



C&H HSCF Newsletter

Health & Wellbeing & Prevention Newsletter from HS

Consisting of news articles from 2009-10-11 to 2009-10-18

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Floating Support - older people information on how to access this service
Do you have view on your local NHS

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Join us for Mental Health Conference to address the needs of Refugees and Asylum Seekers in Hackney
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Community Radio Fund
Arts & Older people
young people & sport/ arts/ recreational activities
Up to £5k Digital media & campaigning or to improve individuals lives
Grants up to £1000 for self run groups for informal learning for adults
Funding for Cancer Self Help & Support Groups £500 for new groups - £3000 for existing groups
Terrence Higgins Young Leaders
New Music Award is open
£2000 for local Social Enterprise Groups with income less than £10,000
Healthy Hackney Standard - Childhood obesity
THE PROVISION OF HOUSING RELATED FLOATING SUPPORT TO OFFENDERS OR THOSE AT RISK OF OFFENDING
£150,000 available for mental health projects in London

Jobs and Volunteering

Trainer / Evaluator - Charities Evaluation Service
PSA 16 Project - Employment Lead
Education Tutor and Vocational Development Support
Community Support Officer - Mental Health
Head of Customer Service Improvement LBH
Head of Front Of House Services
Victim Liaison Officer
Policy Analyst
Neighbourhood Engagement Officer x 4



Volunteers: admin, advocates & events and advice roles - City & Hackney Carers

Courses and Training

Support Brokerage Training from National Brokerage network

Training re Drug & Alcohol

Safeguarding Adults Awareness/Alerters - Dates available - Free to Hackney funded groups

Publications and Websites

Get free creative help from Media Professionals

Unlocking the energy within communities to improve health

Consultations and Surveys

Design to improve Millfields Park

helping people to choose their care services

Local Notices

Are you a Black Man aged over 18 -if so please read on

Would you like to talk about your experience of being a Black Man living in the UK?

My name is Laura Fontaine and I am a trainee-counselling psychologist at the University of East London. I am conducting research for my Doctorate in Counselling Psychology and I am interested in talking to Black Males aged 18+ about their social attitudes and its impact on health.

The study's purpose is to improve psychological health care and delivery for African/Caribbean people. As there has been a lot of research about different cultural groups however, very little about contemporary, Black males in the UK.

Your participation is voluntary but very much needed……

IF YOU ARE INTERESTED IN TAKING PART, I AM AVAILABLE ON ANY WEDNESDAY'S TO VISIT YOUR ORGANISATION IN ORDER FOR YOU COMPLETE THE QUESTIONNAIRES.

ALTERNATIVELY YOU CAN TAKE PART BY ATTENDING THE VENUE BELOW ON ANY WEDNESDAY BETWEEN 10AM – 5PM.

Stamford Hill Library

1st Floor (Glass Room)

Portland Avenue

Stoke Newington

N16 5SB



Just contact any of the details below to arrange to take part……

Laura Fontaine – Laura_Fontaine_uk@yahoo.com

Or 0208 211 1656 or 07971 267 395.

THANK YOU.

Floating Support - older people information on how to access this service

2 attachments — Download all attachments 1-1608187-20091001_support-services-for-older-people_leaflet.pdf
1708K View Download

Do you have view on your local NHS

We are transforming healthcare to make high quality, safe services accessible to everyone.
Come along to one of our public events
and give us your views….

Date: Friday, 23 October
Time: 4-6pm or 6-8pm
Venue: Golden Lanes Community
Ctr, Golden Lane Estate,
Golden Lane EC1
Date: Friday, 30 October
Time: 4-6pm or 6-8pm
Venue: Hackney Empire,
291 Mare St,
London, E8 1EJ

www.healthfornel.nhs.uk

Local News

New third sector organisation pilot research studies in Gloucestershire, Hackney and Bury

Three pilot studies in Gloucestershire, Hackney and Bury are exploring ways of surveying small, unregistered organisations, supplementing the extensive information on small organisations already gathered by the National Survey of Third Sector Organisations.

The Office of the Third Sector, in association with Ipsos MORI and Guidestar, is working with local groups in Gloucestershire, Bury and Hackney to conduct a pilot survey of local third sector organisations including charities, voluntary groups, community-led organisations and social enterprises.

These pilot surveys will help develop understanding of the needs of local and national third sector organisations and their local relationships. The pilot surveys will be targeted at smaller and unregistered organisations in each area.

The data gathered will supplement the results of the National Survey carried out earlier this year and will give decision makers further information on what third sector organisations need in order to thrive.

Results will be used to inform national and local third sector policy and to inform the design of future surveys.

