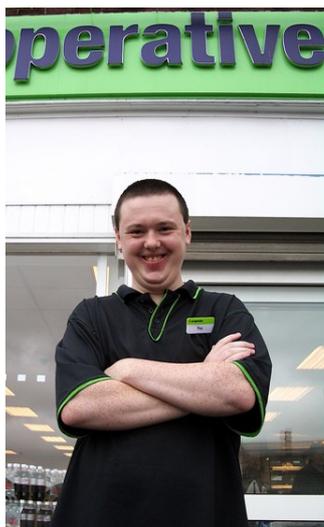


**British Association for Supported Employment**

# 6<sup>th</sup> Annual Conference

**Millennium Stadium, Cardiff  
7-8 September 2011**

**[www.base-uk.org](http://www.base-uk.org)**





## **Croeso i Gaerdydd**

Welcome to Cardiff and the 6<sup>th</sup> annual conference of the British Association for Supported Employment. It is a few years since we've been in Wales. Our last time was back in 2005 as our predecessor associations, AfSE and NASE, came together to organise a joint conference in Swansea.

This year's conference coincides with the establishment of BASE Cymru, our members' network in Wales. BASE now has seven regional networks that link our members across Britain. We hope that these networks will help practitioners and service managers to exchange best practice and to collaborate for the benefit of our customers; both jobseekers and employers.

This has been a difficult year for supported employment. The financial realities have led to deep cuts in service provision in many areas. The Work Choice programme is still fairly new and needs time to bed in. Nevertheless, there is evidence that supported employment can have an advantage during recessions. Our direct approach to recruitment can save on employer costs and this is when strong working links with employers can pay dividends.

BASE has also been affected by the impact on budgets. We know that a lot of potential delegates have been unable to attend this year's conference. Income from membership and events is what sustains the association and we are pleased that so many people are able to attend this year.

There is still much to work on in supported employment. BASE is active in lobbying for improved policy, funding, workforce qualifications and service quality. We have real concerns about the availability and quality of support for people with significant disabilities to access and retain employment. We know that supported employment is a cost-effective and evidence-based model of support that works. It's up to all of us to push that message with policy makers and commissioners. We hope that our new online knowledge base and information for commissioners and employers will help in that aim.

As ever, we have a strong programme which we hope reflects the interests of delegates. Our conferences wouldn't take place but for the time and generous support from sponsors, speakers and presenters. I particularly want to thank Patrick Connellan who has stepped in at the last minute as a replacement for Barry Holloway from Royal Mail has had to withdraw from presenting.

We hope you have a great couple of days in Cardiff.

Huw Davies  
Chief Executive, BASE

## Conference sponsors

This conference has been kindly sponsored by the following organisations. We would like to thank them for their generosity.



## Exhibition

Please support the exhibitors in the Riverside Lounge. Exhibitors include:

- Advance Employment
- CHL Systems
- Disability Works UK
- Elite Supported Employment
- Hackney Recruitment Partnership / Enabled London
- Learning Disability Wales
- Pluss
- Seetec
- Shaw Trust
- Welsh Government
- Working Links

# Conference Programme

## Wednesday 7 September

- 9.45 Welcome:  
Jane Collinson (Chair, BASE)
- 10.00 Keynote speech  
Margaret Haddock (President, European Union for Supported Employment)
- 10.40 Break
- 11.10 Workshops: session A
- 12.15 Lunch
- 1.30 Presentations  
Kate Buckley – a customer perspective  
Ann Minchin (All Wales Forum) – a family perspective
- 2.20 David Grainger Award 2011  
Kay Jenkins (Cardiff and Vale Coalition of Disabled People)
- 2.30 Workshops: session B
- 3.35 Break
- 4.00 Workshops: session C
- 4.00 BASE Annual General Meeting (members only)
- 7.30 Conference Dinner & Awards evening (Presidents Lounge: access via Gate 3)

## Thursday 8 September

- 9.00 Workshops: session D
- 10.00 Keynote speech  
Jane Hutt AM (Minister for Finance and Leader of the House)
- 10.30 Break
- 11.00 Workshops: Session E
- 12.10 Lunch
- 1.30 Keynote speech  
Huw Davies (Chief Executive, BASE)
- 2.15 Workshops: session F
- 3.20 Plenary
- 3.30 Close of conference

## Speakers

### **Jane Hutt AM**

#### **Minister for Finance and Leader of the House, Welsh Government**

Educated at the University of Kent, the London School of Economics and Bristol University, Jane is also an Honorary Fellow of University of Wales Institute Cardiff.

Prior to her election to the National Assembly for Wales, Jane was director of Chwarae Teg (Fair Play) and was the Welsh member on the New Opportunities (UK) Fund and was an elected Member of the former South Glamorgan County Council.

Jane is married with two children, is a Welsh learner, and lives in Barry.

Having served as Minister for Health and Social Services (1999-2005), Minister for Assembly Business, Children and Equalities (2005-2007) and Minister for Children, Education, Lifelong Learning and Skills (2007-2009), Jane was appointed as Minister for Budget and Business in December 2009. Following re-election to the National Assembly for Wales in May 2011, Jane Hutt was appointed Minister for Finance and Leader of the House. She also has ministerial responsibility for equalities in Wales.



### **Margaret Haddock**

#### **President, European Union of Supported Employment**

Margaret has been newly elected as President of EUSE as of June 2011. Prior to this she was the Secretary for 4 years and a council member for 9 years. Margaret has also been the Chair of NIUSE for over 6 years.

Margaret's career has been varied, commencing in the private sector employment and training arena managing several youth and job training initiatives. During this time she was involved in N.V.Q. development and looking at courses for those with learning needs.

Margaret entered the voluntary sector in 1993 working directly with clients as an Employment Officer. Over the years she has been instrumental in developing Transition Programmes with the Department for Education and has also worked closely with both the Department for Employment and Learning and Department of Health in promoting the model of Supported Employment

An avid believer in personal development she has recently completed a MSc. in Executive Leadership at the University of Ulster.

Margaret is the Deputy Chief Executive of the Orchardville Society, a charity based in Northern Ireland providing employment services to over 250 people with learning disability and/or autism. Margaret has also been a key dynamic in the development of the Orchardville Society's four social enterprises.



