>December 8:</b>	Student Group (2.00pm – 3.30pm) Case study – Room 2, 2nd flr, City Hall.

### 2004 - venues to be advised

<b>January 12:</b>	Practice Teacher Meeting (9.30 am – 11.00 am). –
<b>February 9:</b>	Student Group (10 00 am -12.00 noon) –
<b>March 9:</b>	Practice Teacher Meeting - Collating Evidence and Report
<b>March 17th:</b>	Ending/Evaluation Workshop 2nd placements (11.00 am - 12.30 pm)
<b>April 6:</b>	Student Meeting (2.00 pm - 3.30 pm:)
<b>April 20:</b>	Practice Teacher Meeting (9.30 am – 11.00 am)
<b>May 18:</b>	Ending/Evaluation Workshop 1st placements. (10.00am-12.30 pm plus lunch:)
<b>June 8:</b>	Practice Teacher Meeting (2.00 pm – 3.30 pm)
<b>September 7:</b>	Practice Teacher Meeting (9.30 am - 11.00am)

**Dates (and venues) may change: if this is necessary you will be advised with as much notice as is feasible.**

# Post Qualification and Advanced Award Courses



## ■ Post Qualifying

■ Including PQ1, the PQ Award in Child Care, plus other programmes. Qualification beyond the initial social work award is increasingly becoming a requirement for social work posts. With the introduction of registration via the GSCC and as the notion of job 'reservation' for certain posts becomes likely it is important to consider professional development through the PQ framework.

### ■ PQ Is...

a national training, educational and developmental framework for qualified social workers (CQSW/DipSW/Degree)  
offered at 2 levels: Post Qualifying or Advanced Award linked to professional and academic training.

### ■ PQ

The programme is based around addressing two PQ components: evidence of consolidation of post DipSW (or equivalent) development (PQ1) plus the PQ competencies themselves (PQ2 either child care or the ASW).

### ■ The Child Care Award

Westminster is involved in the London Child Care Award Partnership (LCCAP) with the University of London, i.e. Goldsmith's and Royal Holloway colleges, plus a wide range of London agencies. The child care award is relevant to a broad cross section of child care workers and at a point within the next 5 years will be a requirement for certain posts. We hope to recruit and support a number of candidates each year. Candidates are required to initially undertake the PQ1; this is commissioned for in house delivery approx. twice per year in January and September each year.

PQ1 dates for September = 16th Sept, 29th Sept, 22nd Oct – submission on 15th November 2004.

The next PQ1 programme following this will be 04/05.

Once this is completed candidates can apply to access the Child Care Award the following January (one day per week basis) or April (6 week long blocks).

### ■ Programme Delivery

The taught programme has 2 components:

1. The work based and practice element that is based on reflection on practice and includes the infant/child observation. This is undertaken within work time with limited work relief.
2. Academic input delivered as follows: course programme to be delivered at University of London premises at Gower Street, WC1. One day per week over approx. 32 weeks between January - December or 6 block weeks between April-March.

Selection for PQ is based on professional and academic eligibility and line manager recommendation. Candidates complete a basic application form and provide a line managers recommendation. For further information please contact as below.

There are latterly more post qualifying care management programmes, e.g. via Kingston and Greenwich Universities. They are generally modular type programs available at undergraduate and post graduate levels; for more information please contact Helen Matthes.

### ■ Independent programmes

Although priority has to be afforded to required qualifications staff are able to request support for wider courses. If a programme or course of study is already accredited within the PQ framework funding is potentially available from a range of sources, i.e. TOPSS/GLPQ and WCC. This will not cover all payable fees but form a contribution. There is a selection process involved re funding.

**If you have any queries re PQ, please feel free to contact me, Helen Matthes  
020 7641 3149.**

### ■ PQ Eligibility

#### **Essential:**

1. **Permanency** – hold a permanent post with WCC.
2. **Relevance** – clear identification of the relevance of this training re departmental priorities and the prospective candidate's annual appraisal and training plan.
3. **Qualification** – fulfil all relevant academic requirements as per the programme selected. Hold a CSS, CQSW or DipSW or their predecessor equivalents, or in the case of workers trained abroad a letter of compatibility with TOPSS, or a letter of verification issued by TOPSS.
4. **Commitment** – be prepared to contribute substantially in terms of time re pursuance of the programme.
5. **Team manager agreement** – to take account of candidate and team workload.

#### **Preferable:**

Length of service – to have been employed by WCC for a minimum of two years.

Initial WCC selection will be undertaken via an annual panel overseen by either the AD, Head of Commissioning or the Head of Training but administered via the PCO responsible for PQ. All prospective candidates should submit:

- An application form for the relevant programme
- Copy of the candidate's professional development plan
- A letter of support from their line manager addressing relevance of the course of study and work relief.

## PQ INFORMATION SESSIONS

### Date:

Thursday 21 October 2004

### Time:

10.00 am to 12.00 noon

### Organiser:

Helen Matthes  
(Tel: 020 7641 3149)

### Designed for:

- ▶ **Westminster Social and Community Services staff only.** CQSW or DipSW/Degree qualified staff at practitioner or management level.

### Objectives:

- ▶ To equip participants with basic information re Post Qualifying Education and Training in both its professional and academic contexts.

Such would include:

- ▶ PQ routes available.
- ▶ Links with colleges.
- ▶ Explanation and use of APEL.
- ▶ Allow very brief discussion of individual participant's potential routes.

### Method:

- ▶ Information giving and participative.

Tutor: Helen Matthes, Principal Commissioning Officer.  
Closing Date: Friday 24 September 2004 BY SELECTION PROCESS

# Health and Safety





## MOVING AND HANDLING RISK ASSESSMENT TRAINING FOR MANAGERS, CARE MANAGERS AND ASSISTANT CARE MANAGERS – 1 DAY

### Date:

Thursday 21 October 2004  
Tuesday 1 March 2005

### Time:

9.15 am to 4.30 pm

### Organiser:

Christine Godfrey  
(Tel: 020 7641 6082)

### Venue:

Tresham Training Suite,  
27c Tresham Crescent, NW8.

### Designed for:

- ▶ Managers of care staff in residential and day care.
- ▶ Care Managers and Assistant Care Managers.

### Aims:

- ▶ For managers of care staff to understand how to carry out moving and handling risk assessments as required under health and safety legislation. Also to clarify with them their health and safety responsibilities for supervising and monitoring established safe practice and for investigating accidents.
- ▶ For care managers and assistant care managers to understand how to carry out moving and handling risk assessments so they can effectively monitor and review the providers of services they commission in line with health

and safety legislation. In addition to clarify with service commissioners the need for them to give information to providers on individual service user's needs so that the provider includes this in moving and handling risk assessments. To clarify that the moving and handling risk assessment is needed to establish safe practice and to minimise risks to the provider's employees, any non-employees and to the service user himself/herself under health and safety legislation.

▶ **It is good practice to repeat this training every year to keep up to date with practice/legislation.**

Tutor: Lynn Temple, External Specialist.

Closing Date: 1) Friday 24 September 2004 2) Friday 4 February 2004

## HEALTH AND SAFETY FOR CARE STAFF IN RESIDENTIAL AND DAY CARE – HALF DAY COURSE

### Dates:

Tuesday 19 October 2004  
Tuesday 23 November 2004  
Tuesday 25 January 2005  
Tuesday 8 March 2005

### Time:

1.15pm to 4.30 pm

### Venue:

Tresham Training Suite,  
27c Tresham Crescent,  
London NW8

### Applications to:

Sally Gillett,  
Housing 21 Head Office  
The Triangle, Baring Road  
Beaconsfield, Bucks  
HP9 2NA  
Tel: 01494 685 294  
Fax: 01494 685 201

### Designed for:

- ▶ New Care Staff in residential and day care and also home carers.

### Aims:

- ▶ To increase the understanding of participants of the legal framework for health and safety at work including fire and electrical safety, the Control of Substances Hazardous to Health (COSHH) and of responses to the 10 most common emergencies and the reporting of Injuries, Diseases and Dangerous Occurrences.
- ▶ This course will provide background knowledge and practical evidence relevant to NVQs.
- ▶ **It is good practice to repeat this training every year to keep up to date with practice/legislation.**

Closing Date: Not applicable

## MOVING AND HANDLING TRAINING RELATING TO MOVING PEOPLE – HALF DAY

### Date:

Wednesday 20 October 2004  
Wednesday 24 November 2004  
Friday 28 January 2005  
Wednesday 9 March 2005

### Time:

9.15 am to 12.30 pm

### Applications to:

Sally Gillett,  
Housing 21 Head Office  
The Triangle, Baring Road  
Beaconsfield, Bucks  
HP9 2NA  
Tel: 01494 685 294  
Fax: 01494 685 201

### Designed for:

- ▶ New Care Staff in residential and day care and also home carers

### Aims:

- ▶ To increase understanding of basic anatomy, the biomechanics of the spine and backcare as well as the principles of moving and handling and how to assess the task
- ▶ To provide an understanding, by participating in a practical session, of safe moving and handling techniques
- ▶ How to use handling aids; good practice with wheelchairs; how to deal with the falling person; and of empowering service users to help themselves/assist the carer with the moving and handling task

This course will provide background knowledge and practical evidence relevant to NVQ care awards

**NB It is compulsory for new care staff who attend this course to also attend the half day course on health and safety.**

### Please Note:

All trainees should be fit for the practical session in moving and handling i.e. not suitable for anyone with a back problem, who is pregnant or a new mother or is suffering from any known illness or injury that prevents participation. Loose comfortable clothing and flat shoes should be worn.

### Venue:

Tresham Training Suite,  
27c Tresham Crescent,  
London  
NW8.

Closing Date: Not applicable

## ANNUAL REFRESHER MOVING AND HANDLING TRAINING RELATING TO MOVING PEOPLE – HALF DAY

### Date:

Thursday 9 December 2004

### Time:

9.15 am to 1.30 pm

### Applications to:

Sally Gillett,  
Housing 21 Head Office  
The Triangle  
Baring Road  
Beaconsfield, Bucks  
HP9 2NA  
Tel: 01494 685 294  
Fax: 01494 685 201

### Designed for:

- ▶ Care staff in residential and day care and home carers who have completed the moving and handling course relating to moving people and need to attend an annual refresher in moving and handling training.
- ▶ Assistant Care Managers, Care Managers who may need to move people when assessing their care needs.

### Aims:

- ▶ To refresh staff on basic anatomy, the biomechanics of the spine and backcare as well as the principles of moving and handling and how to assess the task.
- ▶ To refresh knowledge by participating in a practical session of safe moving and handling techniques including how to use handling aids; good

practice with wheelchairs; how to deal with the falling person; and of empowering service users to help themselves/assist the carer with the moving and handling task.

- ▶ This course will provide background knowledge and practical evidence relevant to NVQ care awards.

### Please Note:

All trainees should be fit for the practical session in moving and handling i.e. not suitable for anyone with a back problem, who is pregnant or a new mother or is suffering from any known illness or injury that prevents participation. Loose comfortable clothing and flat shoes should be worn.

### Venue:

Tresham Training Suite,  
27c Tresham Crescent,  
London  
NW8.

Closing Date: Not applicable

## MOVING LOADS – HALF DAY

### Date:

Thursday 14 October 2004

### Time:

9.15 am to 1.30 pm

### Applications to:

Sally Gillett,  
Housing 21 Head Office  
The Triangle  
Baring Road  
Beaconsfield, Bucks  
HP9 2NA  
Tel: 01494 685 294  
Fax: 01494 685 201

### Venue:

Tresham Training Suite,  
27c Tresham Crescent,  
NW8.

### Designed for:

- ▶ Staff who move loads regularly **or occasionally** such as stationery, food deliveries, projectors etc. These staff include office assistants, kitchen staff, handypersons, training administrators.
- ▶ Managers of the above staff who need to know how to assess the moving and handling task to comply with health and safety legislation.

### Aims:

- ▶ To provide participants with an understanding of basic anatomy, the biomechanics of the spine and backcare as well as the principles of moving and handling. This will cover how to carry out a moving and handling risk assessment looking at the task, the individualthe load and the environment.

- ▶ How to identify high risk activities and practical steps to avoid or minimise risks including using types of load handling equipment.
- ▶ To inform managers of the legal framework which requires risk assessment.
- ▶ **It is good practice to repeat this training every 18 months.**

Closing Date: Not applicable.

## CHARTERED INSTITUTE OF ENVIRONMENTAL HEALTH (CIEH) FOUNDATION CERTIFICATE IN FOOD HYGIENE – ONE DAY

It is good practice to repeat this training every three years.

### Date:

Friday 1 October 2004  
Thursday 21 October 2004  
Thursday 25 November 2004  
Thursday 27 January 2005  
Thursday 10 March 2005

### Time:

9.15 am to 5.00 pm

### Applications to:

Sally Gillett,  
Housing 21 Head Office  
The Triangle, Baring Road  
Beaconsfield, Bucks  
HP9 2NA  
Tel: 01494 685 294  
Fax: 01494 685 201

### Designed for:

- ▶ Staff who personally handle and prepare/cook high risk food i.e. unwrapped food, moist, protein or ready to eat – this includes making sandwiches (cooks, bursars kitchen assts, care staff in day and residential care, learning disability support staff).
- ▶ Staff who supervise service users in making their own meals.
- ▶ Supervisors/managers of the above staff.

### Aims:

- ▶ To provide participants with examined knowledge of basic principles of food hygiene to comply with food safety legislation. Includes symptoms and causes of food poisoning and methods of prevention; bacteria and their potential to cause disease; hygiene and

cleanliness in food premises including personal hygiene; temperature control; storage of food; cleaning and disinfecting equipment; basic requirements of the Food Safety Act 1990 and the Food Safety (General Food Hygiene) Regulations 1995.

- ▶ Candidates who achieve a pass in the multiple-choice examination are awarded the Foundation Certificate in Food Hygiene awarded by the Chartered Institute of Environmental Health. Each delegate receives a copy of Food Safety - First Principles.
- ▶ **It is good practice to repeat this training every three years.**

### Venue:

Tresham Training Suite,  
27c Tresham Crescent,  
NW8.

Closing Date: Not applicable.

## FOOD HYGIENE AWARENESS – HALF DAY

**Date:**  
Wednesday 9 February 2005

**Time:**  
9.30 am to 1.00 pm

**Organiser:**  
Christine Godfrey  
(Tel: 020 7641 6082)

### Designed for:

- ▶ Staff defined by food safety legislation as “low risk” food handlers’ who serve wrapped food and drink but do not actually prepare food.
- ▶ Low risk food handlers may include home carers and care staff in residential and day care. Staff who purchase food and/or store it also need to attend the course.

### Contents:

- ▶ Basic principles of food hygiene to comply with food safety legislation. Includes food poisoning, bacteria and food storage, personal hygiene, pest control, cleaning and disinfection and food hygiene and the law.
- ▶ Candidates who achieve a pass in the multiple-choice

examination are awarded the Food Hygiene Awareness Certificate awarded by the Royal Society of Health. Each delegate receives a copy of Food Safety – First Principle.