Results and analysis of the National Survey of Third Sector Organisations conducted earlier this year can be accessed at:

National Survey of Third Sector Organisations [external website]

Local Events

Is wellness a state of mind? Talking Matters World Mental Health Day Celebration

2 talking matters.doc

100K [View as HTML](#) [Open as a Google document](#) [Download](#)

Join us for Mental Health Conference to address the needs of Refugees and Asylum Seekers in Hackney

<p align="center">

<p align="center">Wednesday, 4 November 2009, 9.30am – 5pm
at Queensbridge Sports & Leisure Centre 30 Holly Street London E8 2LY

Come along and share your views and experiences in our discussion, workshops and action to improve services for Hackney's refugee and asylum seeker communities.

<p align="center">Who should attend?

For people who are, and who support, refugees and asylum seekers communities in Hackney.

<p align="center">With guest speakers

Speakers will look at the contribution of refugees to the UK, plus the spectrum of mental, emotional and practical issues for people from refugee and asylum communities.

<p align="center">Andrew Keefe, Specialist Services Manager, Refugee Council.

<p align="center">Stephen Hardisty, Joint Commissioning Manager, City and Hackney Primary Care Trust

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<p align="center">With workshops on

- Specific issues related to refugees from different parts of the world
- The mental health needs of refugees and recommendations for Commissioners, statutory services, the voluntary and community sector and refugee community organisations.

Organised by: Black and Ethnic Minority Working Group (BEMWG), with Hackney Refugee Forum, Derman, City & Hackney Mind and Shoreditch Spa
Chaired by Mary Cannon - Chair of the Community Empowerment network

<p align="center">For more info contact: BEMWG on 020 7923 2229 or email post@bemwg.org.uk

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Please contact: [Click here for a booking form](#)

http://www.hcvs.org.uk/EN/store/cen/BEMWG_NOV09.doc or contact BEMWG on 020 7923 2229 or email post@bemwg.org.uk

What is the Black and Ethnic Minority Working Group (BEMWG)? BEMWG is one of the borough's leading community networks for voluntary and community groups working in health and social care. BEMWG aims to reduce inequalities in health and social services for black and ethnic minority communities and ensure that black and ethnic minority communities receive the type of services that are accessible and culturally appropriate to their need. Find out more, contact <http://www.bemwg.org.uk>

Refugee Therapy Centre Open Afternoon: REASONS FOR INCONSISTENT ACCOUNTS IN UK ASYLUM APPLICATION

<p align="center">Refugee Therapy Centre
<p align="center">Open Afternoon
<p align="center">
<p align="center">Thursday 19th November 2009, 3.00 to 5.00pm
<p align="center">
<p align="center">at our new premises…1A Leeds Place, Tollington Park, London N4 3RQ
<p align="center">
<p align="center">
<p align="center">We would like to invite you to come along
<p align="center">and find out about our research on:

FAIR JUDGEMENTS: REASONS FOR INCONSISTENT ACCOUNTS IN UK ASYLUM APPLICATIONS

The Refugee Therapy Centre and the Centre for the Study of Emotion and Law are, in partnership, conducting a 3 year research with the aim of influencing immigration law and improving decision-making for refugees and asylum seekers. Dr Jane Herlihy, Director of the Centre for the Study of Emotion and Law, and Dr Aida Alayarian, Clinical Director of the Refugee Therapy Centre, will be explaining about the research, answering questions and providing information about how to get involved.

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The Open Afternoon is also an opportunity for staff and volunteers from Refugee Community Organisations, as well as professionals working with refugees, to visit the Centre.

Those attending are also welcome to join our Refugee Community Representatives Steering Committee. This is an opportunity for you to give us advice and recommendations to help us to meet the needs of refugee communities.

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<p align="center">This event is free of charge, but space is limited.

<p align="center">To book your place, or for more information, please contact us…

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<p align="center">Email: info@refugeetherapy.org.uk

<p align="center">Telephone: 020 7561 1587

<p align="center">



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<p align="center">How to find us:

<p align="center">

Tube: We are a few minutes from Finsbury Park Station (Piccadilly and Victoria Line)

Buses: 4, 19, 29, 106, 153, 210, 236, 253, 254, 259,
W3 & W7

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2 attachments — Download all attachments image001.png
96K View Download 19th Nov event.pdf
122K View Download

Wider News

Thrid sector need to prove value for money to survive say National Commissioniong Conference