## **Kate Buckley**

### **Enterprise Manager, Pluss**

Kate Buckley is a former Managing Director of a US owned business based in the UK, selling commercial catering equipment to large corporate companies including Burger King, MacDonalds, KFC and Pizza Hut. Within this role she travelled throughout America and Europe, as well as managing a team of salesmen and managing the business in the UK looking after customers such as Whitbread and Wetherspoons.

Following a diagnosis of breast cancer, Kate lost her job as she couldn't get business travel insurance. The company which had always told her that she was their shining star suddenly decided she would not be able to function at the same level anymore.

Kate underwent chemotherapy and radiotherapy and for a period started to feel well but then her immune system started to attack her system resulting in her being hospitalised for four months. During this time she was heavily sedated with morphine to tackle the pain. Whilst in hospital I contacted double pneumonia. I was very ill but slowly I recovered enough to go home for a few hours at Christmas. Kate was discharged in February and has sought to re-enter the world of work.

Following support through the Work Choice programme, Kate has been appointed as an Enterprise Manager with Pluss and oversees their delivery of specialist employment support in Calderdale.



## **Ann Minchin**

### **Parent (All Wales Forum)**

Ann comes from Aberystwyth in West Wales. She is a retired teacher and mother of four grown-up children; one of whom has Down's Syndrome. Ann is the Chairperson and Trustee of a charity that provides leisure schemes, activities and respite weekends for children and young people with a disability in Ceredigion and is also a Governor of the local secondary school. She has been heavily involved in fighting for provision for those with a learning disability since her daughter was born, gradually shifting her focus as she grew up and required different services. As Governor and Trustee she has constantly reminded the decision makers of the needs of those with a learning disability, in order that they may lead more normal and fulfilled lives.



# Workshop Programme

Workshops choices are made at the event. Please note that Suites 99 and 100 have a maximum capacity of 35 delegates.

## Parallel Session A

(8<sup>th</sup> September: 11.10am – 12.15pm)

Workshop A1	Room: Millennium Lounge
<b>What Works? Learning lesson for future policy</b>	
Huw Davies (BASE)	
<p>The Sayce Review has suggested major changes to the way in which specialist employment support is provided. This workshop will explore the lessons of past and current provision and seek to identify the factors that best facilitate the delivery of high quality, personalised support.</p> <p>We will explore a range of issues such as service quality, employer engagement, access to services, job sustainability, career development, and service funding. Discussion from this workshop will feed into our response to the consultation on the Sayce Report and will also be used to help direct BASE policy.</p>	

Workshop A2	Room: Dragon Lounge
<b>Empowering disabled employees: A media perspective</b>	
Emma Towell (BBC)	
<p>Delegates will get an insight into the employment of disabled staff within the media sector with specific reference to the BBC and its Access Service as a case study.</p> <p>This workshop will:</p> <ul style="list-style-type: none"> <li>• Demonstrate the business case for providing a high level of support for disabled employees</li> <li>• Highlight accessibility as an organisational imperative during times of change</li> <li>• Consider the importance of stakeholder engagement</li> <li>• Outline the scope and activities of the BBC Access Service</li> </ul>	

Workshop A3	Room: St David's Lounge
<b>The nuts &amp; bolts of Individual Placement and Support (IPS)</b>	
Jonathan Allan (Shropshire County Council)	
<p>Jonathan will describe the model of IPS used within the IPS Centres Of Excellence. Research has shown that IPS is the most effective method of supporting people with severe and enduring mental health needs to secure and maintain paid competitive employment.</p> <p>The IPS model is based on 7 key principles with evidence indicating that the closer the employment service is faithful to these principles (fidelity) the better the outcomes. The 7 principles are:</p>	

- It aims to get people into competitive employment
- It is open to all those who want to work
- It tries to find jobs consistent with people's preferences
- It works quickly
- It brings employment specialists into clinical teams
- It provides time unlimited, individualised support for the person and their employer
- Benefits counselling is included.

Workshop A4	Room: Suite 99
<b>Developing a vision for Supported Business</b>	
Jeremy Robinson (Clarity), Barry Parsons (Oxfordshire County Council)	
<p>Supported Businesses provide employment to thousands of disabled workers. This workshop will be an open discussion aimed at gaining consensus on a future vision for supported business –</p> <ul style="list-style-type: none"> <li>• What is their place within current and future provision?</li> <li>• how could they be funded?</li> <li>• how can they best be supported to develop commercially?</li> <li>• does their future lie as social enterprises?</li> </ul> <p>The feedback from this workshop will help to drive BASE's policy position around supported business.</p>	

Workshop A5	Room: Suite 100
<b>The development of Telecare in Cornwall and lessons learned</b>	
Richard Glanville, Trevor Drage (Cornwall County Council)	
<p>This workshop will focus on the development of telecare in Cornwall over the past 6 years. Key topics to be covered will include; the Whole System Demonstrator programme from an operational perspective. Key groups of telecare users and referral routes to build the service. Core equipment used and applications and current service specifications.</p>	

Workshop B1	Room: Millennium Lounge
<b>Commissioning for outcomes</b>	
Kathy Melling (BASE)	
Regionally and locally Local Authority Commissioners, senior Managers, and Members are thinking through difficult decisions with increased fiscal tightening. This workshop will help local systems to understand the evidence base to inform their thinking about how they can use the money in the system differently so that more people with significant disabilities get and keep jobs. This will help all those involved to understand where resources should be targeted so that people are less reliant on services, develop independence, and save Councils money. This workshop will consider a wide range of issues around commissioning and provision of employment services with the business case for investment.	

Workshop B2	Room: Dragon Lounge
<b>Preparation for adulthood – policy and practice update</b>	
Lucia Winters (Transition Information Network)	
Hear about key learning points from the Transition Support Programme and other initiatives that have led to the development of good practice around the support of disabled young people as they move into adulthood. This will be considered in light of recent policy developments such as the SEN and Disability Green Paper.	
Hear about the Transition Information Network and other resources.	