- ▶ **It is good practice to repeat this training every three years.**

Closing Date: Friday 14 January 2005

## PREVENTION AND MANAGEMENT OF VIOLENCE

**Date:**  
Thursday 28 October 2004  
Tuesday 15 February 2005

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Christine Godfrey  
(Tel:020 7641 6082)

### Designed for:

- ▶ This course is open to applications from all interested staff.

### Aims:

- ▶ This course has been developed to help participants be more able to identify indicators of violent behaviour and identify prevention/de-escalation strategies. Also to increase awareness of how a participant’s own feelings and reactions can be a positive or negative influence on the outcome of a potentially violent incident. In addition to identify basic risk assessment and reduction strategies for managing and preventing potentially violent, aggressive or challenging behaviour.

- ▶ The course will refer to the Departmental Policy on Handling Assaults and Violence at Work, which managers use as a framework to develop local violence policies, to demonstrate the importance of procedures and practices around communication, the environment, standard reporting systems and risk assessment in minimising risks from violence.

**NB** This course is not about physical restraint or similar procedures for responding to violence.

Tutor: Izzie Valenti, Freelance Trainer  
Closing Date: Friday 1 October 2004 Friday 21 January 2005

**Health & Safety**

# IIS Health and Safety Training



## ■ Investors in Staff Health and Safety Courses – For managers and staff

Please do not use the application form in this booklet to apply for IIS courses – go to the Intranet under Human Resources on the home page go to IIS training courses for course details to apply on-line or call HR Direct on Tel: 0870 333 4992.

■ Health and Safety is part of **Managers' and Contract Managers' PRP objectives** as management of health and safety risks is a legal requirement. These courses have been specially commissioned to help managers and contract managers achieve competency in order to meet their health and safety responsibilities. They cover how to apply models of risk assessment successfully in order to manage, control and monitor health and safety risks which can range from Violence and Stress to Moving and Handling and Infection and more depending on the work activities of your staff carrying out your service.

■ In addition there are courses **for staff** who also have **health and safety PRP objectives** to help them to understand their health and safety responsibilities and procedures for reporting problems. These also provide them with a brief insight into current legislation, the role & function of committees and the WCC health and safety management system. There are also courses for staff on Understanding and Preventing the Causes of Occupational Stress, Understanding & Preventing Violent & Aggressive Behaviour – outside the office environment and for indoor based staff, First Aid Courses and renewal courses are also available.

Contact Christine Godfrey, Health & Safety Officer for details about the courses Tel: 020 7641 6082 or HR Direct Tel:0870 333 4992.

### ■ Managers Health & Safety responsibilities – for managers

6 Sept 04 or 6 Dec 04

The theory of successful health and safety management (HSG 65). – Why it is important to implement these strategies – legal obligations, – penalties for negligence, – changing culture within society to make claims for damages/ role in potential claims – Strategies for implementing these theories in the Council – Successful case studies – WCC – Responsibilities to staff & consultations with trade unions – Overview of the Council's responsibilities for and of contractors and third parties.

### ■ Successful Health & Safety risk assessments – for managers

7 Sept 04, 7 Dec 04 or 7 Feb 05

A description of a generic method for carrying out a risk assessment – How to carry out risk assessments in different situations – How risk assessments are used in the management of contractors and other third parties – Risk profiles and how to use them – Successful case studies – Overview of the legal obligations to assess risk – Hazard Trawling techniques – When and how often to assess risk, when to review risk assessments – What constitutes a suitable and sufficient risk assessment.

## ■ Health & Safety management of contractors and other third parties – for Client officers/ Contract Officers/ Managers who have or will have key involvement in the letting and Monitoring of Contracts

3 Jan 05

Definition of a contractor and other third parties (eg school, residents group, organisations in receipt of a council grant) – Overview of legal obligations and examples of case law (Octel) – Procedures to follow at pre-tender stage, before work starts – (e.g detailed information in the specification of how monitoring is to be carried out; types of equipment to be used; assessment of contractor's competence, etc.) – Principles of CDM Regulations. – The Council's health and safety responsibilities to manage contractors and third parties (sub-contractors) – The duties of contractors and third parties (sub-contractors). – The level of client side monitoring and appropriate monitoring techniques.

## ■ Managing the levels & sources of occupational stress – for Managers

9 Sept 04, 16 Nov 04 or 8 Feb 05

Employer's responsibilities in law. A manager's duties to monitor and take action where necessary and the support structures within the Council for dealing with occupational stress. How and when to carry out a Generic and an Individual's Stress Risk Assessment.

## ■ Health & Safety responsibilities at Westminster – for Staff

Check Intranet for dates

Personal responsibilities and legal obligations – Procedures for reporting problems – Brief insight into current legislation – Role, functions & locations of safety reps. – Role & function of committees: dept. & central – WCC health and safety management system – Health and safety monitoring techniques – roles of all levels of staff.

## ■ Understanding and preventing the causes of occupational stress – for Staff

17 Nov 04 or 9 Feb 05

How to carry out a personal & workplace stress risk assessment. Strategies to help manage the effects of stress (life style changes, time & task management; support networks) Management responsibility to reduce stress. Creating a personal action plan (inc. time management) Monitoring improvements. Identifying personal and workplace sources of stress. Recognising the signs and symptoms of stress Preventing stress. Defining the effects of and reactions to stress on health and performance. Physical techniques to reduce stress.

## ■ DSE Assessor/Ergonomics

16 Sept 04, 2 Dec 04 or 3 Mar 05

For managers and staff carrying out assessments. The role of the Occupational Health Provider, Departmental Health & Safety Advisor/Manager, awareness of ergonomics and actions taken to set up work stations. Hints and tips in the use of keyboards reducing the need to use the mouse. DSE risks/health implications, prevention and reporting, environmental considerations, practical observation techniques, employers legal responsibilities; new and expectant mothers.

## ■ Understanding and preventing violent and aggressive behaviour - outside the office environment

17 Nov 04, 9 Dec 04 or 16 Feb 05



■ **Understanding and preventing violent and aggressive behaviour - for indoor based staff**

19 Oct 04 or 18 Jan 05

■ **Understanding and preventing violent and aggressive behaviour - refresher course**

15 Sept 04, 10 Nov 04 or 26 Jan 05

■ **Certified First Aid course - 4 day course**

25 Oct 04

Please check Intranet for dates – apply to go on the waiting list if full and extra courses will be arranged.

The certificate expires after 3 years. You should attend a 2 day renewal course within 3 years or the certificate is no longer valid.

■ **First Aid Certificate renewal - 2 day course**

13 Dec 04 or 7 Mar 05

This course should be attended within 3 years of gaining the First Aid Certificate.

■ **Initial defibrillator**

22 Oct 04

■ **Defibrillator refresher**

22 Oct 04 or 25 Feb 05

# Management Courses



## ■ Management Development Opportunities

The range of management courses available falls under 3 broad headings:

### 1. Management Qualification Courses

Staff can choose from:

- The level 4 Introductory Diploma in Management, this is suitable for new or inexperienced managers;
- The level 4 Diploma in Management which is for more experienced staff who already operate at a middle management level -**This course will not run again until autumn 2005, therefore further details do not appear in this edition of the training programme;**
- The Postgraduate Diploma in Strategic Management is for managers in front line and strategic roles.

**N.B. The application process for these qualification courses is slightly different than other courses. Please refer to the information provided for each one for details about the application process.**

### 2. Essential Skills Courses for Managers

Staff can choose from:

- The manager as coach (2 days)
- Mentoring for managers (2 days)
- Team development skills for managers (2 days)
- Supervision for managers (1 day)

### 2. Management Master Classes

These are new to the training programme this period. These short workshops are intended for staff who have responsibility for leading and managing people or teams. They are designed to give a 'taster' to current leading edge management and people development issues.

**There is more detail about each of the courses outlined above on the following pages of this Training Programme.**

## INTRODUCTORY DIPLOMA IN MANAGEMENT

There are 7 taught days for this module.

7 and 18 October, 20 and 27 October and 17 to 19 November 2004

Students must attend all seven days.

\* Please note that assessment is by means of an externally marked assignment which will be completed by 20 December 2004

### Organiser:

Ros King  
(Tel: 020 7641 2173)

### Designed for:

- ▶ This qualification provides an introduction to the Chartered Management Institute Level 4 NVQ Diploma in Management. It is intended for people who are new or aspiring managers.

### Aims:

To help you learn, as a manager or aspiring manager, about:

- ▶ developing your management style
- ▶ managing information and communicating
- ▶ focusing on customers and core marketing principles
- ▶ planning and managing resources
- ▶ recruiting and selecting staff
- ▶ maintaining and improving health, safety and quality
- ▶ working with others

### Application Process:

- ▶ Please contact Ros King on 020 7641 2173 for more information and an application form which must be returned with an up to date cv and letter of support from your line manager. Do not apply before you have agreement from your manager. There is an externally marked assignment at the end of this course.

Tutor: Pauline Miller, Development & Training Officer and  
Mary Griffiths, Freelance Trainer

Closing Date: Tuesday 14 September 2004

## POST GRADUATE AND STRATEGIC DIPLOMA IN MANAGEMENT

### Date:

Variable entry applicable

### Organiser:

Helen Matthes  
(Tel: 020 7641 3149)

### Designed for:

- ▶ Front line or strategic managers (level 4).

### Objectives:

- ▶ Managing Information
- ▶ Managing Activities
- ▶ Managing Resources
- ▶ Managing People

### Application Process:

- ▶ Social and Community Services Development and Training Commissioning Unit (DTCU) will be offering the PG Diploma in Management.
- ▶ Managers are invited to research their own programme e.g. University of Westminster, South Bank University. Some prospectuses are kept in the DTCU for reference, alternatively refer to appropriate websites.

The DTCU will contribute approximately 50% of course fees. If you would like further information re either programme please contact Helen Matthes, x3149 or e-mail: [hmatthes@westminster.gov.uk](mailto:hmatthes@westminster.gov.uk)

If there is sufficient interest Action Learning sets or mentoring will be arranged.

## THE MANAGER AS COACH

### 2 Day Course

#### Date:

Monday 8 and  
Tuesday 9 November 2004

#### Time:

9.30 am to 4.30 pm

#### Organiser:

Pauline Miller  
(Tel: 020 7641 2374)

#### Designed for:

- ▶ Health and Social Care Managers.

#### Learning Objectives:

#### The Coaching Role

- ▶ The difference between coaching, mentoring, counselling and consultation.
- ▶ Learning styles and the role of the coach in the learning process.
- ▶ What is coaching, how do you know that you are doing it well?
- ▶ Task coaching vs. process coaching.

#### Systems – A Coaching Model

- ▶ Holistic approaches for managing complex cultural diversity situations.
- ▶ Developing observation skills that matter when managing cultural diversity.

- ▶ Learn how to reframe difficulties, overcome resistance and transform limiting beliefs.
- ▶ Intent and purpose, outcomes that enable change.

#### The Flow of Coaching

- ▶ Positioning yourself as coach/manager during the coaching process.
- ▶ The coaching alliance – building a relationship of trust.
- ▶ Raising awareness in the person being coached and enabling discovery.
- ▶ Skills of the coach, deep listening, powerful questions and reframing techniques.

Tutor:

Sonya Welch-Moring, Freelance Trainer.

Closing Date:

Friday 4 June 2004  
Friday 15 October 2004

## MENTORING FOR MANAGERS

### 2 Day Course

#### Date:

Monday 7 & Tuesday 8  
March 2005

#### Time:

9.30 am to 4.30 pm

#### Organiser:

Pauline Miller  
(Tel: 020 7641 2374)

#### Designed for:

- ▶ This course has been especially designed for managers from Westminster Social & Community Services and Westminster PCT.

#### Benefits for mentors:

- ▶ practise & enhance skills in developing others
- ▶ peer recognition
- ▶ new perspectives
- ▶ direct feedback on 'issues'
- ▶ self-development
- ▶ self awareness
- ▶ a new challenge

#### Benefits for mentees:

- ▶ A confidential point of contact outside the immediate workplace
- ▶ A new contact and a 'gateway' to someone who has skills and expertise in a related area of practice.
- ▶ Gaining broader knowledge, understanding and experience of how organisations work.

- ▶ Having someone outside Department/Team to encourage, support, review, advise and help learning
- ▶ focusing on learning at workplace
- ▶ achieving fresh perspectives

#### Benefits for the organisation:

- ▶ increased motivation.
- ▶ Creativity and innovation
- ▶ accelerated development of learners.
- ▶ improved communication.
- ▶ mentor development.
- ▶ identify and encourage new talent.

#### This Course is for you if you:

- ▶ demonstrate commitment to Continuing Professional Development and particularly self-learning.
- ▶ want to understand more about the responsibilities of being a mentor.
- ▶ have the time to take on a mentee.

Tutor:

Nita Sharma from Global Excellence Ltd..

Closing Date:

Friday 11 February 2005

## TEAM DEVELOPMENT SKILLS FOR MANAGERS

### 2 Day Course

**Date:**

Friday 1 October and  
Monday 18 October 2004

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Ros King  
(Tel: 020 7641 2173)

**Designed for:**

- ▶ Team Managers and Assistant Team Managers who wish to develop their core skills of team building and team facilitation and who could then lead on team development and act as team facilitators within their own teams or throughout the department/council as required.

**Objectives:**

Course members will look at how to:

- ▶ Diagnose the strengths and weaknesses of a team using a range of approaches.
- ▶ Recognise barriers to effective joint working.
- ▶ Know how to involve the team in planning team interventions.

- ▶ Plan and implement a range of team building activities and materials.
- ▶ Recognise their own responses and strengths/weaknesses in difficult team situations.

Tutor: Mary Griffiths, who is tutor on the diploma in management  
Closing Date: Friday 3 September 2004

## SUPERVISION FOR MANAGERS

**Date:**

Monday 1 March 2005

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Helen Matthes  
(Tel: 020 7641 3149)

**Designed for:**

Front line managers and staff with supervisory responsibility.

**Objectives:**

- ▶ To explore the essential components of supervision
- ▶ To manage the supervisory relationship appropriately.

By the end of the programme you will have a framework for supervision and have been guided through the stages of preparing for, participating and implementing tasks agreed in supervision. This includes consideration of personal, interpersonal and organisational blocks to the process.

Tutor: Mike Smith, Freelance Trainer.  
Closing Date: Friday 4 February 2004

## ■ Management Master Classes

Throughout the next 6 months, we plan to run a series of master classes aimed at staff who have responsibility for leading and managing people or teams.

■ These master classes are designed to give you a ‘taster’ to current leading edge management and people development issues. The format is very short and sharp and all classes will be delivered over the lunchtime period so that you don’t have to be away from your other management responsibilities for too long. A sandwich lunch will be provided.

■ During this period, master classes on the following topics are available:

1. **Transformational Leadership**
2. **Emotional Intelligence**
3. **Leading Teams from Conflict to Achievement**
4. **Creating Meaning and Purpose in the Workplace**
5. **Succession Planning and Talent Management**
6. **The Challenges of Collaborative Working Across Agencies**

■ Tutors:

**Beverley Stone** Chartered Business Psychologist and Managing Director of Group Dynamics International Ltd.

**Pauline Miller** Development and Training Officer, Social & Community Services Development and Training Commissioning Unit.