Feedback from National Commissioning Conference The main speakers included: Peter Hay (Strategic Director for adults and communities, Birmingham City Council), Andrew Lansley (Conservative shadow health minister), Nigel Walker (Senior Commissioning Adviser, Department of Health), Alex Fox (Director of Policy and Communications, Princes Royal Trust for Carers), Baroness Young (Chair, Care Quality Commission), Andrew Kerslake (Director, Institute of Public Care at Oxford Brookes University), Alex O'Neill (Programme manager, Independent Living and Unheard Voices, Joseph Rowntree Foundation). The key messages were around: 1. cost-efficiency pooled budget with health services there's time before the next comprehensive spending review 2011 third sector organisations acting more like businesses whilst retaining traditional values and focus on outcomes budgets will be cut deeply in the coming years whichever political party is in power commissioners will need to drive efficiency savings with partners, across services and with service users 2. information sharing third sector organisations producing better information on how they provide value for money CQC launching information on all health and social care providers including their judgements on the quality of services they provide in April 2010 Commissioners looking at different ways of putting people in control of their own care e.g. intermediary, advocacy and support services 3. outcomes Greater focus on pushing back the period of ill health or morbidity, focus on recovery and rehabilitation Delivering a measurable and improved quality of care early identification and treatment of dementia that complements existing services 4. integration community based commissioning model integrating health, housing and social care and engages the community in its design and delivery of services. 5. Service Users getting away from paternalistic and supply based model to a community and individual based approach 6. Lessons from Children's services A statutory children and young people's plan focuses all partners' efforts on improving outcomes and on developing an evidence-driven system with proper accountability for making the plan happen. [Click here for full report](#)

Personalisation briefing: Implications for voluntary sector service providers

Key messages Personalisation for voluntary/third sector service providers means:

thinking radically about what service provision and support is locally available, how it is delivered, what difference it makes to people's lives and how innovation and continuous improvement can be achieved in partnership with people using the service and their carers building open, co-productive relationships with the people using the service, commissioners, local authority care managers and the wider community being clear about what personalisation means for the particular service so that everyone involved has a

shared understanding of principles, practice and outcomes agreeing a 'personalisation statement' for the service with everyone involved, including frontline staff, people who use services and carers, and using this to evaluate current delivery and identify areas for improvement ensuring that all staff training and development is informed by the principles of personalisation and promotes person-centred and relationship-based working. This At a glance briefing examines the implications of the personalisation agenda for voluntary/third sector service providers, particularly service managers.

Personalisation means thinking about care and support services in an entirely different way. This means starting with the person as an individual with strengths, preferences and aspirations and putting them at the centre of the process of identifying their needs and making choices about how and when they are supported to live their lives. It requires a significant transformation of adult social care so that all systems, processes, staff and services are geared up to put people first.

The traditional service-led approach has often meant that people have not received the right help at the right time and have been unable to shape the kind of support they need. Personalisation is about giving people much more choice and control over their lives goes well beyond simply giving personal budgets to people eligible for council funding. Personalisation means addressing the needs and aspirations of whole communities to ensure everyone has access to the right information, advice and advocacy to make good decisions about the support they need. It means ensuring that people have wider choice in how their needs are met and are able to access universal services such as transport, leisure and education, housing, health and opportunities for employment regardless of age or disability.

What are the implications for voluntary sector service providers? The managers of voluntary/third sector service providers have a critical leadership role to play in ensuring a personalised approach to service delivery and in monitoring personcentred outcomes for the individuals using the services. As for all service providers, developing and delivering personalised services fundamentally means:

the individual is the primary focus there is a vision and strategy for continuously improving services based on the experiences of people who use the service resources are used flexibly, including staff staff are supported to think about their roles in new ways a learning, person centred culture and listening mind-set is encouraged to flourish at every level ways of working, particularly policy and planning systems, and governance arrangements promote cultural change building co-productive, problem solving relationships with people who use the service, carers, care managers and commissioners, and the wider community. This requires being prepared to think radically about what support is available to people who use the service currently, how it is delivered and what difference it makes to their lives. It means harnessing the energies, goodwill and talents of everyone involved, particularly individuals who use the service, staff, families, friends and carers, volunteers, care managers and the wider community, in order to create vibrant networks of support and a shared approach to providing support and opportunities for social inclusion.

MacIntyre (My Way): Joe's Story MacIntyre (My Way) worked with Joe, a young man with autism and learning disabilities, who doesn't use words to communicate, for two years to facilitate his transition from school. With intensive brokerage support from My Way Joe chose his house, housemates, the provider

organisation and his staff team. Joe attends the local college, has made new friends and many community connections.

Success for Joe was determined by the following:

Information gathering - Person-centred reviews were facilitated by the My Way broker fully involving Joe, his family and all relevant stakeholders.

Finding solutions - Joe chose people to live with, then My Way's broker worked with support providers to investigate who could develop a service according to the support plan.

Workforce development - My Way's broker, the support provider and Joe identified the skills his staff would need and then recruited them accordingly. The induction and training was tailored to working with Joe as an individual.

Service development - Joe and his family are actively involved in reviewing the outcomes and have the opportunity to shape the service as Joe's needs change.

Changing organisational culture and practices - The local authority worked closely with My Way because this approach matched their aim to offer people more control and choice over their lives. Children's and adults' services worked together and managers agreed to alternative commissioning methods. This required developing a shared understanding of needs and costs, building trust and ensuring an individual, person-centred approach to commissioning.