Workshop B3	Room: St David’s Lounge
<b>Fundraising: how to maximise your chances of success</b>	
Michael O’Sullivan (Competitive Solutions)	
This workshop will look at statutory and Trust/Foundation funding. Its main purpose is to support participants to prepare to make a funding application, what needs to be done to prepare, how to research and what research is relevant, before moving onto to discussing the application and how to complete it.	

Workshop B4	Room: Suite 99
<b>Evidencing the cost-effectiveness of Integrated Psychological Therapy and Employment support and the wider work of the London Mental Health and Employment Partnership</b>	
Shaun Crowe (London Health Programmes)	
Work is a health intervention as it enables and supports recovery. Since 2007, the London Mental Health and Employment Partnership has worked with a range of strategic partners to	

reinforce this message, influence commissioners and to improve employment opportunities for people with mental illness. Against the backdrop of the economic downturn, the Partnership championed the development of London's integrated psychological therapy and employment support services in 2009/10.

A recently published economic impact assessment (OPM, 2011) of this work conservatively estimated that a dedicated employment support service can generate £2.79 in benefits for every £1 spent, add value to psychological services and improve the quality of outcomes for people affected by common mental health problems.

Workshop B5	Room: Suite 100
<b>How the Fit for Work Service in Rhyl is supporting sickness absentees to return to work</b>	
Eileen Highton, Bridgette Handley (Rhyl City Strategy)	
<p>In May 2010, the Fit for Work Service (FFWS) based in Rhyl, Denbighshire was launched to cover the coastal area of North Wales from Prestatyn to Colwyn Bay.</p> <p>In response to Dame Carols Black's review of the health of the working age population, the Fit for Work Service pilots were set up. One of 7 pilots, funded by the Department for Work and Pensions, the Rhyl based service offers rapid interventions for employed and self employed people. By accessing the service in the early stages of sickness absence, the aim is to prevent the downward spiral from employment to worklessness and health related benefits.</p> <p>Using a biopsychosocial model, this FFWS offers a fully case managed service and has already supported over 300 clients presenting with various health conditions. With the majority of clients experiencing musculoskeletal or mental health conditions, the FFWS can refer to physiotherapy, counselling and other talking therapies much faster than if the client were to go through the traditional NHS route.</p> <p>Of the clients completing with the service, 80% have concluded with a positive outcome and the overwhelming consensus from clients is that the service was beneficial and they would recommend it to others (95%).</p>	

Workshop C1	Room: Millennium Lounge
<b>BASE annual general meeting – open to members only</b>	
Only members whose membership fees are paid in full will be allowed entry. Please note that only full members are entitled to vote. Associate members may attend as non-voting participants.	

Workshop C2	Room: Dragon Lounge
<b>IAPT: Innovation in mental health employment support</b>	
Jo Rixom (Status Employment)	
<p>Status Employment is a leading innovator in IAPT Employment Support in Lambeth, London.</p> <p>Sporting activity and social inclusion initiatives have delivered real gains for candidates in moving them towards, gaining and retaining work. Using a physical activity most commonly found in circus performances, they will present evidence from their recent ‘Trapeze’ pilot.</p> <p>“I feel it’s turned my attitude around. I feel motivated to go home and be positive about work and try and keep the feeling of focus from trapeze”</p> <p>“I have a lot of self doubt and question everything that I try and do. There is probably no room for self doubt in trapeze”</p> <p>Projects such as Trapeze and their established Football programme with Charlton Athletic outline the necessity of such activities if employment support services are to maintain job outcomes whilst reinforcing their core values.</p>	

Workshop C4	Room: Suite 99
<b>Supporting people with autism – policy &amp; practice</b>	
Andrew Graham (National Autistic Society)	
<p>In this workshop we will look at how developments in policy are being put into practice by the National Autistic Society. We will cover both autism specific policies and general policy that relates to autism. These will include:</p> <ul style="list-style-type: none"> <li>• The Autism Strategy (England)</li> <li>• Right to Control pilots</li> <li>• Personal budgets</li> <li>• The Autism Strategy (Scotland)</li> </ul> <p>This workshop aims to give you an opportunity to explore how policies could be utilised within your services, to update your knowledge on relevant policies, to share experience of current policies and discuss how future policy could be developed to better meet the needs of those with autism.</p>	

Workshop D1	Room: Millennium Lounge
<b>Supporting people to use their personal budget and other funding streams such as education budgets, Access to Work and, in some cases, Work Choice to get and keep a job</b>	
Nicola Gitsham (Independent Consultant)	
<p>Research on Personalisation shows that personal budgets can lead to increased choice and control, improved satisfaction and enhance the life chances of disabled people. However it also suggests that they are rarely used to improve employment outcomes and that there are difficulties braiding funding for support.</p> <p>This workshop will draw on the learning from the Getting a Life and Jobs First demonstration sites and their co location with Right to Control. It will describe the story of Personalisation so far in the UK, issues around using personal budgets and other individualised funding streams for employment support and explore implications supported employment agencies. It will explore what needs to happen to support people furthest away from the employment market to use personal and individual budgets to get and keep a job and how to develop the market so that it offers good quality supported employment.</p>	

Workshop D2	Room: Dragon Lounge
<b>Work Choice – the first year</b>	
Colin Slow (Pluss) and others	
<p>A workshop conducted by the Work Choice primes exploring the first year of Work Choice in the context of the prime contractor, the supply chain and most importantly the customer. The workshop will explore the lessons learnt and best practice. It will engage with the audience to consider how to improve supply chain and customer experience, as well as maximising outcomes.</p>	

Workshop D3	Room: St David’s Lounge
<b>Transitions – lessons learned</b>	
Andrea Wayman (Elite Supported Employment Agency)	
<p>The workshop will include an overview of the provision of transitional services since 1998 to young people with disabilities aged 14 to 25, from school and college to paid employment and adulthood. The session will also incorporate an overview and information relating to the organisations national award winning operation of the Youth Supported Employment Programme and how it has been integrated into transition services. Whilst the workshop will focus on work with the individual it will also incorporate engagement with educational establishments, engagement of parents and carers and approaches required with employers to aid positive experiences and measurable outcomes for the participant.</p>	