**Martin Fischer** Fellow Leadership Development from the King’s Fund.

There is more information about the content of all of these master classes included, but if you have any questions or need more information, please contact Pauline Miller 020 7641 2374, [pmiller@westminster.gov.uk](mailto:pmiller@westminster.gov.uk)

## TRANSFORMATIONAL LEADERSHIP – A MODEL FOR EFFECTIVE CHANGE MANAGEMENT

### Date:

Tuesday 5 October 2004  
or  
Thursday 3 February 2005

### Time:

11.45 am to 2.30 pm

### Organiser:

Pauline Miller  
(Tel: 020 7641 2374)

### Designed for:

- ▶ All first Line Managers and Team Managers.

### About the master class:

Transformational leaders are charismatic, inspiring, create excitement at work and are the best fit for a culture of change. Find out how well your leadership style fits in this model.

### Objectives:

- ▶ To contrast leadership with management
- ▶ To understand the components of transactional leadership
- ▶ To distinguish between and consider the relative merits of transactional and transformational leadership
- ▶ To learn how to develop an inspirational and visionary leadership style
- ▶ To reflect on why many organisations fail to maximise on leaders who possess a transactional style
- ▶ To explore personal leadership style by completing a questionnaire on transformational leadership

Tutor: Beverley Stone, Freelance Consultant.  
Closing Date: Friday 10 September 2004  
Friday 7 January 2005

## EMOTIONAL INTELLIGENCE

### Date:

Wednesday 3 November 2004  
or  
Thursday 17 February 2005

### Time:

11.45 am to 2.30 pm

### Organiser:

Pauline Miller  
(Tel: 020 7641 2374)

### Designed for:

- ▶ All first Line Managers and Team Managers.

### About the master class:

There is more to success than knowing how to write a business plan or read a balance sheet. Knowing who you can trust, who needs help with personal problems or when to confront and when to refrain from confronting a boss are as important. With a high IQ you can be an efficient professional but with a high EQ – Emotional Intelligence – you can become a great leader. This master class will explain what distinguishes EQ and how to use it.

### Objectives:

- ▶ To introduce emotional intelligence (EQ) and the EQ competencies
- ▶ To learn the 4 core abilities of EQ
- ▶ To understand how EQ effects performance
- ▶ To understand the impact of EQ on organisations
- ▶ To learn how to become an emotionally intelligent manager - top 10 suggestions
- ▶ To develop the ability to apply EQ to problem solving and decision making
- ▶ To gauge your personal level of emotional intelligence by completing a questionnaire EQ.

Tutor: Beverley Stone, Freelance Consultant.  
Closing Date: Friday 8 October 2004  
Friday 21 January 2005



## LEADING TEAMS – FROM CONFLICT AND CYNICISM TO COLLABORATIVE ACHIEVEMENT

### Date:

Tuesday 7 December 2004  
or  
Wednesday 2 March 2005

### Time:

11.45 am to 2.30 pm

### Organiser:

Pauline Miller  
(Tel: 020 7641 2374)

### Designed for:

- ▶ All first Line Managers and Team Managers.

### About the master class:

This master class will show you how to create a supportive team environment which encourages healthy debate, tackling and resolving blockages - whether inter-functional, inter-personal or related to task issues - whilst maintaining 'cabinet responsibility' once decisions have been made. It will show you how to establish collaborative communication as the norm, help you get the best from your colleagues, reduce friction and cynicism and maximise your effectiveness as a leader.

### Objectives:

- ▶ To consider the role of conflict in daily life
- ▶ To analyse what does and doesn't work for you and why
- ▶ To learn how to generate more positive responses from your colleagues
- ▶ To develop different approaches to different situations
- ▶ To develop a natural, confident and people-friendly manner even with the most difficult people
- ▶ To establish the right attitude in your team to create success
- ▶ To gain respect from powerful colleagues
- ▶ To present your case with maximum impact
- ▶ To manage aggressive and overly submissive behaviours
- ▶ To identify personal conflict handling style by completing a conflict handling questionnaire

Tutor: Beverley Stone, Freelance Consultant.  
Closing Date: Friday 12 November 2004  
Friday 4 February 2005

## MEANING AND PURPOSE IN THE WORKPLACE

### Date:

Thursday 20 January 2005  
or  
Tuesday 15 March 2005

### Time:

11.45 am to 2.30 pm

### Organiser:

Pauline Miller  
(Tel: 020 7641 2374)

### Designed for:

- ▶ All first Line Managers and Team Managers.

### About the master class:

Many good people join our organisations with a clear sense of themselves and what they can offer. Sadly, soon after their honeymoon period, they feel constrained by so-called colleagues who put their personal agendas before that of the team or organisation. By subjecting themselves to the aspirations of less collaborative colleagues, our best people begin to lose their confidence, their will to act and their working life becomes meaningless. This master class will show how we can reverse this trend so that good people can perform to their full potential, get the recognition they deserve and the organisation will become strong and unified.

### Objectives:

- ▶ To understand how people lose their sense of meaning and purpose
- ▶ To show how to help people rediscover their values, their sense of self and purpose
- ▶ To understand how to access their Inner Warrior and regain the courage of their convictions
- ▶ To show how a re-evaluation of current choices can help people break out of their uncomfortable 'comfort zone' and realise their potential
- ▶ To recognise how people are not contributing fully because they feel marginalised by others
- ▶ To break down personal, interpersonal and group barriers so that talented people can thrive
- ▶ To identify personal sense of self and personal power by completing a locus of control questionnaire

Tutor: Beverley Stone, Freelance Consultant.  
Closing Date: Friday 17 December 2004  
Friday 18 February 2005

## SUCCESSION PLANNING & TALENT MANAGEMENT

**Date:**  
Tuesday 22 February 2005

**Time:**  
11.45 am to 2.30 pm

**Organiser:**  
Pauline Miller  
(Tel: 020 7641 2374)

### Designed for:

- ▶ All first Line Managers and Team Managers.

### About the master class:

The workforce is one of the most valuable resources to any organisation - however attracting, retaining and motivating people is often a difficult or neglected area. An employer of choice must be responsive, respectful and open to staff and their needs.

### Objectives:

- ▶ To understand how talent management and succession planning can be practically implemented in the workplace
- ▶ The importance of measuring the satisfaction of the people who work for you
- ▶ Developing and maintaining productive working relationships which encourage people to thrive and contribute in a positive way

**Tutor:** Pauline Miller, Development & Training Officer  
**Closing Date:** Friday 28 January 2005

## THE CHALLENGES OF COLLABORATIVE WORKING ACROSS AGENCIES

**Date:**  
Monday 15 November

**Time:**  
10.00 am to 12.30 pm

**Organiser:**  
Phillip Berechree  
(Tel: 0207 7641 2048).

### About the master class:

The new agendas for Children's and Adults' Services will require working across professional and organisational boundaries.

### Objectives:

- ▶ Challenges and Barriers to Collaboration
- ▶ Promoting Effective Collaboration
- ▶ The nature of partnership and collaborative practice between statutory organisations

**Tutor:** Martin Fischer, King's Fund.  
**Closing Date:** Friday 22 October 2004

“Developing people, delivering quality”

“Developing people, delivering quality”

# Children and Families



## ■ Children and Families division training courses

- ▶ All new staff should attend a Divisional Induction Day as well as the Welcome To Westminster sessions.
- ▶ The Divisional Induction Day is on, Tuesday 2 November 2004.
- ▶ The bulk of the training for the Children and Families Division will be held in one week blocks. This was decided by DMG in order to try and maximise attendance. The Heads of Commissioning will be responsible for cover for these weeks so that as many staff as possible can prioritise this training.

So please put these dates in your diary and book early to avoid disappointment. Places will be allocated on a first come first served basis when an application form, signed by your line manager, is received in the Development & Training Unit. Applications will not be accepted after the closing date.

- ▶ Please note that there are other inter-agency training courses on selected topics that could not be fitted into the two weeks, and it is hoped that interested staff will also be able to access these courses.

Core courses should be attended in the following order:

- ▶ Core 1&2
- ▶ Core 3
- ▶ Introduction to the Child Protection Procedures
- ▶ Joint Investigation & Memorandum Training

■ C&F Division Training Week - 11th to 15th October 2004		
■ 11th to 13th October	■ Core 1 & 2	■ 3 day workshop C&F Social Workers
■ 14th October	■ The Culturally Competent Worker OR	■ 1 day course for C&F Social Workers
■ 14th & 15th October	■ Working with Violent & Abusive Parents	■ 2 day inter-agency course

For further details of these workshops please see the following pages.

See also:

8th October 2004 Divisional Day The Children's Bill.

23rd November 2004, ACPC Conference.

■ C&F Division Training week - 7th to 11th February 2005		
■ 7th February	■ Court Skills	■ Half day course for staff new to the court process
■ 8th February	■ Working with Families Where There is Parental Mental Ill-Health	■ 1 day joint course C&F and Mental Health
■ 10th & 11th February	■ Working with Violent & Abusive Parents (repeat)	■ 2 day inter-agency course

## PLANNING AT THE POINT OF ENTRY INTO THE CARE SYSTEM AND LAC PLANNING

### 3 DAY WORKSHOP (CORE COURSE 1 and 2 now combined)

**Date:**  
Monday 11 to Wednesday  
13 October 2004

**Time:**  
9.30 am to 4.30 pm

**Venue:**  
4 Frampton Street

**Organiser:**  
Ros King  
(Tel: 020 7641 2173)

#### Designed for:

- ▶ This three day workshop is available to all social work staff who work with children and families at the point of entry into care, and Looked After Children.

#### Objectives:

- ▶ The focus is on looking at good practice, principles and procedures around the point of entry into care and understanding children's needs through the LAC materials and A&A records.
- ▶ Avoiding emergency admissions/ planning entry into care.
- ▶ Working in partnership with families.
- ▶ The Care Plan - rehabilitation/alternatives.
- ▶ Assessing the child's needs/welfare and his/her family.
- ▶ Placement choice.

- ▶ Contact issues.
- ▶ Health and education requirements and plans.
- ▶ First review.
- ▶ Working in partnership with carers/residential staff.
- ▶ Working with diversity.
- ▶ Understanding how the LAC materials and A&A records relate to current thinking about Looked After Children.
- ▶ Working towards permanency.

This workshop is being led for us by Assistant Team Manager's in the LAC and Family Support Team and Review Unit with contributions from colleagues in health and education and service users.

**NB** The three core courses are designed to be taken together and is part of a rolling programme, and should be completed by all social workers over a maximum period of two years.

Tutor: ATM's, John Griffin and Von McLarey.  
Closing Date: Friday 17 September 2004  
BY SELECTION PROCESS

## INTRODUCTION TO CHILD PROTECTION PROCEDURES FOR SOCIAL WORKERS

**Date:**  
Tuesday 19 and  
Wednesday 20 October 2004

**Organiser:**  
Ros King  
(Tel: 020 7641 2173)

The workshop will look at child protection procedures, civil and criminal law and case conferences.

#### Designed for:

- ▶ This workshop is for all children and families division social workers.

**Please note that this compliments the Introduction to the Recognition of Children in Need of Protection course, it does not replace it.**

Tutor: In-house workshop led by Cathy Smith and Ben Jamal  
Closing Date: Friday 24 September 2004

## ACPC INTERAGENCY COURSE: RISK ASSESSMENT

### Date:

Monday 4 October 2004  
Thursday 4 November 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Ros King  
(Tel: 020 7641 2173)

### Designed for:

- ▶ One day workshops led by Andy Jones, to work with Westminster Social and Community Services staff and inter-agency staff on some lessons learned from the serious case review in 2002.

### Aims:

The workshop will focus on the need for staff to be:

- ▶ Child centred
- ▶ Alert to changes in the levels of risk
- ▶ Able to share information to form a holistic picture of the child and family
- ▶ Able to look at the importance of historical risk factors

Tutors: Sally Trench and Andy Jones  
Closing Date: Friday 10 September 2004  
Friday 8 October 2004

## ACPC INTERAGENCY COURSE: INTRODUCTION TO THE RECOGNITION OF CHILDREN IN NEED OF PROTECTION

### Date:

Monday 8 & Tuesday 9 November 2004  
(Rescheduled from 7 & 8 October 2004)  
Monday 13 & Tuesday 14 December 2004  
Tuesday 25 January and Friday 18 Feb 2005  
(split dates)  
Monday 7 & Tuesday 8 March 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Ros King  
(Tel: 020 7641 2173)

### Designed for:

- ▶ Staff from all agencies who come into regular contact with children.

### Objectives:

- ▶ To clarify the backdrop and mandate for multi-agency professional interventions in the interests of children.
- ▶ To define and explore the complexity of the multi-agency task.
- ▶ To enhance professional ability to recognise abuse and risk of abuse.
- ▶ To think about responding to concerns and working for protection.
- ▶ To explore the importance of professional self care.

### Method:

- ▶ A two day course. There will be lectures, group discussions, small group work and slide presentations

**NB** This course is the first part of two courses, participants should go on to complete part two which is the Introduction to Issues Around Child Sexual Abuse. The course can be taken as a refresher by staff with experience in this area. It can be used as an introduction to "Working Together" which is used extensively during this course.

Tutor: Mike Smith, External Trainer and Consultant.  
Closing Date: Friday 15 October 2004 Friday 17 December 2004  
Friday 19 November 2004 Friday 11 February 2005 BY SELECTION PROCESS

## COURT SKILLS

**Date:**

Monday 7 February 2005

**Time:**

1/2 day workshop.

**Organiser:**

Ros King  
(Tel: 020 7641 2173)

**Designed for:**

- ▶ A 1/2 day workshop for staff who are new to the court process.

**Objectives:**

- ▶ The workshop will look at good models of report writing and preparing statements as well as giving evidence.

Tutors: Creighton and Partners.  
Closing Date: Friday 14 January 2005

## COMMUNICATION AND DIRECT WORK WITH CHILDREN

**Date:**

Tuesday 11 January 2005,  
and every 2 weeks until  
24 May 2005

**Time:**

2.00 pm – 5.00 pm

**Organiser:**

Ros King  
(Tel: 020 7641 2173)

**Designed for:**

- ▶ Westminster social work staff who work with children and families.

**Objectives:**

- ▶ Following the workshop which explored some of the issues for staff who work with children Robin is offering consultation to staff who have communication issues to explore
- ▶ This will take the form of a set group of 8-10 people. There will be a presentation or a paper and then participants will take it in turn to present a case. The group will be held at the Tavistock Centre every two weeks

Tutor: Robin Solomon, from the Tavistock.  
Closing Date: Friday 17 December 2004



## WORKING WITH REFUGEES AND ASYLUM SEEKERS: CULTURAL AWARENESS

### Date:

Wednesday 9 February 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Ros King  
(Tel: 020 7641 2173)

### Designed for:

- ▶ Suitable for frontline staff working with refugees and asylum seekers, and anyone wishing to gain better understanding of the issues.

### Aim:

- ▶ To provide you with information about the country, context and background of refugees living in various regions, and to stimulate your thinking about cultural differences, how these affect people's behaviour and perceptions and their impact on service provision and personal interaction.