Voluntary sector service providers should: Be clear about what personalisation means, so that everyone has a shared understanding of the principles and practice. (See below for additional resources). Develop, with people using the service, their carers, families and friends, staff and advocates, an explicit 'personalisation vision statement' – describing what a personalised service would look like and how it would work in practice. (Techniques such as using focus groups to generate ideas and independent facilitators can help this process. Critically the voice of the person using the service must be listened to). Review the existing service against the agreed personalised vision statement, being clear where the service is currently and where it needs to get to. Support staff to review their roles and their current approach to service delivery in the light of this statement, identifying what attitudes, practices and/or systems may need to change, or new ones be developed. Particular attention should be paid to quality monitoring systems. (This can be carried out using a 'personalisation readiness' checklist. Ask people using the service to carry out this review for/with you, along with independent expert support if necessary. The VODG can offer advice and guidance on this process). Review how people who use the service and their supporters (personal assistants, advocates etc), are involved in staff recruitment, their deployment, and wider decision making about how the service operates. (The use of independent advocates, peer support, and training for service users in selecting staff can assist this process). Ensure all staff development is firmly underpinned by the principles of personalisation. A learning environment with the aim of continuous service improvement needs to be systematically planned, promoted and evaluated. (Service user and carer satisfaction surveys, staff training plans which are shaped by service user experiences and user-led training are all important elements). Ensure management systems and financial processes reinforce and promote personalisation, whether in the form of person-centred planning, quality monitoring or back office functions, including costing exercises and fee negotiations. (Service user and carer participation in evaluation, governance and decision making needs to be central to and embedded in policies, structures and attitudes as a fundamental part of continuous

service improvement). Develop outcome driven service improvement plans, based on user feedback with clear targets, milestones and success measures and regularly monitor. (Ensure everyone's experience counts and use this feedback to evaluate how you are doing. Regularly discuss progress with all stakeholders, including the regulator). KeyRing & Living Support Networks KeyRing Living Support Networks and Oldham Metropolitan Borough Council are working to transform their traditional provider-commissioner relationship to facilitate the implementation of personal budgets (PBs). This involves increased dialogue, joint problem solving and investing in a high degree of mutual trust.

Regular meetings are crucial to setting up the infrastructure to support PBs. These focus on getting things right for PB holders and developing new supports. Involving front line workers enables a consistency between strategy and the reality on the ground. Implementation difficulties are raised early on and there is a shared responsibility for resolving them.

For instance, potential PB holders often find themselves in a position where they have been offered general needs housing by a local housing provider, and support from KeyRing, before they have been allocated a PB. In these circumstances, the council has agreed bridging funding to ensure that people are safely supported in their own choice of accommodation.

Clear communication at all levels has helped to minimise confusion for people receiving support by ensuring information is consistent; reducing stress for workers during a period of significant change.

RNIB: Supporting Choice Sophie is 23, and visually impaired, with learning disabilities and other complex needs. She attended a 3 year programme at RNIB Redhill College, a specialist residential college in Surrey. In her final year, Sophie moved into a studio flat on the college site. This supported her to develop independent living skills. She also attended a weekly training session on the transition into independent living.

When the college closed and the new RNIB Community Living Service (CLS) began, Sophie was able to stay on in her studio flat. Her care manager, from her funding authority, supported her to stay with the CLS for a further year while they looked together at appropriate supported living environments in her home area.

Once a place was found, Sophie, the RNIB staff and care manager, worked together to ensure that the transition was a smooth one and that an appropriate Personal Assistant was recruited to support Sophie on a daily basis.

Further information Contact the Voluntary Organisations Disability Group (VODG): info@vodg.org.uk for further advice or support on any aspect of this personalisation briefing. Briefings in this series At a glance 06: Personalisation briefing: Implications for commissioners At a glance 07: Personalisation briefing: Implications for home care providers At a glance 08: Personalisation briefing: Implications for housing providers At a glance 10: Personalisation briefing: Implications for carers At a glance 12: Personalisation briefing: Implications for advocacy workers At a glance 13: Personalisation briefing: Implications for voluntary sector service providers SCIE's At a glance summaries have been developed to help you understand as quickly and easily as possible the important messages and practice advice in SCIE's guides. These summaries will give you an overview of the messages or help direct you to parts of the guide that you may find most useful. You can also use them as training resources in teams or with individuals.

We want to ensure that our resources meet your needs and we would welcome your feedback on this summary. Please send comments to info@scie.org.uk.

Written by SCIE, in conjunction with Voluntary Organisations Disability Group (VODG).

Conference to examine the future of the BME Sector 22nd October

Thursday 22 October 2009 Hilton Hotel, Croydon

Conference to examine the future of the BME Sector

The South London BME (black & minority ethnic) Partnership in collaboration with KnowHow NonProfit is holding a major conference on Thursday 22nd October 2009 to focus on the future of the BME Voluntary and Community Sector. The conference entitled, 'BMELINKS...the future of the sector' will be held at the Croydon Hilton Hotel, 101 Waddon Way, Purley Way Croydon CR9 4HH from 9.30am to 4.30pm. The conference is expected to bring together some 250 delegates and include representatives from BME national and local infrastructure organisations, Community Voluntary Sector, Councillors, Third Sector leads from Local Authorities and other Third Sector organisations and Funders.