Workshop D4	Room: Suite 99
<b>“Getting back to Work” – the why, what &amp; how of job retention case management in mental health</b>	
Roger Butterworth (Associate, Centre for Mental Health)	
<p>Since delivering a workshop on Job Retention in Mental Health at BASE’s inaugural conference at Swansea there has been amazing progress. Dame Carol Black has conducted her review of health in the workplace; fit notes have been introduced; ‘Fit for Work Pilots’ have taken place and the Improved Access to Psychological Therapies (with Employment Adviser integrated into the teams) have been rolled out.</p> <p>Myself and my colleague, Dave Costello, have been kept busy delivering our 2 day course in job retention up and down England, from Kent to Newcastle, as well as in Wales, Scotland and Northern Ireland. We have also helped create networks to support organisations delivering this service, establishing follow up courses in Conflict Resolution &amp; Mediation Skills; producing a document called the ‘What ifs of Job Retention – which provides solutions, gleaned from network meetings, for complex problems experienced in by practitioners in this challenging line of work. Finally, we are producing a Good Practice Guide which has been endorsed by Dame Carol Black and will be launched in the Autumn’.</p> <p>This workshop will give people a comprehensive overview of what is required to deliver an effective service and there should also be time to address some of the issues and problems which participants have experienced.</p>	

Workshop D5	Room: Suite 100
<b>Professionalisation of Welfare to Work: the PoWER workforce qualifications and apprenticeship initiative</b>	
Helen Richardson (PoWER), Richard Sewell (EDI)	
<p>The PoWER group (major employers/providers involved in Welfare to Work) has joined forces with EDI to develop qualifications and an Apprenticeship Framework to help professionalise the Employment Related Services Sector. In just five months three new qualifications and an Advanced Apprenticeship were launched, aimed at those helping others find sustainable employment. The ultimate aim of PoWER is to develop an Institute for Employment Related Services and the development of these sector led qualifications and the Apprenticeship are the first steps on the journey towards professional recognition of the sector and the organisations/people within it.</p> <p>Attend this workshop to learn about the journey and see how your organisation could get involved and benefit.</p>	

Workshop E1	Room: Millennium Lounge
<b>Project Search: a success story</b>	
Sarah Cox (Pure Innovations), Jodie Booth (Manchester College)	
<p>Project Search offers a supported transition to work for young adults aged 18-25. The model works on the principles of supported employment, where trainees have the opportunity to work on internships within a large employer. It is particularly suited to people with moderate and severe learning disabilities or autism, and others who can benefit from partnership working.</p> <p>This workshop will provide some background information about the Project and what makes it work; the project model, partnership approach and funding.</p>	

Workshop E2	Room: Dragon Lounge
<b>Access to Work: working together to overcome barriers</b>	
Steve Yensen (Jobcentre Plus)	
<p>Access to Work (AtW) is a program designed to help people with disabilities and/or long term health conditions to make the transition into and stay in the work place. We are keen to work with employers and groups that represent our customer base to build a working relationship that supports delivery to our customers and also allows us to explore the types of support we offer. The questions we can answer at this event are.</p> <p>How can employers and AtW work together?          How can organisations like BASE and AtW work together?          How can AtW support people in the transition back to or into work?</p> <p>With the delegates input I want to answer these questions and also offer my support to them to start the relationships that will shape how we can work together.</p>	

Workshop E3	Room: St David's Lounge
<b>Supported employment qualifications framework, including TSI</b>	
Viv Berkeley (LSIS), Stephanie Mather (City College Norwich)	
<p>In this workshop participants will have a chance to hear about the current landscape in relation to qualifications for support staff and learners relating to supported employment. In particular there will be specific input from City College Norwich about their Level 3 Certificate in Training in Systematic Instruction (TSI). Participants will also be asked for their thinking in moving this agenda forward.</p>	

Workshop E4	Room: Suite 99
<b>Assuring employers – a charter of standards</b>	
Fred Bowen, Kath Walker (BASE)	
<p>BASE is in the process of developing a range of service delivery standards that members will be asked to sign up to as a criteria of membership. Employers receive a valued service from supported employment services but is the service they receive one that is valued and of high quality? What expectations do employers have of the provider? Base has been conducting a lengthy process of consultation with a range of national organisations. This process has led to the development of 5 standards based on the feedback received from employers and valued comments from members of the BASE NEC.</p> <p>This workshop offers delegates the opportunity to learn about the detail of each standard and provide their valued feedback before the Charter is agreed and presented to the membership for their acceptance and approval. To find out what the employers said about service delivery; join Fred Bowen and Kath Walker. Come and tell us what you think about what you are being asked to sign up to and share with us how you think the Charter should be implemented.</p>	

Workshop E5	Room: Suite 100
<b>Reaping the benefits of collaborative working – solutions to bidding for and delivering on larger contracts.</b>	
Mike Harvey (3SC)	
<p>This workshop will focus on how 3SC can open new opportunities in delivering services and enable the growth of your organisation. 3SC was established to bid for large public sector contracts on behalf of voluntary and not-for-profit delivery organisations.</p> <p>3SC is a social enterprise that offers a unique approach to bidding for and managing the delivery public sector contracts: We recognise that whilst smaller voluntary organisations have the knowledge and skills to deliver employment, criminal justice, health and welfare services at a local level, they often lack the opportunity to secure bigger contracts, because individually they cannot deliver on the scale that is required.</p> <p>We believe that our registered members can deliver with greater impact through the creation of collaborative partnerships and through the access they can gain to larger public sector contracts by working in consortia and are ready to take up key roles and opportunities through the coalition's development of the Big Society.</p> <p>Our ultimate aim is to provide greater benefit and a more positive outcome for all individuals using public sector services, as we feel they are often best provided by established organisations in local communities who understand their changing needs. Around 1,300 voluntary and not-for-profit service delivery organisations of all sizes and across all different services have registered their interest in playing a part in consortia managed by 3SC.</p>	