### Objectives:

- By the end of the course you will have a practical understanding of:
- ▶ Who the refugees living in these regions are
  - ▶ Why they have left their own countries and are now in the UK
  - ▶ Key elements of differences between their cultures and that of the UK and how this may affect the refugee experience of life here and your own contact with refugees

Tutors: The Refugee Council  
Closing Date: Friday 7 January 2005.

## FOCUSED COUNSELLING SKILLS WITH YOUNG PEOPLE

### Date:

Tuesday 5 October 2004  
Wednesday 9 March 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Ros King  
(Tel: 020 7641 2173)

### Designed for:

- ▶ Staff from all agencies who work with children and young people.

### Objectives:

- ▶ This course is an introduction to the skills needed to work effectively with children and young people and explore the benefits of using counselling skills. Often young people are not able to tell us what they are feeling or thinking directly and have a survival skill of resistance or have no emotional language to describe this internal process.

- ▶ Focused counselling skills will help relieve some of the emotional and mental distress that young people may be experiencing and therefore provide a release in tension and choice of options. The course will identify practical ways of engaging young people using counselling skills to explore such issues as anger, identity, grief, bereavement and behaviour.

Tutor: Fran Halford, Freelance Trainer.  
Closing Date: Friday 10 September 2004  
Friday 11 February 2005

## RESPONSES TO WOMEN & CHILDREN EXPERIENCING DOMESTIC VIOLENCE

### TWO DAY INTER-AGENCY TRAINING COURSE

**Date:**

Tuesday 18 and Wednesday 19 January 2005

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Ros King  
(Tel: 020 7641 2173)

**Aims of course:**

- ▶ To review what is meant by the term "domestic violence" and to re-establish scale & incidence as well as the impact on adult survivors.
  - ▶ To provide participants with an up to date overview of relevant legal rights and other support services and the opportunity to practice using this.
  - ▶ To provide participants with a framework and approach for safety planning with survivors of domestic violence.
  - ▶ To raise participants' awareness of the range of experiences children have of living with domestic violence, with reference to relevant research.
- ▶ To identify the connection between the abuse of women and the abuse of children.
  - ▶ To work in a way that promotes equality of opportunity and challenges all forms of discrimination and oppression.

Tutor: Thangam Debbonaire and a group of professional actors.  
Closing Date: Friday 17 December 2004 BY SELECTION PROCESS

## ACPC INTERAGENCY COURSE: WORKING WITH THE ABUSIVE AND VIOLENT BEHAVIOUR OF PARENTS

### NEW 2 DAY WORKSHOP

**Date:**

Thursday 14 and Friday 15 October 2004  
Thursday 10 and Friday 11 February 2005

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Ros King  
(Tel: 020 7641 2173)

**Designed for:**

- ▶ This is a multi-agency event designed for all professionals from Health, Social & Community Services and the Voluntary Sector.

**An inquiry into the death of Ainlee Walker by Newham ACPC found that**

- ▶ Health and Social Services staff withdrew from supporting Ainlee because they were intimidated and manipulated by her parents.
- ▶ Staff failed to carry out risk assessments to examine the toddler's needs or determine the threat posed by her parents.
- ▶ Staff should receive better training to equip them to deal with violent families.
- ▶ Individual staff must be clear about their own responsibilities and what action they should take.

**Aims:**

- This course will enable participants to:
- ▶ Identify the different roles and issues in working with parents who are seen as abusive to social workers or other agency members who are involved in a particular piece of work.
  - ▶ Develop our understanding of the parents feelings and responses to their child or young person being involved with social services and other interagency workers.
  - ▶ Identify techniques and develop our individual and professional awareness of the causes behind a parent's behaviour
  - ▶ To look at our options and responses and ways to stay engaged with them.
  - ▶ Understanding and working with realistic and unrealistic expectations of others in relation to caring for the child or young person, and ways to work in partnership.
  - ▶ How to record and forward relevant information on the child or young person's behalf.

Tutor: Fran Halford, Counsellor and Freelance Trainer  
Closing Date: Friday 24 September 2004  
Friday 21 January 2005

## WORKING WITH FAMILIES WHERE THERE IS PARENTAL MENTAL ILL-HEALTH

### Date:

Tuesday 8 February 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Ros King  
(020 7641 2288)

### Designed for:

- ▶ Mental health Care Managers and CMHT colleagues, experienced children and families staff currently working with parental mental health issues. Participants are expected to have a basic understanding and awareness of mental health and/or to have attended mental health awareness training.

### Outcomes:

- ▶ To develop a greater understanding of the impact of parental mental ill health on child development and;
- ▶ To explore the effects on the child's psychological, physical and emotional well being;
- ▶ To look at what children have to say about the experience of living with mental ill health;

- ▶ To examine models for assessing parenting and risk;
- ▶ To explore the joint working protocol and look at ways of working together.

Tutor: James Dutton, Marlborough Family Service  
Closing Date: Friday 14 January 2005 BY SELECTION PROCESS

## ACPC INTERAGENCY COURSE: INTRODUCTION TO ISSUES AROUND CHILD SEXUAL ABUSE

### Date:

Monday 7 and Tuesday  
8 March 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Ros King  
(Tel: 020 7641 2173)

### Designed for:

- ▶ Staff from all agencies who work directly with children and young people.

### Objectives:

- ▶ Defining and describing sexual abuse.
- ▶ To provide an opportunity for participants to examine some of the dilemmas involved in child sexual abuse.
- ▶ To be better able to respond to children who may have been abused.
- ▶ Sharing professional experiences.
- ▶ The meaning of sexual abuse for the abused child.
- ▶ Taking care of ourselves, managing uncertainty and anxiety.

**NB** This course is the second part of a block of two courses. All applicants must first complete the course "Introduction to the Recognition of Children in Need of Protection"

Tutor: Wendy Wood, External Trainer and Tavistock Consultant  
Closing Date: Friday 11 February 2005 BY SELECTION PROCESS

## CONSULTATION GROUPS TO SUPERVISORY PRACTICE

**Date:**  
Closed Group

**Time:**  
Half Day  
9.30 am to 12.30 pm

**Organiser:**  
Ros King  
(Tel: 020 7641 2173)

**Venue:**  
Meeting Room, Mezz Floor,  
4 Frampton Street.

### Designed for:

- ▶ Assistant Team Managers. \*\*\*\*

### Objectives:

Learning is based on members' own supervisory practice and focuses on three interrelated functions of supervision.

- ▶ Ensuring the implementation of agency tasks and policies
- ▶ Focusing on workers' practice
- ▶ Facilitating workers' professional development and on the struggle to mediate effectively and creatively between these three

The task of Consultation Groups is to clarify and respond to the learning needs of supervisors and to develop their skills.

### Structure and Method:

At the core of the Consultation Group will be the examination of participants' current supervisory concerns and practice. Learning methods will include presentation of participants' supervisory practice, theoretical inputs, paired and small group exercises, role play. The conceptual thinking will draw upon systemic, organisational and psychodynamic theories. Members will be encouraged to share and develop other theoretical frameworks that aid their supervisory practice.

\*\*\*\*Please contact Trevor Moores x7665 if you wish to attend.

**Tutor:** Felicia Olney, Social Work Trainer and Psychotherapist, Tavistock Marital Studies Institute and Sally Trench, Head of Commissioning, Child Protection and Quality, Westminster

## THE CULTURALLY COMPETENT WORKER

**Date:**  
Thursday 14 October 2004

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Ros King  
(Tel: 020 7641 2173)

### Designed for:

- ▶ Westminster children and families staff and mental health staff who work with children and families.

### Objectives:

- ▶ The workshop will explore the complexity of culture and examine the issues for staff who work with children and families arising from the Laming and Lebonite reports.

**Tutor:** Workshop led by staff from Reconstruct.  
**Closing Date:** Friday 17 September 2004

## WESTMINSTER ACPC INTER-AGENCY ANNUAL CONFERENCE

The role of education in  
safeguarding children  
(to be confirmed)

**Date:**

Tuesday 23 November 2004

**Organiser:**

Ros King  
(Tel: 020 7641 2173)

**Venue:**

The Royal Institute of British  
Architects

Closing Date: Friday 29 October 2004

## TEAM DEVELOPMENT SKILLS FOR MANAGERS 2 DAY COURSE

**Date:**

Friday 1 October and  
Monday 18 October 2004

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Ros King  
Tel: 020 7641 2173)

**Designed for:**

- ▶ Team Managers and Assistant Team Managers who wish to develop their core skills of team building and team facilitation and who could then lead on team development and act as team facilitators within their own teams or throughout the department/council as required.

**Objectives:**

- Course members will look at how to:
- ▶ Diagnose the strengths and weaknesses of a team using a range of approaches.
  - ▶ Recognise barriers to effective joint working.
  - ▶ Know how to involve the team in planning team interventions.
  - ▶ Plan and implement a range of team building activities and materials.
  - ▶ Recognise their own responses and strengths/weaknesses in difficult team situations.

Tutor: Mary Griffiths, who is tutor on the diploma in management  
Closing Date: Friday 3 September 2004

# Older People Health and Disability



■ **Development & training for care management staff and staff who work in the community**

▶ **Joint Working and Training**

We have run several joint events with Marie Hayes who is the Training, Education and Development manager at Westminster PCT. If you have any ideas for joint training, just let me know.

▶ **Single Assessment Process/FACE**

We have made sure that our training supports the implementation of the Single Assessment Process on 1st April. I have not specified which courses are SAP related as they all are!

▶ **Dementia Service Development Officer.**

Jude Sweeting is continuing to run the very successful Dementia forums in the coming year. If you would like more information about the Forums or about dementia, please ring Jude on 020 7641 7431.

▶ **Adult Protection Training**

There are some courses specifically related to adult protection e.g. 'Key Steps'. However adult protection is an integral element of the majority of courses. The courses should complement one another.

Liz Potter is employed by the Royal Borough of Kensington and Chelsea and the City of Westminster as the Adult Protection Development Officer. Liz works closely with Development and Training unit. Liz may be contacted on 020 7361 3637.

▶ **Disability Policy Officer**

Mandy Sainty is the Disability Policy Officer. If you have any suggestions about training or development around disability issues, please contact Mandy on 020-7641-1957.

▶ **Continuing Professional Development**

We have set up a CPD group specifically for Occupational Therapists. With the advent of the General Social Care Council, qualified social workers and other staff will be required to provide evidence of their continuing professional development so we've also set up a CPD Group for the Division. If you would like more information about this please contact me.

**Jane Simms Tel: 020 7641 2079.**

## ADULT PROTECTION: THE LEGAL CONTEXT

### Date:

Tuesday 5 October 2004  
or  
Wednesday 16 March 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

#### Designed for:

- ▶ Health, Police and care management staff who would be undertaking or contributing to an Adult Protection Investigation.

#### Objectives:

To gain an overview of adult protection in its legal context, including:

- ▶ Department of Health policy on adult protection
- ▶ Community care legislation: how adult protection fits into it.
- ▶ Decision-making capacity (including issues such as determining capacity, best interests, enduring power of attorney, Court of Protection/Public Guardianship Office, advance 'directives', undue influence, gifts, wills).

- ▶ Interventions (including, but not only, some interventions under the Mental Health Act 1983, Court of Protection/ Public Guardianship Office, National Assistance Act 1948, common law, confidentiality and data protection).
- ▶ Criminal justice and vulnerable adults (overview of criminal offences (financial, sexual, physical abuse), Home Office guidance on vulnerable adults and special measures).
- ▶ Human rights issues.

Tutor: Michael Mandelstam, External Trainer and Consultant.  
Closing Date: Friday 10 September 2004  
Friday 18 February 2005

## PROTECTION OF VULNERABLE ADULTS

### Date:

Thursday 4 November 2004  
or  
Tuesday 1 March 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

#### Designed for:

- ▶ Community based staff and managers (who work with vulnerable adults in Westminster) from Social and Community Services, Housing, Health, Police and the voluntary and independent sectors.

#### Objectives:

- ▶ To develop a good understanding of types of adult abuse and risk factors.
- ▶ To have the opportunity to practice skills in responding to abusive situations or practice.
- ▶ To promote effective inter-agency working.

Tutor: Danuta Lipinska and Jacky Mortimer (For Dementia Training)  
Closing Date: Friday 8 October 2004 Friday 4 February 2005  
BY SELECTION PROCESS



## KEY STEPS IN PROTECTING VULNERABLE ADULTS

### Date:

Wednesday 10 November  
2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Health and social care staff and police officers who will be undertaking or contributing to adult protection investigations.

### Aim:

- ▶ The aim of this course is to explore key stages in the adult protection process and the roles and responsibilities of staff at each stage.

### Objectives:

- ▶ To explore factors around significant harm and thresholds for action.
- ▶ To consider issues around the initial alert, strategy meeting, investigation planning and the monitoring of protection plans.

- ▶ To explore the nature of effective care planning, taking into account users' right to give or withhold consent to agency actions.
- ▶ To develop a greater understanding of the role and responsibilities of other agencies.
- ▶ To become more aware of the obstacles to users of talking about abusive events and how to deal with these.

### Please Note:

This course will look primarily at situations where a criminal investigation is not the first concern. However, a linked half day course on criminal evidence, etc. will complement the areas covered in this course.

Tutor: Mike Smith, Independent Consultant and Trainer  
Closing Date: Friday 15 October 2004

## WORKING WITH PEOPLE WITH A LEARNING DISABILITY WHO HAVE DEMENTIA

### Date:

Thursday 27 January 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Staff who work with people with learning disability and for staff who work with older people some of whom may have a learning disability.

### Objectives:

The course will cover:

- ▶ The facts and the fiction about dementia.
- ▶ Making a diagnosis
- ▶ Some common themes in learning disability and dementia.
- ▶ Differences between the two fields.
- ▶ Key communication skills.
- ▶ A skills audit.

Tutor: Kerry Barrowman, for Dementia Training  
Closing Date: Friday 31 December 2004

## TELEPHONE SUPPORT FOR PEOPLE WITH DEMENTIA AND THEIR CARERS

### Date:

Friday 28 January 2005

### Time:

9.30 am to 4.30 pm

#### Designed for

- ▶ Any staff who have telephone contact with carers and service users.

#### Objectives

- ▶ To enable the learner to identify key components in communication.
- ▶ To identify communication issues specific to telephone contact.
- ▶ To explore ways in which communication can be improved
- ▶ To encourage workers to reflect on their current practice.
- ▶ To set telephone support within the context of the whole organisation.
- ▶ To explore our understanding of personal and organisational boundaries.

Tutor: Danuta Lipinska, (For dementia Training).  
Closing Date: Friday 7 January 2005

## DEMENTIA DISCUSSIONS

### Time:

9.30 am to 12.30 pm

#### Designed for:

- ▶ Experienced staff from Social & Community Services, Westminster PCT and CNWLMHT.