This conference will be an opportunity for representatives and delegates to reflect on the future of the BME Third sector, its role and sustainability. It will also celebrate the contribution of BME organisations and launch our new website, www.bmelinks.org.

Some of the keynote speakers are John Marshall from Office of the Third Sector, Vandna Gohil, Director, Voice4Change and Ian Redding from London Councils, while the main workshops will address the following issues:

Online Voice and E-Campaigning - NCVO (National Council of Voluntary Organisations)

Surviving in a Commissioning world - NAVCA (National Association for Voluntary and Community Action)

Social Enterprising - Social Enterprise London

Marketing and Communications for the Third Sector – Media Trust

Reaching Communities - Big Lottery Fund

This conference comes at a crucial time. Nationally, the Third sector is facing significant challenges due to the recession. At the local level, many small to medium sized organisations are also facing the squeeze that is affecting the BME sector significantly. It is therefore critical that stakeholders focus on these issues and their impact on the BME voluntary and community sector.

End

Notes to editors:

1. South London BME Partnership is based in Croydon at the Croydon BME Forum. It works in the London boroughs of Bromley, Croydon, Kingston, Merton, Richmond and Sutton. Its key partners are: Merton Unity Network, Sutton Race Equality Council, Richmond's Ethnic Minority Advisory Council and Croydon BME Forum. Funded by Capacity Builders, the partnership was established to co-ordinate engagement in policy and decision making at the local and sub-regional levels, building the capacity of its local infrastructure organisations to better support frontline groups.

For further information contact:

Nero Ughwujabo

Chair – South London BME Partnership

Daytime: 020 8684 3719

Evening: 07957 311 668

Email: nero@bmeforum.org

Justgiving doubles profits to nearly £1.4m

Justgiving more than doubled its pre-tax profits to £1.39m in 2008, and its chief executive Zarine Kharas earned a basic salary of £141,667 plus £32,327 from an employee profit-share scheme.

Although its four directors - chief executive Zarine Kharas, managing director Anne-Marie Huby, John Huysmans and Bela Hatvany – still did not recommend paying a dividend, they collected salaries totalling £428,286, new accounts show.

Total wages and salaries for the company, registered as Giving Ltd, was £3.46m, an average of £68,000 per employee. Staff costs grew by £1.3m to £3.9m even though employee numbers only increased by five to 57.

Kharas, the highest-paid director, had a pay rise of 23.6 per cent in 2008, up from £114,584 in 2007.

Until last year the major shareholder in Giving Ltd was MF Ltd, a dormant company that was registered in Bermuda. MF Ltd held 68 per cent of all Giving Ltd shares. But in 2008 Bela Hatvany, a technology entrepreneur and philanthropist who is Giving Ltd’s key investor, transferred his shares from MF Ltd to Pollcast ApS, his investment company incorporated in Denmark.

During 2008, Justgiving raised £150m for 4,742 charities, up from £103m for 3,363 charities in 2007.

Its income was up 53 per cent to £9.17m from £5.9m in 2007, and comprised £7.3m from UK operations and £1.8m from the US arm, Firstgiving, which raised \$33m for 3,458 charities, up from \$23m for 2,088 charities in 2007. Profits totalled £1.39m, more than double the £640,708 recorded in 2007.

According to Huby, the directors did not feel the time had come yet to reward investors via dividends. “Our investors share our vision for long-term reinvestment in the business, which to date has been more than £25m,” she said.

Asked whether the directors felt it acceptable to pay themselves salaries exceeding £100,000 from money derived from charitable donations, Huby said the company benchmarks itself against similar-sized companies and charities. She added that when Justgiving first launched, “we paid well below market value – and sometimes did not pay ourselves at all”.

Giving Ltd has no intention of converting to a Community Interest Company, which would ‘lock’ the assets for community use and confirm its social enterprise credibility. Huby said: “In our view, the legal constitution of an organisation is irrelevant – what matters is the value that it delivers and how it behaves. By

generating profits and ploughing them back into the business we can keep innovating and generating more value for charities and their supporters." All employees have taken up share options in the business.

Tania Mason
October 2009

Acevo praises charity chief executives for pay restraint

Annual pay survey finds sector leaders' salaries have fallen

Twenty-eight per cent of charity chief executives have had their salaries frozen in the past year, according to Acevo's annual pay survey.

The survey of members of the chief executives body, published today, also reveals that leaders of small charities with annual incomes below £150,000 have seen their salaries fall by 9.1 per cent to a median average of £33,600.

By contrast, chief executives of charities in the £25m-£100m income bracket saw a 1.7 per cent increase in wages to a median of £104,500.