Workshop F1	Room: Millennium Lounge
<b>Effective Commissioning</b>	
Fiona Gordon (Plymouth City Council)	
<p>Staff from Plymouth City Council and its provider partner Pluss will deliver the workshop in an interactive and informal style to facilitate discussion around the key messages of how to effectively commission and provide supported employment for people with learning disabilities. Lessons learnt from the journey of supported employment over the past ten years will be discussed with key developments and changes in the service in Plymouth based around the commissioning cycle. There will be an opportunity to discuss SMART commissioning for outcomes and the effect that it has on service delivery. The workshop will conclude with a section on personalisation and its influence on commissioning supported employment services for the future.</p>	

Workshop F2	Room: Dragon Lounge
<b>Support for Self-Employment</b>	
Jon Pitts (miEnterprise)	
<p>A description of the miEnterprise model (a social enterprise operating as a marketing co-operative) of supported self employment working with people to plan, set-up, run and develop micro businesses as a flexible route into work.</p> <p>We will be exploring the advantages of self employment; how it adds another option, some of the challenges and the opportunities. We will also explore the work we are doing to use personal budgets to fund employment support and the interest in &amp; growth of the model and the opportunities that creates. We will also illustrate the workshop with examples of member micro business stories.</p>	

Workshop F3	Room: St David's Lounge
<b>Supporting Health Outcomes Through Employment</b>	
Elisa Vigna (Welsh Centre for Learning Disabilities)	
<p>This study examines the role of supported employment agencies in promoting the health and well-being of people with learning disabilities employed in real jobs. The research approach is novel, focusing on agency support strategies and actions used to support employees' health and well-being.</p> <p>A National web survey was sent to each Association for Supported Employment (BASE, Wales ASEA, SUSE and NIUSE). Fifty agencies, mainly from England, contributed to this study by completing the survey. The activities of assessing, training and ongoing support were evaluated in the light of health and well-being promotion initiatives. Data on agency awareness of the health problems people with learning disabilities face (eating habits, smoking, alcohol misuse, social difficulties etc.) came out from the survey results.</p> <p>This research identified strategies for health promotion assistance delivered directly by</p>	

agencies or outsourced to health professionals. The paper identifies the potential for agencies to capitalise on their role as employment mediators to promote healthy lifestyles for employees with learning disabilities, and contribute to outcomes sought by recent UK government policy.

Workshop F4	Room: Suite 99
<b>Supplier Support for Supported Business and Social Enterprise</b>	
Wayne Griffiths (Supplier Development Service)	
Public sector contracts are worth millions of pounds within Wales, but many companies are missing out. This Workshop will look through the tendering process, procurement thresholds and give advice on completing PQQ's and tender documents. If you would like to work with councils, NHS and other public sector bodies then this is the workshop for you!	

Workshop F5	Room: Suite 100
<b>Forwards: a multi agency approach to helping disabled people back to work</b>	
Vikki Walters (Jobcentre Plus)	
An interactive session looking at how one of the new "Getting Britain Working" measures – Work Clubs – can help people with disabilities, including mental health issues, learning disabilities and autistic spectrum conditions back to work through private, public and voluntary sector organisations' pooling of knowledge and resources. Following an overview of how a network of clubs in Gloucestershire has been set up, delegates will get the opportunity to think about how their customers/service users may benefit from a similar approach and to think about the design for potential work clubs in their area. This is an opportunity to hear about and share good practice with other providers.	

## David Grainger Award

The David Grainger Award is presented annually by BASE in memory of David Grainger. David was the secretary of NASE and general manager of Roseville Enterprises who died prematurely in 2004.

David felt passionately that supported employment should offer a wide range of choices to help individuals improve their quality of life. Therefore, the Award is presented to a person with a disability who has made outstanding progress in their employment and is a significant 'team player' who always supports his or her colleagues. This year, the award will be presented to an employee based in Wales.

### Kay Jenkins

Cardiff and Vale Coalition of Disabled People

This year's winner, Kay Jenkins, started her career at Cardiff and Vale Coalition of Disabled People (CVCDP) in 2000 as an Independent Living Scheme Direct Payments Advisor.



Kay was central in developing the service in Cardiff and, as an Advisor, Kay promoted Direct Payments and assisted with the recruitment of Personal Assistants for disabled people, which in turn provided a level of independence they had not experienced before. This is often the first step on the pathway to employment.

Kay was promoted to Direct Payments Coordinator in 2007, where she was pivotal in delivering briefing sessions on Direct Payments to all of Cardiff's Adult Social Workers and their Team Managers. As a result of Kay's delivery of training and awareness-raising within Cardiff, the number of disabled people on Direct Payments increased from 115 to over 300 in a little over 12 months.

Kay has completed numerous training courses in subjects as diverse as POVA, Accessible Presentations, Religious and Cultural Diversity, and Community Care Law. Kay did not have a positive education experience in the 1970's and 80's. It is for that reason we believe that Kay is generous with her learning experiences, ensuring that she shares her new found knowledge with her colleagues.

Kay is now employed as a Service User Involvement Officer. CVCDP service users shape and influence CVCDP policies and service development. Service user involvement through peer-led CVCDP facilitated groups also influences other organisations, including public and private sector agencies such as Cardiff University School of Social Sciences, UWIC and Cardiff Council.

Kay's experience and knowledge is essential to the continued delivery and expansion of the peer-led groups. She promotes service user involvement in organisations and is responsible for arranging the first service user Involvement event involving more than 20 organisations. This magnificent event will take place at Cardiff County Hall on 21st October 2011.

Kay is also an accomplished actress and is presently rehearsing for her next major project that will premiere in the autumn of 2011.

CVCDP is an organisation run by and for disabled people. Established in 1995, their ethos is firmly rooted in a belief that the voice of disabled people, both as individuals and collectively, is vital if the lives of disabled people are to be enhanced. Kay has supported and contributed to CVCDP's values and vision, and encouraged service user and volunteer involvement, acknowledging its positive impact and using her personal experiences to provide an invaluable insight into the importance of service user involvement. We congratulate Kay on winning this year's David Grainger Award.

## Practitioner Awards

For the second year, BASE is organising awards for outstanding practice in supported employment. The award categories are for supporting people with learning disabilities; supporting people with mental health needs, supporting people with a physical or sensory impairment and supporting employers. One of the four winners will receive our Practitioner of the Year Award at the conference dinner on 7 September. Our congratulations go to this year's winners.