#### Content:

- ▶ **“The person on the page”:** recording observations and assessments so that the person comes “alive”.  
Wednesday 10 November 2004
- ▶ **Family matters – a refreshing look at working with friends and family**  
Friday 3 December 2004
- ▶ **Dilemmas – the practice challenges around gaining consent and living with risk**  
Tuesday 18 January 2005

- ▶ **“I want to get on with my life” – people with dementia tell us that they want to be helped to get on with life and make choices – how?**  
Thursday 24 February 2005

- ▶ **“Being heard” – listening to and communicating with people with dementia**  
Wednesday 16 March 2005

**Please note:** these discussion groups are aimed at experienced staff so applicants will be expected to have attended “Working in the community with people with dementia” or equivalent.

Tutor: Jude Sweeting, Dementia Development Officer,  
Sue Heiser, Dementia Consultant and Trainer.

## WORKING IN THE COMMUNITY WITH PEOPLE WITH DEMENTIA

### Date:

Wednesday 1 and  
Thursday 2 December 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Staff from SCSD, Health and the Voluntary Sector who work in the community with people with dementia and their carers. This course complements "Mental Health & Older People".

### Objectives:

- ▶ Demonstrate a general understanding of what dementia is and what it is not.
- ▶ Differentiate between Alzheimer's Disease, Multi-Infarct dementia and "pseudo-dementia" (Depression) and delirium (Acute Confusional State).
- ▶ Discuss other conditions which may appear to be "dementia" but in fact may be treatable.
- ▶ Briefly outline current research.
- ▶ Identify behaviours most commonly experienced by persons with dementia.

- ▶ Develop strategies for intervening with challenging behaviours and communication difficulties.
- ▶ Explore ways to develop appropriate behavioural care plans.
- ▶ Appreciate the concerns and dilemmas of the service user / carer dyad.
- ▶ Identify family carer needs and reactions and how to respond effectively.
- ▶ Understand stressors related to caring for person with dementia and recognise responses to better care for oneself.

Tutor: Danuta Lipinska (For Dementia Training).  
Closing Date: Friday 5 November 2004  
BY SELECTION PROCESS

## REACHING OUT: WORKING WITH ELDERS FROM OTHER CULTURES

### Date:

Monday 22 November 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ All staff working with older people from other cultures.

### Objectives:

- ▶ Have an understanding of the diversity of cultures older people may come from.
- ▶ Have explored some of the issues and situations that older people may find themselves in.
- ▶ Have a greater understanding of the needs of carers and families involved.
- ▶ Think more creatively about responding to the needs that older people from other cultures may have.

Tutor: Jacky Mortimer (for dementia Training)  
Closing Date: Friday 29 October 2004

## MENTAL HEALTH AND OLDER PEOPLE

### Date:

Wednesday 2 February 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

#### Designed for:

- ▶ Staff working with older people. This course complements "Working in the Community with People with Dementia".

#### Outcomes:

- ▶ To ensure participants are acquainted with the main clinical disorders associated with old age.
- ▶ To examine the features which distinguish dementia from other disorders.
- ▶ To look at the impact of mental illness on the individual, their families and carers.
- ▶ To examine the role of social attitudes in relation to mental illness in old age.

Tutor: Danuta Lipinska (for dementia Training)  
Closing Date: Friday 7 January 2005

## DEPRESSION IN LATER LIFE

### Date:

Wednesday 9 February 2005

### Time:

9:30 am to 4.30 pm

Depression is one of the most commonly misdiagnosed and untreated conditions in older adults. It can exist as part of a lifelong condition or may be the result of particular events in the older person's life.

The course will explore different types of depression, its causes and current forms of treatment. It will include person centred and validating ways of providing support. The course relates to the mental health elements of the Single Assessment Process.

#### Objectives:

At the end of the day participants will have had an opportunity to:

- ▶ Examine myths and stereotypes of depression in later life.

- ▶ Discuss the role of stress, loss and change in the development of depression
- ▶ Outline at least 5 different types of depression
- ▶ Demonstrate an understanding of the causes of depression in later life
- ▶ Explore issues around suicide and depression in the older population.
- ▶ Enhance and develop skills in working with service users and colleagues around assessment, diagnosis, treatment and supportive care.
- ▶ Explore our own responses and need for self care.

#### Methods:

Discussion, pairs, small group work, worksheets and case studies.

Tutor: Danuta Lipinska, Independent Consultant and Trainer.  
Closing Date: Friday 14 January 2005

## ADVOCACY AND OLDER PEOPLE

**Date:**

Tuesday 15 February 2005

**Time:**

09.30 am to 4.30 pm

**Designed for:**

- ▶ Staff from SSD, Health and the Voluntary and Independent Sectors who work with older people and their carers.

**Objectives:**

- ▶ To explore definitions and models of advocacy including similarities and differences between independent advocacy and advocacy within a professional role
- ▶ To explore the role of the advocate through case studies ranging from support to representation on the telephone, in person, in writing and in formal situations

- ▶ To experience the role of the advocate in a range of settings, eg residential care home, hospital settings, and in the community.
- ▶ To be aware of the role of advocacy within the National Service Framework for Older People
- ▶ To hear about advocacy from a user perspective
- ▶ To be aware of the range of issues older people may need an advocate for
- ▶ To be aware of the principles of advocacy and the Advocacy Charter which guides quality issues
- ▶ To assess the advantages and disadvantages of independent advocacy compared to advocacy provided by professional, paid or informal carer, friend or family

**Tutor:**

Westminster Advocacy Service for Senior Residents Training team

**Closing Date:**

Friday 21 January 2005

BY SELECTION PROCESS TO REFLECT INTER-AGENCY WORKING

## PROTECTION OF VULNERABLE ADULTS – RESIDENTIAL CARE STAFF

**Date:**

Tuesday 25 January 2005

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Jane Simms  
(Tel: 020 7641 2079)

**Designed for:**

- ▶ Staff who work in residential care settings.

**Objectives:**

- ▶ To develop a good understanding of types of adult abuse and risk factors.
- ▶ To have the opportunity to practice skills in responding to abusive situations or practice.
- ▶ To promote effective inter-agency working.

**Tutor:**

Danuta Lipinska and Jacky Mortimer (For Dementia Training)

**Closing Date:**

Friday 31 December 2004 BY SELECTION PROCESS

## HUMAN RIGHTS ACT AND DISABILITY DISCRIMINATION ACT 1995:

### LEGAL AND PRACTICAL IMPLICATIONS

#### Date:

Tuesday 22 February 2005

#### Designed for:

- ▶ Health, Social Care and all City Council staff and voluntary sector.

#### Aims and objectives:

**Overall.** The course aims to take a practical approach, explaining the Human Rights Act and Disability Discrimination Act 1995 in terms of everyday situations in local authority social services departments (and the NHS). The course avoids legal jargon and is fully participative; a detailed handout will be supplied. It will

emphasise that local authority policies and everyday decision-making need to be consistent not just with existing legislation (eg community care legislation) but with both the HRA 1998 and DDA 1995 – and that this consistency is not just an optional extra.

#### In particular:

The course will seek to give those attending an overview of the plentiful examples:

- ▶ Outline of the Human Rights Act 1998
- ▶ Outline of European Convention on Human Rights (in particular the articles concerning right to life, inhuman and degrading treatment, deprivation of liberty, respect for home, private and family life, discrimination)
- ▶ Selected case human rights case law (eg older people wishing to

remain in their own homes, 'promise for life' cases involving residential homes, degrading treatment in institutions, privacy and confidentiality, implications for contracts with the independent sector, implications for rationing and resources, informal mental health patients, selected Mental Health Act issues, manual handling decisions)

- ▶ Outline of the Disability Discrimination Act 1995
- ▶ DDA sections relating to the provision of goods and services, management and disposal of premises, education
- ▶ Selected DDA case law to show implications for local authorities, including risk assessment, of policies, procedures, service provision, physical access, housing waiting lists etc

Tutor: Michael Mandelstam, Trainer and Consultant.  
Closing Date: Friday 28 January 2005

## THINKING IT THROUGH: RISK ASSESSMENT

#### Date:

Monday 7 February 2005

#### Time:

9.30am to 4.30 pm

#### Designed for:

- ▶ All Staff who work in the community with vulnerable adults.

#### Outcomes:

By the end of the course you will have:

- ▶ Had a brief update on current research and best practice.
- ▶ Looked at some key concepts, including risk, risk assessment, and risk management.
- ▶ Been introduced to methods for assessment and decision making, using clinical and actuarial methods.
- ▶ Thought about specific indicators for risk of harm to others, suicide and self neglect.
- ▶ Applied clinical and actuarial models and a resilience framework to some examples.

Tutor: Mike Smith, Independent Consultant and Trainer.  
Closing Date: Friday 14 January 2005

## RISK ASSESSMENT: AN OVERVIEW OF LEGAL ASPECTS

### Date:

Wednesday 17 November  
2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Managers and staff from health, social care services and the voluntary sector.

### Objectives:

- ▶ To have an opportunity to explore assessment of risk with colleagues from a variety of settings and organisations and to understand the relationship between legal responsibilities, professional good practice and client choice.

### Content will include:

- ▶ Health and safety at work legislation
- ▶ Common Law of Negligence
- ▶ Community Care Legislation
- ▶ Balanced decision making and professional good practice
- ▶ Fair Access to Care Services
- ▶ Disability Discrimination Act
- ▶ Single Assessment process

Tutor: Michael Mandelstam, Trainer and Consultant.  
Closing Date: Friday 22 October 2004 BY SELECTION PROCESS

## COMMUNITY CARE LEGISLATION

### Date:

Thursday 14 October 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Care Management staff, other City Council Departments, Health and Voluntary Sector staff.

### Objectives:

- ▶ Have an overview of the legal and administrative framework governing the provision of community care by social services departments (including the sources of law and information).
- ▶ Understand the legal process of judicial review.
- ▶ Understand the role of the Local Government Ombudsman.
- ▶ Have an idea of how the law courts analyse specific practical situations in community care for their legal underpinning.
- ▶ Identify questions which local authorities/staff should be asking themselves in order to test the lawfulness of policies and decisions.

Tutor: Michael Mandelstam, Trainer and Consultant.  
Closing Date: Friday 17 September 2004

## COMMUNITY CARE LEGISLATION UPDATE

### Date:

Tuesday 7 December 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

#### Designed for:

- ▶ Care Management staff and staff from health and other agencies who have a good working knowledge of Community Care legislation and practice.

#### Objectives:

- ▶ To provide an update on the most recent changes to legislation.
- ▶ To provide an update on the most recent and influential judicial reviews, Ombudsman decisions, etc.

**Please note:** This is a “live” course – the content will therefore depend on what is happening in Community Care Law and Practice in December 2004.

Tutor: Michael Mandelstam, Trainer and Consultant.  
Closing Date: Friday 12 November 2004

## ASSESSING ABILITIES: ACTIVITIES OF DAILY LIVING

### Date:

Thursday 18 and  
Friday 19 November 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

#### Designed for:

- ▶ Health and Social Care staff who undertake or contribute to assessments.

#### Objectives:

- ▶ To develop a greater awareness of how health and social care conditions often develop (FACS)(D.H.).
- ▶ To be able to assess functional abilities and anticipate problem areas.
- ▶ To understand how and when simple equipment/minor adaptations can promote independence.
- ▶ To understand how this fits in with FACE and the Single Assessment Process.

Tutor: Eve Lundin, Independent Trainer and Consultant  
Closing Date: Friday 22 October 2004



## DUAL SENSORY AWARENESS TRAINING WORKSHOP

### Date:

Tuesday 8 February 2005

### Time:

10.00 am to 4.00 pm\*

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

\* Please note late starting time.

### Designed for:

- ▶ Staff from Care Management, health, City Council and the voluntary sector who work with adults.

### Objectives:

- ▶ To enable participants to gain a greater understanding of the needs of older service users with hearing and sight impairment.
- ▶ To ensure that care managers and other staff understand how the issues can affect communication with and access to information for hearing and sight impaired service users.
- ▶ To understand the different types of hearing and sight loss and be aware of how front line staff should cater for sensory disabled clients.

- ▶ There will be a particular emphasis on age-related sensory disability, since we need to take this into account when drawing up or contributing to a care plan.

Tutor: Richard Gray, Deafworks  
Closing Date: Friday 14 January 2005 BY SELECTION PROCESS

## WORKING WITH PEOPLE WHO HAVE A VISUAL DISABILITY

### Date:

Monday 31 January 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Staff from Assessment and Care Management, health, and the voluntary sector who work with adult service users.

### Objectives:

- ▶ To provide information on conditions which cause sight loss and an introduction to the impact of visual impairment.
- ▶ To develop an understanding of the BD8 Registration process, and how registration can facilitate access to services.
- ▶ To provide workers with information about local and national resources which promote the independence of people with visual disabilities.
- ▶ To provide an opportunity to examine issues in working with service users and their carers.

- ▶ To give participants the opportunity to meet Westminster's Rehabilitation Officer (visual impairment) and to find out about services.

Tutor: Gill Clegg, Visual Impairment Rehabilitation Officer and freelance trainer.  
Closing Date: Friday 7 January 2005 BY SELECTION PROCESS

## LOSS AND BEREAVEMENT

**Date:**  
Thursday 2 December 2004

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Staff who work with adults and older people.

### Aims:

- ▶ To explore the various stages of grief and loss
- ▶ To raise awareness of emotions and behaviour associated with death and loss
- ▶ To increase knowledge of the effects of death for terminally ill patients, their families and friends
- ▶ To gain awareness of our own feelings regarding death and loss

### Tutor:

- ▶ Paulo Pimentel (BSc DEPC), Co-ordinator of Brent Bereavement Services.

**Tutor:** Paulo Pimentel (BSc DEPC), External Trainer  
**Closing Date:** Friday 5 November 2004

## WELFARE BENEFITS OVERVIEW

**Date:**  
Wednesday 26 January 2005

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Health, Social Care and Community staff who work with older people or people with a disability in the community.

### Objectives:

- ▶ To recognise the need for benefits advice.
- ▶ To develop the ability to assess the service user's situation and whether entitlement to benefit is due.
- ▶ To be able to recognise the main eligibility conditions for claiming Pension Credit etc and do basic calculations.
- ▶ To state the main criteria for Disability Living Allowance and Attendance Allowance and to be able to advise on them.
- ▶ To state the main criteria for claiming Social Fund Payments and be able to advise on them.

- ▶ To understand the links between benefits and how one impacts upon another to increase total income.
- ▶ Appreciate the scope for maximising income from benefits.

**Tutor:** John Shortridge, External Consultant  
**Closing Date:** Friday 31 December 2004  
BY SELECTION PROCESS

## WELFARE BENEFITS UPDATE

### Date:

Monday 14 February 2005

### Time:

9.30 am – 12.30 pm  
OR  
1.30 pm – 4.30 pm

### Organiser:

Jane Simms  
(020 7641 2079)

### Designed for:

- ▶ Health, Social Care and Community staff who work with older people and people with disabilities who have attended the 'Welfare Benefits Overview'.

### Objectives:

- ▶ To gain up-to-date knowledge of the main changes to existing benefit entitlements.
- ▶ To state latest case law developments regarding the criteria for Disability Living Allowance and Attendance Allowance.
- ▶ To recognise which persons from abroad are still entitled to benefits and what assistance might be available if they aren't.

### Method:

- ▶ Mainly exercises and discussion with some tutor input. Please bring a calculator with you.