Overall, median pay for chief executives fell from £57,300 to £57,264.

Stephen Bubb, chief executive of Acevo, said charity leaders had shown "commendable" pay restraint during the recession compared with their private sector counterparts.

A survey in The Guardian last month showed directors' salaries at large private companies had increased by an average of 10 per cent.

"Charity chief executives are shouldering much of the financial burden of the recession," said Bubb.

"In the private sector, salaries continue to go up regardless, and banking salaries are disgustingly irresponsible. But charity chief executives take their responsibilities seriously."

He added: "We must not allow the current situation to become the norm. It is important that we continue to make the case for paying charity chief executives fairly."

Forty-two per cent of the 707 chief executives polled said they had suffered either increased workload or stress. Bubb said this was worrying, and said calls to Acevo's CEO in Crisis helpline had tripled over the past year.

Researchers, who also quizzed 206 chairs, found that 93.5 per cent of chief executives and 91.7 per cent of chairs were white. Men were almost twice as likely as women to be chairs.

Tesse Akpeki, a governance consultant, said the recession might have prompted some organisations to lose their focus on diversity.

She added that many non-white people wanted to serve on boards, and charities needed to rely less on word of mouth and more on new methods, such as social networking websites Twitter and Facebook, to recruit them.

The survey found the median salary for female chief executives had risen while male salaries had fallen, reducing the gender pay gap from £11,000 to £7,550.

Third Sector Minister Urged To Rethink Volunteer Centre Funding

Volunteering England chief executive criticises minister's recent comments on funding for local volunteer centres.

Justin Davis Smith has written to Third Sector Minister Angela Smith to express his disappointment over what he perceives as the Government's failure to recognise the vital importance of the Commission on the Future of Volunteering's recommendation for local volunteer centre funding.

Only last week, the minister told the Labour Party conference that volunteer centres would not receive any more government funding and suggested they should instead explore means to become self-sustaining.

Mr Davis Smith has responded:

“You know how significant volunteer centres are in promoting and underpinning voluntary action in their local communities, a significance which has been highlighted during the recession, and we are baffled that, given the Government's commitment to and reliance on volunteering as a major factor in its spectrum of social policies, you are not able to back the volunteer centres in practical terms so that they can undertake the vastly important role society asks of them.”

A spokesman for the Office of the Third Sector confirmed they had received the letter and would respond in due course.

Source: Third Sector, 08/10/2009

Vetting and Barring Scheme Guidance

With the introduction of the Scheme, the first phase of which commences 12 October 2009, guidance has been made available which covers the changes that commence from this date.

These changes are:

It is now a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts - including most NHS jobs, Prison



Service, education and childcare. Employers also face criminal sanctions for knowingly employing a barred individual across a wider range of work; The three former barred lists (POCA, POVA and List 99) are being replaced by two new ISA-barred lists; Employers, local authorities, professional regulators and other bodies have a duty to refer to the ISA, information about individuals working with children or vulnerable adults where they consider them to have caused harm or pose a risk of harm. New employees and those changing jobs in regulated activity do not need to start applying for ISA-registration until July 2010 and ISA-registration does not become mandatory for these workers until November 2010. All other staff will be phased into the scheme from 2011.
Download full guidance

Source

Funding Opportunities and Tenders

Up to £7500 for local groups to help people achieve & maintain a healthy weight

Local voluntary and community organisations can apply for grants of up to £7500 for projects that aim to help local people achieve and maintain a healthy weight.

The Healthy Weight Community Chest scheme is a joint venture between NHS City and Hackney and Hackney Council, and aims to support local projects that promote healthy eating, physical activity, emotional resilience and well-being, in line with the aims of the joint strategy 'Achieving a healthy weight for all in Hackney and the City'.

There are two categories of grants on offer; firstly money up to £1,000 to support activities such as one-off events, small campaigns, or to develop streams of work already underway. This might include a consultation event on an estate, a programme of exercise classes in a community hall, or producing leaflets. Up to 15 projects will be funded in this way.

The second category is for eight projects of up to £7,500 each. These will support activities such as cook and eat programmes, walking groups, community events, sports clubs and activities in supported living schemes. A number of criteria will be used to make decisions on funding.

Fundholders are especially interested in bids that address the needs of children and older people, ethnic minorities, people with disabilities and estate residents.

David Woodhead, Head of the Healthy Communities team at NHS City and Hackney said: 'Helping people to achieve and maintain a healthy weight means providing a community environment and activities that make it easy for them to do so. The Community Chest aims to fund initiatives that will help people stay healthy as part of their everyday lives.'

Cllr Nargis Khan, Hackney Council Cabinet Member for Community Services said: 'Promoting health and wellbeing in Hackney is one of the Council's top priorities and the Community Chest scheme is one way of working with NHS City and Hackney to achieve this. I would urge any tenants and residents association or other community sector organisations to apply for funding.'