We gratefully acknowledge the support of the Centre for Mental Health, Pluss, and Momentum for sponsoring these awards and assisting with the judging.

### Outstanding Practice in Supporting People with Learning Disabilities

Sponsored by Momentum



#### Beverley Glenholme

Bury EST

Bev has been closely involved in delivered three successful transition projects, working with the local FE college to integrate supported employment placements into the curriculum. Bev has offered real work placements and taster sessions to over 200 young disabled students with a learning disability resulting in paid employment for many. The college is now looking at commissioning Supported Employment due to Bev's successful track record in improving employability skills for LLDD students.



She dedicates herself completely to supporting her colleagues, clients and employers alike with whom she has established excellent working relationships. Bev is at the forefront of many outstanding projects that she herself has initiated and successfully delivered to the benefit of all involved.

Colleagues say that they have never known anyone quite so modest about their evident expertise and dedication. Bev is passionate about her work and inspirational in her approach; a real credit to her clients and not least to Bury EST as a whole. Bev's successes have been featured nationally and within a documentary style DVD.

She has pioneered partnership work with the council's ground maintenance team to set up a horticultural project. Within 6 weeks the project was organised and involving over 20 clients in the manufacture and sale of 200 hanging baskets.

She has successfully introduced literacy and numeracy skills within the workplace, resulting in students achieving higher academic grades. She motivates chaotic clients with low self esteem, managing to achieve 100% attendance at placements.

One client with a learning disability and poor self esteem was encouraged to try different activities on his placement, one being how to drive a tractor. This resulted in the student applying for a driving license and he is now studying with support for his theory exam.

The parent of one client says, "Bev has gone above and beyond anyone's expectations. Her kind nature, professionalism and support have made Andrew into the confident, outgoing young man that he is today."

# Outstanding Practice in Supporting People with a Sensory or Physical Disability

Sponsored by the British Association for Supported Employment



## Michelle Bridger

Kent Supported Employment

Michelle came to supported employment from a background in managing nursery care. She impressed the interview panel when she mentioned that she had employed a person with cerebral palsy and how she had not seen the disability as anything other than an advantage to her staff team.

For the last three years she has supported clients with a range of disabilities through a range of programmes including apprenticeships, work preparation, Workstep, the Work Programme and FE projects.



She has recently been involved with the Vulnerable Learners Apprenticeship programme and supported several service users into paid work. Michelle has had to organise Access to Work for adaptive equipment in order to retain the employment of an employee who has a visual impairment and her job coaching and mentoring skills were crucial in helping the client overcome the challenges of working in a team under extreme pressure from local authority cutbacks.

Michelle has supported clients to come off benefits, apply for tax credits, manage household bills. She has recently started to deliver training on autism and Aspergers syndrome to employers.

Michelle has a severe hearing loss herself and copes well with the challenging environments she has to deal with. Her colleagues admire her thoroughness and conscientiousness. Employers have commented on her calming influence in the workplace and her willingness to go the extra mile. Her clients appreciate the support and care with which she resolves any difficulties.

# Outstanding Practice in Supporting Employers

Sponsored by Pluss



## Liz Turner

Kent Supported Employment

Liz was nominated for work undertaken with Enalon Ltd which, thanks to Liz' involvement, has become one of the most inclusive companies in the area. Liz has worked closely with the company to educate, problem solve and introduce new ideas. Together, they have removed recruitment barriers and the company has now recruited four full-time staff with a variety of disabilities covering autism, learning disability, acquired head injuries and mental health needs.



Enalon Ltd also offers sessional paid work to people with learning disabilities. This has helped a number of clients currently using day services to make informed decisions about seeking employment in the near future.

Liz has continuously demonstrated how supported employment works well when carried out to a consistently high standard. Enalon Ltd has come to trust Liz' judgements on job matching and she is always at hand if any problems arise.

Prior to Liz' involvement the company had reservations about employing people with a disability but her support has helped the management of the company to take things forward. Stuart Rey of Enalon says that "since being involved with Liz, Enalon Ltd has successfully employed people and

has assisted with work experience opportunities. This has enabled us to develop our in-house skills and resulted to date in approximately 10% of our employees having some level of disability, all of whom play a significant part in our company."

## Outstanding Practice in Supporting People with Mental Health Needs

Sponsored by the Centre for Mental Health

Centre for  
Mental Health



### Elaine Fidler

Status Employment

Elaine has supported clients with severe enduring mental health needs into employment for the last six years. She has averaged 10 paid posts per year, the majority of her clients being on enhanced care plans. She is equally strong in ensuring that her clients retain their jobs.

There are many instances of her going beyond her job description by helping clients to purchase appropriate clothing, dealing with hygiene issues by arranging cleaners and washing so that the person can organise their lives, and dealing with housing and debt issues. This has helped in sustaining jobs and will often offer support outside of her contracted hours.

Elaine readily builds a rapport with clients, gaining their trust and confidence. She starts with the premise that finding the right job for the right person will improve their health and wellbeing. She has won praise from employers who value her judgement, not just about her client but also about other staff within their organisations. In this way she has helped a significant number of companies to make reasonable adjustments to prevent job losses.

Employers describe Elaine as professional and supportive with a high level of personal commitment. She is always ready to listen and then support the employer to put together a framework of support. One client has described how Elaine has been there every step of the way over the last two and a half years, long after her funding to support the client expired. "She is there for me at any time at the end of a phone and regularly arranges meet up for a coffee and to support me with any aspect of my work. Elaine goes above and beyond the call of duty. Knowing that I have her support has enabled me to hold down my job without further admissions to hospital. Without her help, I would doubtlessly be in a very different place to where I am today".