Tutor: John Shortridge, External Consultant.  
Closing Date: Friday 21 January 2005 BY SELECTION PROCESS

## ADVANCED CAPACITY & CONSENT

### Date:

Friday 26 November 2004  
or  
Monday 31 January 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)  
and  
Dawn Walker  
(Tel: 020 7641 2288).

### Designed for:

- ▶ Experienced staff from health & social care services who work with older people and have to grapple with complex issues regarding capacity and consent.

### Objectives:

- ▶ To have the opportunity to explore the legal framework relating to capacity & consent for older people.
- ▶ To look at some of the practice issues.
- ▶ To understand the relationship between legal and professional responsibilities, service user choice and good practice.
- ▶ To examine and discuss some of the high profile cases that have arisen over the last 5 years.

### Method:

- ▶ Formal presentation and discussion. Participants will also have the opportunity to discuss their own cases.

Tutor: Gwen Wright, External Trainer.  
Closing Date: Friday 5 November 2004  
Friday 7 January 2005

## THE WRITTEN WORD: REPORT WRITING AND BEYOND

**Date:**  
Monday 25 October 2004

**Time:**  
9.30 am.to 4.30 pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ All qualified mental health staff working in CMHTs, and older peoples' services.

### Introduction:

It's imperative that frontline staff can express themselves clearly, thoughtfully and sensitively in writing, yet the written word is an area that so many people lack confidence in.

This one-day course aims to help participants to brush up on their written communication skills and techniques. The workshop will look at:

- ▶ Letter writing
- ▶ Writing reports
- ▶ Writing court reports
- ▶ Mental Health Tribunal reports

**Tutor:** Gwen Wright, External Trainer.  
**Closing Date:** Friday 1 October 2004

## DEVELOPING A SOLUTION FOCUSED APPROACH - 3 DAYS

### NEW COURSE

**Date:**  
Monday 1 and Tuesday  
2 November 2004 plus  
Wednesday 1 December  
2004

**Time:**  
9.30 am to 4.30pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ ASWs, CMHT and care managers from older peoples services.

### Aim:

- ▶ For participants to understand and use the Solution Focused Approach appropriately in a variety of situations within their work.

### Objectives:

- ▶ At the end of the 3 day course, participants will,
- ▶ Understand the assumptions upon which the Solution Focused Approach are based (principles of Solution Focused Brief Therapy).
- ▶ Understand the framework for first and subsequent sessions.
- ▶ Be able to use strategies and techniques.

- ▶ Be able to use the Solution Focused Approach to support the client in constructing, monitoring and implementing care plans.
- ▶ Understand specific applications of the Solution Focused Approach to particular mental health difficulties.
- ▶ Understand the relationship between Solution Focused Approach and other service roles and how to maintain these boundaries.

**Tutor:** Mike Roarty, Freelance Training Consultant.  
**Closing Date:** Friday 8 October 2004

**MAD, BAD OR MISUNDERSTOOD****Date:**

Friday 19 November 2004

**Time:**

10.30 am to 4.45 pm

**Organiser:**Dawn Walker  
(Tel: 020 7641 2288)**Designed for:**

- ▶ Staff from PCT, CMHT, ASWs and care managers from older people services.

This one day course is lead by Professor Connor Duggan, from the Forensic Psychiatry Unit, Leicestershire Mental Health NHS Trust.

**Aim:**

To look at:

- ▶ Has personality disorder become a 'dustbin' label?
- ▶ How do we understand it?
- ▶ Is it possible to make sense of the disturbed and disturbing behaviour.
- ▶ Nature of the difficulties which personality disorders reflects.
- ▶ Review of current research.

**Method:**

- ▶ Formal presentation and group work.

Tutor: Professor Connor Duggan.

Closing Date: Friday 22 October 2004 BY SELECTION PROCESS

**ADVANCED RISK ASSESSMENT AND RISK MANAGEMENT****Date:**

Tues 23 November 2004

This course is not suitable for those who have not already undertaken introductory training in risk assessment and risk management.

**Time:**

9.30 am to 4.30pm

**Organiser:**Dawn Walker  
(Tel: 020 7641 2288)**Designed for:**

- ▶ ASWs CMHT staff and care managers from older peoples services.

**Aims:**

- ▶ This course will build on the core skills and knowledge of qualified and experienced front line mental health workers. It is an intensive and highly interactive day aimed at those who already have a good understanding and awareness of complex mental health issues.

**Objectives:**

- By the end of the course participants should have:
- ▶ Reviewed current definitions and models of risk assessment.
  - ▶ Examined underpinning issues and dilemmas arising from this aspect of their work
  - ▶ Applied their experience and learning to 'live' case scenarios using simulation and role play exercises.

Tutor: Tammy Tawadros, Freelance Consultant

Closing Date: Friday 29 October 2004

## WORKING WITH DIVERSITY IN A MENTAL HEALTH SETTING – HOLISTIC ASSESSMENT WORKSHOP 3

**Date:**  
Tuesday 30 November 2004  
(Rescheduled from  
11 October 2004)

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ ASWs, CMHT staff and Care Managers from older peoples services.

### Objectives:

- ▶ This is the 2nd course in the series of 5 workshops designed for practitioners working with black and ethnic minority service users.

### Objectives:

It envisages that participants will:

- ▶ Gain an understanding of the holistic approach to mental health services for people from black and ethnic minority groups.
- ▶ Understand the impact of discrimination of race and cultural issues in mental health work over the last 20 years.

### Method:

- ▶ Formal presentation and group work.

**Tutor:** Peter Ferns, Freelance Training Consultant and author of "Letting Through the Light"

**Closing Date:** Friday 5 November 2004 BY SELECTION PROCESS

## WORKING WITH DIFFICULT BEHAVIOUR & PERSONALITY DISORDER

**Date:**  
Thursday 16 December 2004

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ ASWs, CMHT staff and care managers from older peoples services.

### Aims:

- ▶ This one day course helps workers to better understand the origin and nature of difficult behaviour.
- ▶ It encourages participants to seek more effective solutions to challenging situations and thereby increase their self-confidence. It introduces the notion of a 'thinking approach' and clarifies the uses and abuses of the term 'Personality Disorder'.

### Objectives:

- ▶ To provide a forum for thinking about difficult behaviour and its impact.
- ▶ To consider its impact on staff and teams.
- ▶ To understand and better manage a wide range of difficult behaviour.
- ▶ To understand the application of the diagnosis 'Personality Disorder'.

**Tutor:** Naomi Landau, External Trainer  
**Closing Date:** Friday 19 November 2004

## INTRODUCTION TO MOTIVATIONAL INTERVIEWING

### NEW COURSE

**Date:**

Monday 13 December 2004

This course has a follow-up day 'Application of Motivational Skills' on Monday 24 January 2005

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ ASWs, CMHT staff and care managers from older peoples services.

**Aim:**

- ▶ To become more confident and competent in engaging with drug and alcohol users who are resistant to change.

**Objectives:**

- ▶ To gain an overview of the principles of Motivational Interviewing
- ▶ To become familiar with Prochaska and Di Clemente's cycle of change and how it can be applied to substance misuse
- ▶ To gain a practical insight into how to locate individuals in the cycle of change and engage with them effectively

**Tutor:** Alasdair Cant, Freelance Trainer and Consultant.  
**Closing Date:** Friday 19 November 2004

## APPLICATION OF MOTIVATIONAL INTERVIEWING

### NEW COURSE

**Date:**

Monday 24 January 2005

\*It is a pre-requisite that participants on the Part II programme have attended Part I on Monday 13 December 2004, or have a thorough understanding of the essential principles of Motivational Interviewing.

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ ASWs, CMHT staff and care managers from older peoples services.

**Aim:**

- ▶ To become more confident and competent in helping drug and alcohol users to engage with and maintain fundamental change

**Objectives:**

- ▶ To gain a clear overview of Motivational Interviewing techniques.
- ▶ To be able to effectively select and apply a variety of Motivational Interviewing techniques.
- ▶ To have opportunities to apply theory to practice in a safe learning environment.

## ASW TRAINING UPDATE: WORKING WITH MENTAL INCAPACITY

### NEW COURSE

#### THE SOCIO-LEGAL IMPLICATIONS OF THE MENTAL CAPACITY BILL 2004

**Date:**  
Monday 9 May 2005

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

#### Designed for:

- ▶ ASWs, clinical nurse specialists and Care Managers from older peoples services.

#### Aim:

- ▶ The workshop will identify issues of capacity and consent and address those issues which have hitherto been questions of the 'common law' alone – best interests, necessity and duty of care. The training will outline the scope of the new legislation, the supportive guidance and its implications for professional practice. There will be an opportunity to consolidate learning through the use of practice scenarios.

#### Objectives:

- Participants should be able to:
- ▶ Identify the key provisions in the new legislation and apply them directly to their professional responsibility.
  - ▶ Promote the well being of those who lack capacity within a positive rights based perspective.
  - ▶ Recognise 'best practice' approaches to decision making in the lives of those who lack capacity.
  - ▶ Determine concepts such as capacity, consent, best interests and apply these to their work with users of health and social care services.

**Tutor:** Les Konzon, independent training consultant specialising in mental health issues, former Social services manager and ASW  
**Closing Date:** Friday 15 April 2005

## ASW TRAINING UPDATE: RISK MANAGEMENT

### NEW COURSE

**Date:**  
Friday 23 September 2005

**Time:**  
9.30 am to 4.30pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

#### Designed for:

- ▶ SWs, clinical nurse specialists and Care Managers from older peoples services, who have attended the training on Risk Assessment and wish to examine the complex task of effective risk management and develop their skills in successfully managing demanding cases.

#### Aim:

- ▶ This workshop concentrates on the challenges involved in 'managing' the risks once they have been identified. Using case material drawn from participant's own experiences as well as from more recent inquiries this course aims to provide participants with the knowledge base and skills to enable us to remain in control of cases, even in circumstances of high risk.

#### Objectives:

- ▶ Appraise their risk assessment and management skills.
- ▶ Examine recent material on risk management e.g. National Service Framework for mental health.
- ▶ Identify the best ways to deliver effective care for vulnerable mentally ill people that promotes safe independence.
- ▶ Identify lessons from recent inquiries which may be applied to the successful management of risk.
- ▶ Locate their practice within a framework which will keep both the service user and the public safe and sound.

**Tutor:** Les Konzon, independent training consultant specialising in mental health issues, former Social services manager and ASW  
**Closing Date:** Friday 2 September 2005



**Older People and Disability**

“Developing people, delivering quality”

“Developing people, delivering quality”

# Mental Health



## THE WRITTEN WORD: REPORT WRITING AND BEYOND

### Date:

Monday 25 October 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ All qualified mental health staff working in CMHTs, and older peoples' services.

### Introduction:

It's imperative that frontline staff can express themselves clearly, thoughtfully and sensitively in writing, yet the written word is an area that so many people lack confidence in.

This one-day course aims to help participants to brush up on their written communication skills and techniques. The workshop will look at:

- ▶ Letter writing
- ▶ Writing reports
- ▶ Writing court reports
- ▶ Mental Health Tribunal reports

Tutor: Gwen Wright, External Trainer.  
Closing Date: Friday 1 October 2004

## DEVELOPING A SOLUTION FOCUSED APPROACH - 3 DAYS NEW COURSE

### Date:

Monday 1 & Tuesday  
2 November 2004 plus  
Wednesday 1 December  
2004

### Time:

9.30 am to 4.30pm

### Organiser:

Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ ASWs, CMHT and care managers from older peoples services.

### Aim:

- ▶ For participants to understand and use the Solution Focused Approach appropriately in a variety of situations within their work.

### Objectives:

At the end of the 3 day course, participants will,

- ▶ Understand the assumptions upon which the Solution Focused Approach are based (principles of Solution Focused Brief Therapy).
- ▶ Understand the framework for first and subsequent sessions.
- ▶ Be able to use strategies and techniques.

- ▶ Be able to use the Solution Focused Approach to support the client in constructing, monitoring and implementing care plans.
- ▶ Understand specific applications of the Solution Focused Approach to particular mental health difficulties.
- ▶ Understand the relationship between Solution Focused Approach and other service roles and how to maintain these boundaries.

Tutor: Mike Roarty, Freelance Training Consultant.  
Closing Date: Friday 8 October 2004

## INTRODUCTION TO MENTAL HEALTH LAW FOR CLINICAL NURSE MANAGERS

### NEW COURSE

**Dates:**

Monday 15 November 2004

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ This course has been especially commissioned for Clinical Nurse managers who supervise or manage ASWs.

**Objectives:**

- ▶ To look at mental health and the law re the duties and responsibilities and the role of the ASW.
- ▶ To look at supervision issues and the challenges.
- ▶ To consider specific legal problems experienced by the ASWs.
- ▶ To offer advice and support.

**Method:**

- ▶ Formal presentation and discussion. Participants are asked to bring details of any supervisory issues along to the day. Confidentiality will be strictly respected.

**Tutor:**

Les Konzon, independent training consultant specialising in mental health issues, former Social services manager and ASW.

**Closing Date:**

Friday 22 October 2004

## MAD, BAD OR MISUNDERSTOOD

**Date:**

Friday 19 November 2004

**Time:**

10.30 am to 4.45 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ Staff from PCT, CMHT, ASWs and care managers from older people services.

This one day course is lead by Professor Connor Duggan, from the Forensic Psychiatry Unit, Leicestershire Mental Health NHS Trust.

**Aim:**

To look at:

- ▶ Has personality disorder become a 'dustbin' label?
- ▶ How do we understand it?
- ▶ Is it possible to make sense of the disturbed and disturbing behaviour.
- ▶ Nature of the difficulties which personality disorders reflects.
- ▶ Review of current research.

**Method:**

- ▶ Formal presentation and group work.

**Tutor:**

Professor Connor Duggan.

**Closing Date:**

Friday 22 October 2004 BY SELECTION PROCESS

## ADVANCED RISK ASSESSMENT AND RISK MANAGEMENT

### Date:

Tues 23 November 2004

This course is not suitable for those who have not already undertaken introductory training in risk assessment and risk management.

### Time:

9.30 am to 4.30pm

### Organiser:

Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ ASWs CMHT staff and care managers from older peoples services.

### Aims:

- ▶ This course will build on the core skills and knowledge of qualified and experienced front line mental health workers. It is an intensive and highly interactive day aimed at those who already have a good understanding and awareness of complex mental health issues.

### Objectives:

- By the end of the course participants should have:
- ▶ Reviewed current definitions and models of risk assessment.
  - ▶ Examined underpinning issues and dilemmas arising from this aspect of their work
  - ▶ Applied their experience and learning to 'live' case scenarios using simulation and role play exercises.

Tutor: Tammy Tawadros, Freelance Consultant  
Closing Date: Friday 29 October 2004

## APPROPRIATE ADULT TRAINING

### Date:

Wednesday 24 November 2004

### Time:

9.30 am to 4.30 pm

### Organiser:

Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ Care Managers and staff who may be called upon to act as an Appropriate Adult.

### Objectives:

- ▶ To gain information about the role of the appropriate adult in relation to people with mental health needs.
- ▶ To gain an understanding of the aspect of the Police and Criminal Evidence Act relevant to mental health.