Proposals must be received by 12pm, Friday 30 October. For more information, please visit www.chpct.nhs.uk, and click on the 'Community Chest' link in the news section.

For further information on the scheme contact Flora Ogilvie on 0207 683 4044 or email healthycommunities@chpct.nhs.uk. For more information on this press release, contact

Karyn Michael, email: karyn.michael@hackney.gov.uk or telephone: 020 8356 3261.

Ends

Community Radio Fund

The second round of Ofcom's 2009/10 Community Radio Fund is open. Grants are to cover core costs and can only be made to community radio licensees who are broadcasting under a community radio licence (and not an RSL, for example). All stations awarded a grant must be on air by 25 January 2009, when the Panel meets to consider applications for the second round of funding. See the Ofcom website for further information.

Deadline: 10 November 2009

Source SYFAB

Arts & Older people

The Baring Foundation Arts Programme 2010 is now open. The new theme for this year is organisational development funding for arts organisations in the UK already producing and presenting arts by older people. Around eight grants will be made to cover core costs. Applicants must have an annual income of at least £50,000, and must have already undertaken high quality work led by, or involving, older people.

Source SYFAB

young people & sport/ arts/ recreational activities

UnLtd Sport Relief Awards are funded by Comic Relief to provide opportunities for young people to bring communities together through sport, arts and recreational activities. Some examples of activities are parkour, touch rugby, graffiti art, abseiling, indoor cricket, drama, American football, fencing, street surfing and cheerleading. The scheme is for 11-21 year olds who wish set up their own projects. There are three categories:

- Try it – up to £1,000 for 11-21 year olds to try out an idea
- Shape it – up to £5,000 for 11-21 year olds to develop an idea
- Do it – up to £10,000 for 18-21 year olds to grow a project.

See the UnLtd website for more information on these awards.

Up to £5k Digital media & campaigning or to improve individuals lives

The UnLtd 4iP scheme has awards of up to £5,000 to help individuals and informal groups to turn digital media projects into reality. Successful applicants will gain access to expert advice in digital media plus support through training, mentoring and resources. The scheme will help individuals develop early stage digital media ideas and prototypes, with a view to turning them into social businesses.

Projects, such as a service, website, tool, game or application, should show participation and collaboration amongst users. If possible, projects should also meet one of the following themes:

- Holding money and power to account - using the web and mobile to observe how government, organisations and elected representatives use their power
- MOT your life - exploring how digital tools, games, applications and services can help people change their lives for the better.

See the UnLtd website for more information on this scheme.

Source SYFAB

Grants up to £1000 for self run groups for informal learning for adults

Opening Doors Awards - area: England

deadline: 26 October 2009

The Department for Business, Innovation and Skills (BIS) is running a month long Festival of Learning in October. The Learning Revolution Festival is about showcasing and celebrating the range of informal adult learning opportunities that are available and Voluntary Arts England has been asked to ensure that as many arts and crafts groups are involved as possible. One of the activities that it is leading on is a national award scheme called 'The Learning Revolution Festival: Opening Doors' which aims to inspire more adults to learn through arts and crafts participation.

Groups are eligible to receive an immediate award of £250, £500 or £1000 to run one or more 'Open Door' events (taster sessions) to encourage new learners you must demonstrate that you are able to make a significant contribution to informal adult learning through arts or crafts participation. These events must take place during the month of October and must be aimed at encouraging people over the age of 19 to join your group.

Applicant groups must:

- be amateur, self organised art or craft groups that are formally constituted (can be in conjunction with other partners – eg museum, university, library, local authority);
- have existing events happening in October that they could augment with an Opening Doors Award or be able to plan and execute one or more events in October;
- be willing to collate evidence from their events (e.g. evaluation forms at events);
- be willing to document their events (photos, write ups etc);
- be capable of budgeting and keep a record of expenditure;
- focus on people over the age of 19 – these awards cannot be used to promote activities/event or participation at younger people;

• be based in England.

Terms and conditions:

- The planned event(s) will take place in October;
- The planned event(s) will be aimed at encouraging people over the age of 19 to join your group (e.g. not for building maintenance, covering reserves/ budget shortfalls);
- The event(s) will give people the opportunity to try our art / craft form for themselves;
- As soon as events are organised Voluntary Arts England will be notified of the date, time and location;
- Events listings will be made available to the public so they can attend ;
- Learning Revolution logos, publicity materials, etc will displayed at the event where possible ;
- A register will be kept at the events and be made available to Voluntary Arts England afterwards;
- A short evaluation form will be completed and returned after the event, along with at least one case study (one person's story who was involved – using the provided template);
- 50 per cent of the grant will be released upon satisfactory completion of the award confirmation form and the remainder will be paid on receipt of the evaluation forms and case study.

In order to claim your Opening Doors Award please complete and return the attached form. Grants will be assessed upon receipt of application. They should be returned in electronic format to laura@vaengland.org.uk as soon as possible; the final deadline will be Monday 26 October.