## Delegate List

Delegate name	Organisation	
Aderemi	Alaka	LB Richmond
David	Alexander	Warwickshire County Council
Jonathan	Allan	Shropshire County Council
Liz	Armstrong	APM
Dean	Atkinson	Coventry Council
Tony	Barrett	Jobcentre Plus
Robin	Bellamy	Lincolnshire County Council
Viv	Berkeley	LSIS
Ali	Bishop	United Response
Neil	Blanchard	Southdown Housing
Mary	Bolton	Somerset County Council
Jo	Booth	Hertfordshire County Council
Jodie	Booth	Manchester College
Fred	Bowen	BASE
Matt	Britt	Brandon Trust
Gareth	Brydon	Action for Blind People
Kate	Buckley	Pluss
Rod	Burnett	Pluss
Richard	Burnham	Bradford MDC
Roger	Butterworth	Centre for Mental Health
Jocelyn	Butterworth	Jersey Employment Trust
Helen	Cahalane	United Response
Steve	Cairns	Scope
Zita	Calkin	Buckinghamshire County Council
Jane	Carroll	Cheshire East Council
Neil	Cattle	Pluss
Celia	Chapman	Cheshire West & Chester Council
Angie	Cogbill	Surrey County Council
Gillian	Collins	Lancashire County Council
Jane	Collinson	Newcastle City Council
Patrick	Connolly	Cormar Carpets
Tracy	Conway	Shaw Trust
Shelley	Cook	Working Links
Harry	Corrigan	Northamptonshire County Council
Sarah	Cox	Pure Innovations
Doug	Cresswell	Pure Innovations
Shaun	Crowe	London Health Programmes
Huw	Davies	BASE
Martin	Davies	Pluss
Emma	Davis	Norwood
Dina	Dawes	Advance Employment
Judith	Day	South Gloucestershire Council
Mark	Dewhurst	Jersey Employment Trust
Martin	Dominy	Southdown Housing
Trevor	Drage	Cornwall Council
Claire	Dutton	United Response
Christina	Earl	Surrey County Council
Robert	Elston	Status Employment
Gill	Evans	Pluss
Bethan	Evans	Remploy
Robert	Fairbairn	Pluss
Karen	Ferrari	LB Richmond
Beverley	Foard	Working Links
John	Ford	Brandon Trust

Sarah	Foster	Inclusion
Jacci	Fowler	Buckinghamshire County Council
Phil	Fuller	Status Employment
Anita	Gayton	St Andrews Healthcare
Nicola	Gitsham	Independent Consultant
Richard	Glanville	Cornwall Council
Fiona	Gordon	Plymouth City Council
Andrew	Graham	National Autistic Society
Wayne	Griffiths	Supplier Development Service
Margaret	Haddock	EUSE
Bridgette	Handley	Rhyl City Strategy
Alistair	Hannah-Briggs	Pluss
Tuulikki	Harling	Mencap
Sarah	Harns	Jersey Employment Trust
Andrew	Harper	Shaw Trust
John	Harrington	Oxfordshire County Council
Mike	Harvey	3SC
Lee	Hayday	Seetec
Lesley	Heney	Lancashire County Council
Eileen	Higton	Rhyl City Strategy
Cerryys	Hill	Hafal
Raja	Iqbal	Ingeus
Brett	Ireson	Swindon Borough Council
Julie	Jones	Surrey County Council
Jane	Jutsum	LC Disability
Peter	Keeley	Bradford MDC
Allan	Keen	Brandon Trust
Petra	Kennedy	MITB
Helen	Key	Camden Society
Karen	Kingsland	Brighton & Hove Council
Andy	Leach	Buckinghamshire County Council
Gavin	Lee	Pluss
Paul	Littlewood	City & County of Swansea
Tracy	Lloyd-Evans	LB Hackney
Linda	Looney	Norwood
Denise	Luxton	South Gloucestershire Council
Stephanie	Mather	City College Norwich
Linda	Matthews	CDG-Wiseability
Lisa	Matthews	Southdown Housing
Mary	McFadden	Scope
Richard	McGarry	City Building (Glasgow) LLP
Kathy	Melling	Kent County Council
Liz	Mellor	East Sussex County Council
Avril	Mendel	Bath & NE Somerset Council
Eva	Millard	Swindon Borough Council
Dr Floyd	Millen	Disability Works UK
Ann	Minchin	All Wales Forum
Sue	Moore	Jersey Employment Trust
Ioan	Morgan	EDI Plc
Donna	Morgans	Optalis
Nerise	Oldfield-Thompson	Durham County Council
Steve	Osborne	RBLI
Michael	O'Sullivan	Competitive Solutions
Gill	Owens	Rehab JobFit
Claire	Palladini	Powys County Council
Beverley	Parker	Remploy
Clive	Parry	Scope
Kirsty	Parsons	Enham

Barry	Parsons	Oxfordshire County Council
Gary	Peacock	Oxfordshire County Council
Sharon	Pearce	Pluss
Janine	Pearson	Newcastle City Council
Denise	Perks	Norwood
Gareth	Phillips	EDI Plc
Scott	Pickrell	Bridgend County Borough Council
Jon	Pitts	MiEnterprise
Jeff	Prosser	Newport City Council
Katrina	Reeves	Optalis
Jeanette	Richards	Salford Supported Employment Service
Helen	Richardson	PoWER initiative
Brian	Riddell	Pluss
Miles	Rinaldi	SWLSG Mental Health NHS Trust
Phil	Risk	Pluss
Joanne	Rixom	Status Employment
Jeremy	Robinson	Clarity
Leon	Rodin	LC Disability
David	Rudman	Jersey Employment Trust
Geraldine	Scott-Smith	Pluss
Geoff	Scrivens	Aldingbourne Trust
Gary	Scull	Pluss
Amanda	Selley	Hertfordshire County Council
Richard	Sewell	EDI Plc
Tony	Singleton	Somerset County Council
Annette	Skermer	Warwickshire County Council
Rob	Slater	Salford Supported Employment Service
Colin	Slow	Pluss
Jamie	Smith	Jersey Employment Trust
Rachel	Smither	Aldingbourne Trust
Steve	Spendlove	DWP
Kevin	Stephens	Shaw Trust
Trish	Stokoe	Department of Health
Marion	Summers	Newco Employment & Training
Alwyn	Thomas	Powys County Council
Simon	Thorne	LB Hackney
Kathryn	Timmins	NWCS Ltd
Lyndon	Tobin	City & County of Swansea
Rhys	Toone	Working Links
Fiona	Torrance	NWCS Ltd
Emma	Towell	BBC
Suzy	Tucker	Cornwall People First
Debbie	Tutton	Scope
Elisa	Vigna	Welsh Centre for Learning Disabilities
Kath	Walker	BASE
Melanie	Walls	Shaw Trust
Vikki	Walters	Jobcentre Plus
Tony	Wardle	BASE
Barbara	Watt	Interwork Services
Andrea	Wayman	Elite SEA
Rick	Weeks	Pluss
Heng Xing	Wei	Pluss
Richard	Welfoot	MITB
Sally	West-Price	Pluss
Jo	Whitehead	Shaw Trust
Nicola	Williams	Rhondda Cynon Taff Council
Paul	Wilson	BASE
Lucia	Winters	Transitions Information Network

Pam  
Steven

Woodburn  
Yensen

Somerset County Council  
Jobcentre Plus

## Venue Information

### Toilets

On the 5<sup>th</sup> floor the toilets are situated either side of the Presidents Lounge and the Millennium Lounge through the green double doors.