Tutor: Ian Blackie, Approved Social Worker and Freelance Trainer.  
Closing Date: Friday 29 October 2004

## ADVANCED CAPACITY & CONSENT

### Date:

Friday 26 November 2004  
Monday 31 January 2005

### Time:

9.30 am to 4.30 pm

### Organiser:

Jane Simms  
(Tel: 020 7641 2079)  
and  
Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ Experienced staff from health & social care services who work with older people and have to grapple with complex issues regarding capacity and consent.

### Objectives:

- ▶ To have the opportunity to explore the legal framework relating to capacity & consent for older people.
- ▶ To look at some of the practice issues.
- ▶ To understand the relationship between legal and professional responsibilities, service user choice and good practice.
- ▶ To examine and discuss some of the high profile cases that have arisen over the last 5 years.

### Method:

- ▶ Formal presentation, & case discussion.

Tutor: Gwen Wright, External Trainer.  
Closing Date: Friday 5 November 2004  
Friday 7 January 2005

## WORKING WITH DIVERSITY IN A MENTAL HEALTH SETTING – HOLISTIC ASSESSMENT WORKSHOP 3

### Date:

Tuesday 30 November 2004  
(Rescheduled from  
11 October 2004)

### Time:

9.30 am to 4.30 pm

### Organiser:

Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ ASWs, CMHT staff and Care Managers from older peoples services.

### Objectives:

- ▶ This is the 2nd course in the series of 5 workshops designed for practitioners working with black and ethnic minority service users.

### Objectives:

It envisages that participants will:

- ▶ Gain an understanding of the holistic approach to mental health services for people from black and ethnic minority groups.
- ▶ Understand the impact of discrimination of race and cultural issues in mental health work over the last 20 years.

### Method:

- ▶ Formal presentation and group work.

Tutor: Peter Ferns, Freelance Training Consultant and author of "Letting Through the Light"  
Closing Date: Friday 5 November 2004 BY SELECTION PROCESS

## MENTAL HEALTH RESEARCH SEMINAR DAY

### NEW COURSE

**Date:**

Wednesday 15 December 2004

**Time:**

9.30 am to 1.00 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ ASWs Care managers in CMHTs, and anyone interested in research.

**Introduction:**

- ▶ This 1-day seminar will review a recent mental health research paper and discuss it's findings and also explore the implication to service delivery and social work practice.

**Introduction:**

- ▶ How to use research for evidence based practice.
- ▶ Looking at an area of practice you would like to research.

**Method:**

- ▶ Formal presentation, & case discussion.

**Tutor:** Dr Frank Keating, External Trainer.  
**Closing Date:** Friday 19 November 2004

## WORKING WITH DIFFICULT BEHAVIOUR & PERSONALITY DISORDER

**Date:**

Thursday 16 December 2004

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ ASWs, CMHT staff and care managers from older peoples services.

**Aims:**

- ▶ This one day course helps workers to better understand the origin and nature of difficult behaviour.
- ▶ It encourages participants to seek more effective solutions to challenging situations and thereby increase their self-confidence. It introduces the notion of a 'thinking approach' and clarifies the uses and abuses of the term 'Personality Disorder'.

**Objectives:**

- ▶ To provide a forum for thinking about difficult behaviour and its impact.
- ▶ To consider its impact on staff and teams.
- ▶ To understand and better manage a wide range of difficult behaviour.
- ▶ To understand the application of the diagnosis 'Personality Disorder'.

**Tutor:** Naomi Landau, External Trainerr.  
**Closing Date:** Friday 4 June 2004  
Friday 19 November 2004

## YOUNG PEOPLE AND MENTAL HEALTH

### NEW COURSE

**Date:**

Monday 17 January 2005

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ Care managers, social workers and staff working with young people who may have mental health problems.

**Introduction:**

- ▶ When is an apparent mental health problem 'just part of growing up?' What are the emerging signs of mental illness in younger people? How, as professionals can we assess and intervene effectively whilst being aware of the dangers of stigmatisation?

**Aim:**

- ▶ This one-day course focuses on current thinking and practice in the expanding field of younger people and mental ill-health. The course will explore the impact of gender race and stress on adolescence.

**Objectives:**

- ▶ To identify the developmental tasks of adolescence.
- ▶ To explore severe emotional disturbances in young people.
- ▶ To briefly examine relevant background legislation.
- ▶ To develop effective methods of assessment and intervention.
- ▶ To consider gender and race issues as they impact on younger people.

Tutor: Brigitte Spreewenburg, Freelance Trainer.  
Closing Date: Friday 17 December 2004

## INTRODUCTION TO MOTIVATIONAL INTERVIEWING

### NEW COURSE

**Date:**

Monday 13 December 2004

This course has a follow-up day 'Application of Motivational Skills' on Monday 24 January 2005

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ ASWs, CMHT staff and care managers from older peoples services.

**Aim:**

- ▶ To become more confident and competent in engaging with drug and alcohol users who are resistant to change.

**Objectives:**

- ▶ To gain an overview of the principles of Motivational Interviewing
- ▶ To become familiar with Prochaska and Di Clemente's cycle of change and how it can be applied to substance misuse
- ▶ To gain a practical insight into how to locate individuals in the cycle of change and engage with them effectively

Tutor: Alasdair Cant, Freelance Trainer and Consultant.  
Closing Date: Friday 19 November 2004



## APPLICATION OF MOTIVATIONAL INTERVIEWING

### NEW COURSE

**Date:**

Monday 24 January 2005

\*It is a pre-requisite that participants on the Part II programme have attended Part I on Monday 13 December 2004, or have a thorough understanding of the essential principles of Motivational Interviewing.

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ ASWs, CMHT staff and care managers from older peoples services.

**Aim:**

- ▶ To become more confident and competent in helping drug and alcohol users to engage with and maintain fundamental change

**Objectives:**

- ▶ To gain a clear overview of Motivational Interviewing techniques.
- ▶ To be able to effectively select and apply a variety of Motivational Interviewing techniques.
- ▶ To have opportunities to apply theory to practice in a safe learning environment.

**Method:**

- ▶ Formal presentation and group work

**Tutor:** Alasdair Cant, Freelance Trainer and Consultant.

**Closing Date:** Friday 31 December 2004

## HOW TO INVOLVE SERVICE USERS INPUT MORE CREATIVELY IN YOUR PRACTICE

### NEW COURSE

**Dates:**

Friday 28 January 2005

**Time:**

10.00 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Introduction:**

This course is delivered by 2 mental health trainers who are survivors of mental health services and have a vested interest in helping practitioners look at more creative ways of involving users/carers input in their practice.

**Designed for:**

- ▶ This one day innovative course is aimed at mental health practitioners to help them think more outside the box and be more willing to embrace user involvement.

**Objectives:**

- ▶ An opportunity to listen to users perception of the service they receive.
- ▶ To look at ways of working more creatively with service users.
- ▶ To look at what users find more helpful and empowering.
- ▶ Space to review this practice.

**Method:**

- ▶ Formal presentation and group work.

**Tutor:** Devon Marston, Freelance Trainer and ex service users

**Closing Date:** Friday 7 January 2005

## CULTURAL AWARENESS

### NEW COURSE

**Date:**

Monday 28 February 2005

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ This is a one day introductory course for social & community services, housing, education, health and voluntary sector staff.

**Objectives:**

By the end of the course participants will have:

- ▶ Discussed social and individual perceptions of cultural diversity in a current context.
- ▶ Examined some of the research detailing the experiences of different service users within the mental health service framework.
- ▶ Carried out a mapping exercise assessing backgrounds of clients they work with in terms of ethnicity, culture and perceived mental health assessment.

- ▶ Discussed how identifying cultural diversity can deepen the understanding of someone's history and how they see the world about them.

**Method:**

- ▶ Formal presentation and case discussion.

Tutor: St John Golding, External Trainer.  
Closing Date: Friday 4 February 2005

**Mental Health**

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# ASW Training



## ASW TRAINING UPDATE: MENTAL HEALTH LAW UPDATE

**Date:**

Friday 1 October 2004

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ Approved Social Workers and Clinical Nurse specialists.

**Objectives:**

- ▶ To review practice in areas of legal complexity.
- ▶ Provide participants with an update on legal issues and an opportunity to critically reflect on practice in the light of changes in the law; and
- ▶ To inform and improve good practice in an informal setting.

**Method:**

- ▶ Formal presentation and discussion.

**Tutor:**

Rob Brown, ASW Programme Director and Anthony Harbour, solicitor specialising in mental health and child care law.

**Closing Date:**

1 Friday 10 September 2004

BY SELECTION PROCESS

## ASW TRAINING UPDATE: WORKING WITH SUICIDE AND SELF HARM

**Date:**

Thursday 14 October 2004

**Time:**

9.30 am to 4.30 pm

**Organiser:**

Dawn Walker  
(Tel: 020 7641 2288)

**Designed for:**

- ▶ ASWs, Clinical Nurse Specialists and Care Managers.

**Aim:**

- ▶ Frontline staff have a unique role to play in this area, whether they work in the community, hospital or group or group care settings. Suicide and self-harm behaviour can leave workers feeling particularly anxious and or helpless.
- ▶ This course will explore the reasons behind suicidal and self-harm/self-injurious behaviour, as well as the impact this has on the workers. It will also examine ways of managing these behaviours and their impacts.
- ▶ This course is designed to support their work and develop current knowledge and skills.

**Objectives:**

- ▶ Explored what self-injury and suicidal behaviour is.
- ▶ Gained an up to date understanding of what triggers these behaviours and current research in this area.
- ▶ Considered how to manage these behaviours and the needs of those presenting with them.

**Method:**

- ▶ Formal presentation and discussion.

**Tutor:**

Tammy Tawadros, External Trainer

**Closing Date:**

Friday 17 September 2004

## ASW TRAINING UPDATE: HUMAN RIGHTS ACT 1998 AND IMPLICATIONS FOR PRACTICE

**Date:**  
Friday 14 January 2005

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ ASWs, Clinical Nurse Specialists and Care Managers.

This is a one day course for staff working in mental health and adult services who wish to identify how the Human Rights Act 1998 may impact on the provision of services for vulnerable adults.

### Objectives:

- ▶ To create an understanding of the main provision of the Human Rights Act.
- ▶ To identify how service provided by the public sector should be considered in the implementation of the legislation.
- ▶ To understand how the Human Rights Act can influence professional practice.

- ▶ To develop professional practice skills through sharing and examining both one's own and the other's practice perspectives.

### Outcomes:

- ▶ Correct identification of the Law and guidance regarding the Human rights Act 1998.
- ▶ Integrating the Law into practice.
- ▶ Ability to apply the Law to legal/practice dilemmas.
- ▶ Integrating social work value base and models of practice to professional responsibilities.

### Method:

- ▶ Formal presentations, group work, case studies and multiple choice exercise.

**Tutor:** Les Konzon, independent training consultant specialising in mental health issues, former Social services manager and ASW  
**Closing Date:** Friday 17 December 2004

## ASW 3 DAY BLOCK: RE-APPROVAL TRAINING UPDATE

**Date:**  
Tuesday 25 to Thursday 27 January 2005

**Time:**  
9.30 am to 4.30pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ ASWs who are currently due to be re-warranted in 2005.

### Objectives:

- ▶ To give ASWs opportunity to update their legal knowledge with the practice as Approved Social Workers and to provide the opportunity to examine some current key issues in mental health practice.
- ▶ It should help to maintain and develop competence to practice as an Approved Social Worker.

### Tutor:

- ▶ Les Konzon, independent training consultant specialising in mental health issues, former Social services manager and ASW and Tammy Tawadros, Freelance Trainer and Consultant.

### Method:

- ▶ Formal presentations, group work and case studies.

**Tutor:** Les Konzon, independent training consultant specialising in mental health issues, former Social services manager and ASW  
**Closing Date:** Friday 17 December 2004

## ASW TRAINING UPDATE: WORKING WITH MENTAL INCAPACITY

### NEW COURSE

#### THE SOCIO-LEGAL IMPLICATIONS OF THE MENTAL CAPACITY BILL 2004

**Date:**  
Monday 9 May 2005

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

#### Designed for:

- ▶ ASWs, clinical nurse specialists and Care Managers from older peoples services.

#### Aim:

- ▶ The workshop will identify issues of capacity and consent and address those issues which have hitherto been questions of the 'common law' alone – best interests, necessity and duty of care. The training will outline the scope of the new legislation, the supportive guidance and its implications for professional practice. There will be an opportunity to consolidate learning through the use of practice scenarios.

#### Objectives:

- Participants should be able to:
- ▶ Identify the key provisions in the new legislation and apply them directly to their professional responsibility.
  - ▶ Promote the well being of those who lack capacity within a positive rights based perspective.
  - ▶ Recognise 'best practice' approaches to decision making in the lives of those who lack capacity.
  - ▶ Determine concepts such as capacity, consent, best interests and apply these to their work with users of health and social care services.

**Tutor:** Les Konzon, independent training consultant specialising in mental health issues, former Social services manager and ASW  
**Closing Date:** Friday 15 April 2005

## ASW TRAINING UPDATE: RISK MANAGEMENT

### NEW COURSE

**Date:**  
Friday 23 September 2005

**Time:**  
9.30 am to 4.30pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

#### Designed for:

- ▶ SWs, clinical nurse specialists and Care Managers from older peoples services, who have attended the training on Risk Assessment and wish to examine the complex task of effective risk management and develop their skills in successfully managing demanding cases.

#### Aim:

- ▶ This workshop concentrates on the challenges involved in 'managing' the risks once they have been identified. Using case material drawn from participant's own experiences as well as from more recent inquiries this course aims to provide participants with the knowledge base and skills to enable us to remain in control of cases, even in circumstances of high risk.

#### Objectives:

- ▶ Appraise their risk assessment and management skills.
- ▶ Examine recent material on risk management e.g. National Service Framework for mental health.
- ▶ Identify the best ways to deliver effective care for vulnerable mentally ill people that promotes safe independence.
- ▶ Identify lessons from recent inquiries which may be applied to the successful management of risk.
- ▶ Locate their practice within a framework which will keep both the service user and the public safe and sound.

#### Content:

- ▶ This course is linked to the ASW Competencies.

**Tutor:** Les Konzon, independent training consultant specialising in mental health issues, former Social services manager and ASW  
**Closing Date:** Friday 2 September 2005

## IASW TRAINING UPDATE: WORKING WITH DUAL DIAGNOSIS

### NEW COURSE

**Date:**  
Tuesday 27 September 200

**Time:**  
9.30 am to 4.30pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

#### Designed for:

- ▶ ASWs, Clinical Nurse Specialists and Care Managers.

#### Aim:

- ▶ To consider specific themes relating to the ASW role in working with people affected by dual diagnosis.

#### Objectives:

By the end of course participants:

- ▶ Will have revised their knowledge about the chief categories of illicit drugs and the interactions of drugs and alcohol with prescribed medication.
- ▶ Will have considered the impact of drug and alcohol use upon different mental states.

- ▶ Will have considered the implications of different models when working with dual diagnosis in a multi-disciplinary setting.
- ▶ Will have reviewed recent policy and practice guidance on dual diagnosis.
- ▶ Will have explored practice issues for ASWs including Mental Health Act assessments.
- ▶ Will have used case studies to develop the areas discussed during the session.

#### Content:

- ▶ This course is linked to the ASW Competencies.

**Tutor:** St John Golding, External Trainer  
**Closing Date:** Friday 2 September 200

## ASW TRAINING UPDATE MENTAL HEALTH & CHILD PROTECTION

**Date:**  
Thursday 30 September 2005

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

#### Designed for:

- ▶ ASWs, Clinical Nurse Specialists, Care Managers and children and families social workers.
- ▶ This one day course is designed for ASWs to update them on child care and child protection issues.

#### Aims:

- ▶ To give ASWs an overview of child protection procedures in relation to their mental health practice.
- ▶ To look at the NSF for children and the requirements for working "together".
- ▶ To look at issues re confidentiality.
- ▶ To look at joint working and sharing information.
- ▶ The opportunity to discuss ASW assessments of young people.

- ▶ Looking at the Children Act in relation to mental health assessments and when to use it.
- ▶ Course is linked to the ASW competencies.
- ▶ To look at the benefit of inter-agency working.

#### Content:

- ▶ The course will be highly participative using real actors to simulate and enact scenarios.

**Tutor:** Ian Blackie ASW, and Freelance Trainer  
**Closing Date:** Friday 3 September 200 **BY SELECTION PROCESS**



**ASW Training**

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# Substance Misuse



## DRUGS AND ALCOHOL AWARENESS INTRODUCTORY COURSE

**Date:**  
Monday 29 November 2004

**Time:**  
9.30 am to 4.30 pm.

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ Social and community services, Education, Housing, Voluntary sector staff.

### Objectives:

- ▶ Know the main categories of substances that are commonly misused.
- ▶ Be able to recognise indications of substance misuse by applying knowledge of effects and side effects of substances.
- ▶ Gain an overview of the main treatment and referral options within Westminster.

### Method:

- ▶ Formal presentation, and case discussion.

**Tutor:** Alasdair Cant, Freelance Trainer.  
**Closing Date:** Friday 5 November 2004

## WORKING WITH PROBLEM DRINKERS: AWARENESS, BRIEF INTERVENTIONS & TREATMENT

**Date:**  
Friday 8 March 2005

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ CMHT staff, ASW's and Care Managers from older peoples services and PCT.

### Aim:

- ▶ To develop knowledge and skills in working with problem drinkers.

### Objectives:

- ▶ To examine the physical and social effects of alcohol misuse.
- ▶ To explore the impact of stereotypes associated with alcohol misuse.
- ▶ To consider current interventions used to work with problem drinkers.
- ▶ To increase skills and confidence in developing intervention strategies.

**Tutor:** Mona Hayat, External Trainer  
**Closing Date:** Friday 25 February 2005

## MENTAL HEALTH & SUBSTANCE ABUSE ADVANCED

**Date:**  
Monday 14 March 2005

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ Practitioners who have an understanding of substance abuse issues or who have attended the Introduction to Mental Health and Substance Abuse course.

### Aim:

- ▶ To develop the themes outlined in the introductory course with a greater focus on dual diagnosis research and practice issues.

### Objectives:

By the end of the course, participants

- ▶ Will have discussed the effects of the most common illicit drugs upon clients with different mental health diagnoses.
- ▶ Will have examined research into the effects of cannabis and crack cocaine on mental health states.

- ▶ Will have discussed the Department of Health's Dual Diagnosis Good Practice Guidelines.
- ▶ Will have considered the implications of Government Policy upon current and future service provision.
- ▶ Will have discussed current local practices when working through case studies involving dual diagnosis clients.
- ▶ Will have considered how race, gender and class may affect attitudes towards treatment and service provision.

**Tutor:** St. John Golding, External Trainer  
**Closing Date:** Friday 18 February 2005

## MENTAL HEALTH AND SUBSTANCE ABUSE INTRODUCTION

**Date:**  
Monday 23 May 2005

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Dawn Walker  
(Tel: 020 7641 2288)

### Designed for:

- ▶ Social & Community Services, Education, Housing and Voluntary sector staff.

### Aim:

- ▶ To provide basic information about drugs, alcohol, the mental health service framework and the relationship between drug use and mental health.

### Objectives:

By the end of the course participants will have

- ▶ discussed the physical and psychological consequences of excessive drinking and the drinker and the effects of these upon society.
- ▶ discussed the main categories of illicit drugs and their short and longer term effects.

- ▶ examined basic treatment approaches offered to clients with substance misuse problems.
- ▶ looked at the Mental Health Service framework and the care programme approach.
- ▶ identified the networks involved in the drug and mental health frameworks and ways of accessing these.
- ▶ discussed the effects of the most common drugs upon clients with different mental health diagnoses.
- ▶ examined core assessment guidelines and compared them to their own agency guidelines.
- ▶ worked through case studies to bring together the areas of discussion.
- ▶ considered how they can relate course content to their current work practice.

**Tutor:** St John Golding, External Trainer.  
**Closing Date:** Friday 29 April 2005

**Substance misuse**

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# HIV Development and Training Opportunities



## ■ HIV Development and training opportunities

### ■ Tailor made training

■ The good news is that yet again this year we have commissioned some really effective development and training activities related to HIV & AIDS. These ranged from short courses to tailor made events which organisations used to improve policies and procedures and increase their skills and knowledge.

■ The training was very well evaluated and participants said that they found it very helpful and that they had directly improved their practise. As well as providing information specifically about HIV, the training again included complementary issues like working with diversity and how best to work with a wide range of service users and their carers.

■ The bad news is that not enough of you asked for tailor made training! We are able to give more of you access to effective, worthwhile and free development and training – all you have to do is ask!

■ Recent information from the Department of Health indicates that there has been an increase in the number of people living with or affected by HIV. We are working with more and more children and young people. We have commissioned a number of specialist courses relating to children, adolescents, their families & HIV. Participants tell us that these courses are having a really positive effect on the ability of staff to work within this emotionally demanding field.

■ We particularly welcome enquiries from the voluntary sector. If you would like to talk about having free training arranged especially for your organisation or Team, please contact Jane Simms on 020 7641 2079.

## HIV AWARENESS COURSE

**Date:**  
Thursday 3 March 2005

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Social Services, all City Council staff, Health and Voluntary Sector Staff and Police.

### Objectives:

- ▶ To inform people about HIV, what it is, how it affects the body, how it is passed between people and how infection can be prevented.
- ▶ To consider the needs of people with HIV infection and AIDS.
- ▶ To allow people to explore their personal concerns about HIV and AIDS.
- ▶ To inform about Westminster City Council AIDS Policy and services available

### Method:

- ▶ The style is participative with some presentations from the facilitator.

**Tutor:** Alasdair Cant, Freelance Consultant and Hilary Knowles.  
**Closing Date:** Friday 4 February 2005

## CHILDREN & FAMILIES AND HIV

**Date:**  
Tuesday 1 & Wednesday 2 March 2005

**Time:**  
9.30 am to 4.30 pm

**Organiser:**  
Jane Simms  
(Tel: 020 7641 2079)

### Designed for:

- ▶ Social and Community Services, Education, Health and Voluntary Sector Staff who wish to extend their skills in working with young people and families, who may be affected by HIV and AIDS.

### Topics:

- ▶ Consolidation of HIV information
- ▶ An outline of paediatric HIV
- ▶ Emotional issues facing families with HIV
- ▶ Practical issues facing families with HIV
- ▶ Good practice guidelines for working with children with HIV

### Objectives:

- ▶ To provide information on paediatric HIV infection.
- ▶ To consider issues in working effectively with parents and children affected by HIV and AIDS.

- ▶ To consider confidentiality and consent in the context of children and HIV.
- ▶ To review the Westminster HIV policy for Children and Young People and the implications for current working practices.

**Tutor:** Alasdair Cant, Freelance Consultant and Hilary Knowles.  
**Closing Date:** Friday 4 February 2005



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# NVQ



## NVQ 4 IN CARE AND THE REGISTERED MANAGERS AWARD

### Date:

Next intake: April 2005

### Organiser:

Helen Matthes  
(020 7641 3149)

The NVQ level 4 Care Award and the new Registered Managers Awards are recognised care qualifications and will shortly be required professional qualifications for residential managers. We have successfully offered 4 cohorts and a 5th will be starting April 2004.

### Programme Delivery & Timescales:

Workshops will be delivered on a monthly basis between April 2005 and April 2006. NVQ level 4 in Care is based on 14 NVQ units delivered over these sessions. The Registered Managers Award requires an additional 2/3 units offered shortly after April 2006; the latter dates are to be confirmed, but will run on a

monthly basis up to June 2006. Monthly scheduled sessions take a common format based around teaching and submission of assessed work:

- ▶ am – training re the indicated NVQ unit
- ▶ pm – individual sessions with an allocated assessor including written feedback and discussion re submitted unit work.

### Assessment:

Assessment is based around a rigorous pre planned schedule of monthly assignments.

### Eligibility:

- ▶ Relevancy – Requirements of the post i.e. that it is addressed by NCSC and GSCC.
- ▶ Permanency – has held a permanent post with the employer e.g. WCC or a partner employer for 2 years.
- ▶ Has the team manager's written support and agreement.
- ▶ Should have some experience of NVQ and must be able to produce evidence against the standard.

- ▶ Self disciplined re meeting deadlines.
- ▶ Motivated re own learning and improvement to the service.

### Selection:

All candidates should submit:

- ▶ A written application form which will include a 500 word statement re a project in which they have been involved
- ▶ A CV or record of employment plus qualifications and training
- ▶ A line managers reference and copy of their training plan if they have one.
- ▶ All places are subject to final confirmation by the Contracts Review Board.
- ▶ An Information Session is scheduled for Tuesday 11 January 2005: 10am – 12 noon – specific date and venue to be advised.

### Tutor:

- ▶ The programme is provided by the Suffolk NVQ Consortium. Training is led by Sharon Lee Cuthbert and two affiliated assessors.

## NVQ IN CARING FOR CHILDREN AND YOUNG PEOPLE

### Organiser:

Ros Millam  
(020 7641 2477)

The Social Services City of Westminster Assessment centre has been approved by City and Guilds to offer the NVQ in Caring for Children and Young People award for many years now. This is currently a Level 3 award designed for foster carers, respite carers and residential workers who work with children from 0 - 18 years of age.

We work in partnership with 3 organisations to provide access to candidates who are undertaking this award. These are Family Placements Service, St Christopher's Fellowship and Westminster Carers Service. Westminster provided access to the award as well providing internal verification and support to each organisation.

### Support includes:

- ▶ Regular meetings with each organisation to discuss progress and issues arising
- ▶ Systems for interviewing and inducting candidates
- ▶ Registration and assessment
- ▶ A standardised house style portfolio
- ▶ Monthly study days
- ▶ Access to a small library of books, videos, and other publications
- ▶ Workbooks and study guides
- ▶ Access to relevant training and development opportunities
- ▶ Standardised record keeping and database
- ▶ Evaluation events
- ▶ Access to an internal verifier and ongoing internal verification
- ▶ Assessor training and qualifications

- ▶ Regular assessor meetings
- ▶ Annual assessor training day
- ▶ Access to CPD opportunities for assessors
- ▶ Liaison with City and Guilds

During the time we have been offering this award we have had many completions. Once qualified some individuals have taken up new employment opportunities. Some have been promoted within the organisation they work for. Some have stayed where they are. Others have gone on and trained as assessors. Whatever individuals have gone on to all report that they feel they feel more knowledgeable and confident in their work role.

“Developing people, delivering quality”





**■ WESTMINSTER SOCIAL AND COMMUNITY SERVICES DEVELOPMENT AND TRAINING COMMISSIONING UNIT – APPLICATION TO ATTEND A COURSE**

Please complete IN BLOCK CAPITALS and return to:-  
8TH FLOOR, CITY HALL, 64 VICTORIA STREET, LONDON SW1E 6QP  
Tel: 020 7641 2490/2478/7901 Fax: 020 7641 2283 www.westminster.gov.uk

**■ PART 1: THIS SECTION SHOULD BE COMPLETED BY THE COURSE APPLICANT**  
(IN BLOCK CAPITALS PLEASE)

COURSE TITLE (in full) \_\_\_\_\_  
DATE(S) \_\_\_\_\_

**I wish to apply for a place on the above course. I understand that if accepted, I will be expected to attend the whole course.**

TITLE \_\_\_\_ LAST NAME \_\_\_\_\_ FIRST NAME \_\_\_\_\_  
GENDER M / F  ETHNIC GROUP CODE   see codes page 119.  
LETTER NUMBER

JOB TITLE \_\_\_\_\_  
NAME OF ORGANISATION \_\_\_\_\_  
TEAM/UNIT NAME \_\_\_\_\_  
PLACE OF WORK \_\_\_\_\_

POSTCODE \_\_\_\_\_ WORK \_\_\_\_\_ WORK FAX \_\_\_\_\_  
E-MAIL ADDRESS \_\_\_\_\_  
SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

If you have any personal requirements of which we should be aware, (e.g. access to the building or dietary requirements etc) please let us know immediately and we will make appropriate arrangements. You will be notified after the course closing date as to whether or not you have been successful in securing a place on the course.

**■ PART 2: THIS SECTION SHOULD BE COMPLETED BY YOUR LINE MANAGER**

I support this application and, as Line Manager, I will commit this member of staff for attendance on the above course and accept financial responsibility for non-attendance as per the charging policy on page 9.

NAME \_\_\_\_\_  
FULL ADDRESS \_\_\_\_\_  
\_\_\_\_\_

COST CENTRE \_\_\_\_\_ ACCOUNT CODE \_\_\_\_\_  
POSTCODE \_\_\_\_\_  
WORK TELEPHONE \_\_\_\_\_  
ORGANISATION\* \_\_\_\_\_ DATE \_\_\_\_\_ SIGNED \_\_\_\_\_

\*S&CS/TW/VOL/Private/Health/Education/Housing/Police/Probation/Other etc, please state.

Acceptance will be sent directly to the course applicant.

**PLEASE ENSURE ALL OF THIS FORM IS FULLY COMPLETED TO ENABLE YOUR APPLICATION TO BE DEALT WITH PROMPTLY**



## ■ ETHNIC MONITORING

### ■ (a) White

British	A1
Irish	A2
Other European	A3a
Any other White background	A3b

### ■ (b) Mixed

White and Black Caribbean	B1
White and Black African	B2
White and Asian	B3
Any other mixed background	B4

### ■ (c) Asian or Asian British

Indian	C1
Pakistani	C2
Bangladeshi	C3
Any other Asian background	C4

### ■ (d) Black or Black British

Caribbean	D1
African	D2
Any other Black background	D3

### ■ (e) Other ethnic groups

Chinese	E1
North African	E2a
Arab	E2b
Middle Eastern	E2c
Any other ethnic group	E2d

Not stated	F1
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### **Department of Health**

We have amended the categories that we use to collect Ethnic Monitoring Data to bring them into line with those used by the Department for service users. The Department is obliged to collect this data to demonstrate to the CRE that it is fair in providing access to training opportunities. Any information that you give us is protected in line with the requirements of the Data Protection Act.