In the St. David's Lounge and the Dragon Lounge, toilets are situated outside of the main doors directly opposite.

The lights in the majority of the toilet facilities will automatically turn on when entering.

### Where can I smoke?

The stadium is a non-smoking venue; however smoking points are situated on level 3 outside the WRU offices and the Riverside Terrace.

### Room temperature

Temperature controls can be found in each lounge. Please ask a member of staff for assistance.

There are individual heaters in each suite which can be adjusted as required. The suite balcony doors can also be opened on request.

### Internet access

BT Open zone Wireless Internet is available in the Presidents Lounge, Millennium Lounge, St. David's Lounge and in selected Suites. Vouchers can be purchased at a cost of £10 via [www.btopenzone.com](http://www.btopenzone.com) Help guides are available on request or contact a member of staff.

**For further information on any of the points mentioned above please contact a member of the hospitality team.**

## FIRE PROCEDURES

### IF YOU DISCOVER A FIRE:

- 1) Immediately raise the alarm by operating the nearest fire alarm call point / Break Glass Point.
- 2) Inform a member of the Stadium Staff, and evacuate the immediate area around the fire of all staff and members of the public by using the nearest exit or fire escape staircase. Do not stop to collect personal items.
- 3) Where possible separate yourself from the fire by a set of fire doors immediately. Only try to extinguish the fire if safe to do so.

### ON HEARING THE EVACUATION MESSAGE:

If a situation arises that warrants the evacuation of the Stadium the following announcement is made:

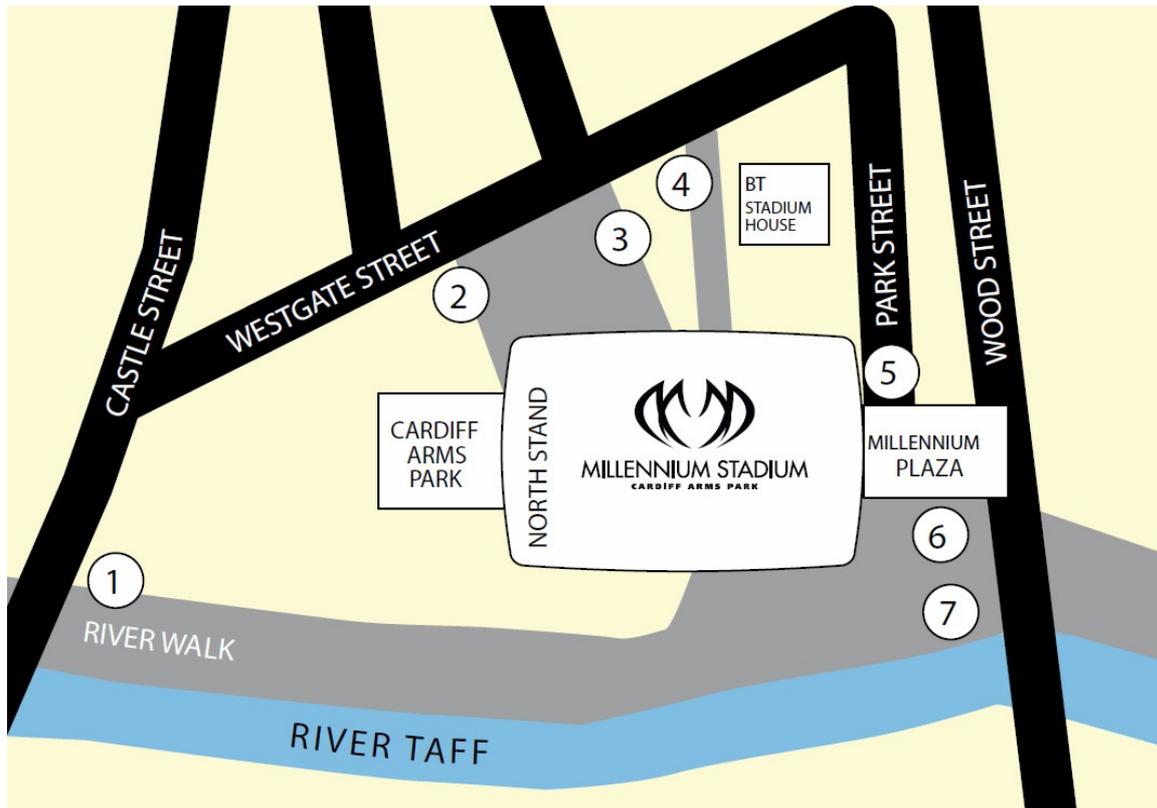
**“Attention please, attention please. Please evacuate the stadium by the nearest available exit.”**

Please leave the Stadium by the nearest exit or fire escape staircase.  
Do not re-enter the building until told to do so.

Please report to the nearest Assembly Point:

EAST SIDE: LEVEL 3, Westgate Street side, near GATE 3

WEST SIDE: LEVEL 3, Riverside walk, near GATE 7



Access to the conference is via Gate 7 on the Millennium Plaza.

The conference dinner takes place in the Presidents Lounge.  
Access to the conference dinner is via Gate 3 on Westgate Street.



[www.base-uk.org](http://www.base-uk.org)

The British Association for Supported Employment is registered as a company in England. Company Reg: 05794990.  
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