Grants of £250, £500 or £1000 are available and applicants must state which amount they want to claim.

Opening doors application form (doc - 91k)

Source Van

Funding for Cancer Self Help & Support Groups £500 for new groups - £3000 for existing groups

Funding for groups

The Helping You Help Others programme recognises that running a cancer self help or support group effectively, can cost money. From refreshments to computers, a Helping You Help Others grant from Macmillan can help relieve some of the financial pressures of running a group.

Helping you help others

Helping You Help Others is a grants programme specifically available to cancer self help and support groups across the UK. Community Networks Development Co-ordinators are based across the country to assist with groups' applications and provide advice on a wide variety of group activities,

development and opportunities available in your local area.

With an easy to use application pack, up to £500 is available for new groups to help with their initial development and promotion of service. Grants have been awarded to emerging groups in 2008 for promotional costs, printing (leaflets, stationery, newsletters etc.), postage, venue hire, refreshments costs and speaker fees.

Up to £3,000 is available to existing groups for their continuing development. Grants have been awarded for:

group activities - many self help and support groups find an 'away day' to be beneficial for their members. A Helping You Help Others grant can help you make sure it is as stress free as possible by funding the costs of minibus hire, entry costs (where applicable) and contributions towards refreshments other groups have been awarded funding for speaker's fees and associated costs (e.g. travel) purchase of group resources - groups have purchased computers, laptops and display materials for use at information days. Resources can also be used by speakers when they come to present at group meetings.

Applying for a grant

You can apply for a Helping You Help Others grant until November 2009. Starting up grants for new groups are assessed on a monthly basis from January through to December. Developing grants for established groups are assessed at four grant panel meetings throughout the year.

Closing dates for Developing Grants in 2009

Round 1:	6 February - closed
Round 2:	8 May - closed
Round 3:	14 August - closed
Round 4:	30 October

For more information or to request an application pack, please contact resources@macmillan.org.uk or call 020 7840 4936.

Terrence Higgins Young Leaders

Terrence Higgins Trust Young Leaders have launched the fourth small grant scheme for Sex and Relationships Education. They are inviting groups of young people aged 13-19 to come up with innovative and creative ideas about how to educate their friends.

Grants of up to £1,000 are available to help young people:

1. Increase their knowledge of sexual health and well being
2. Increase their skills in negotiating and managing sexual health and relationships
3. Develop skills to implement and manage their own projects
4. Increase their life skills and personal experiences
5. Help make a positive contribution to their communities.

Young people need to get together with a youth club, school or other organisation to develop the idea and make an application.

The deadline is 25 October 2009. For more information see the Terrence Higgins Trust website.

Source SYFAB

New Music Award is open

A £50,000 prize is on offer from the PRS Foundation to help with the creation and performance of a groundbreaking new musical work.

The award champions pioneering new ideas and allows total creative freedom. It is open to anyone working in any genre and artistic context.

The deadline is 8 January 2010.

For more information on the Award, see the PRS website.

Source SYFAB

£2000 for local Social Enterprise Groups with income less than £10,000

Hurry! Grants of up to £2,000 are available

Is your organisation a new or existing social/community enterprise? Are you based in the City of London, Hackney, Newham or Tower Hamlets? Do you have an average income of less than £10,000 a year over the last three years?

If so, your organisation could be eligible for a grant of up to £2,000!

Closing date: 19 Nov 2009

Please contact: Download an application form from our website at www.skst.org/sgukgrants. Alternatively, call 020 7782 6962 or email enquiries@skst.org with details of your name, organisation, address and contact number.

Source HCVS

Healthy Hackney Standard - Childhood obesity

Hackney's Community Empowerment Network (CEN) with Team Hackney is looking to commission an organisation to develop a Healthy Hackney Standard for Childhood Obesity.

This would include running a bursary scheme to encourage voluntary and community sector (VCS) organisations working with children and their families to promote a healthy lifestyle.

Deadline for submission of tenders: 12 noon, 30 October 2009

Find out more about the Invitation to Tender at

<http://www.teamhackney.org/commissioning> or email sonia.khan@hackney.gov.uk

HCVS

THE PROVISION OF HOUSING RELATED FLOATING SUPPORT TO OFFENDERS OR THOSE AT RISK OF OFFENDING

UK-LONDON: THE PROVISION OF HOUSING RELATED FLOATING SUPPORT TO OFFENDERS OR THOSE AT RISK OF OFFENDING

Entry Date: 08/10/2009

Reference: S2G091008112349/01

Type of document: Contract notice

Country: United Kingdom

Competitive Contract Notice

1. Title: UK-London: The Provision of Housing Related Floating Support to Offenders or Those at risk of offending

2. Awarding Authority: London Borough of Hackney, Postal Address: Contracts Procurement Unit 205 Morning Lane Hackney, Town: London, Telephone: 020 8356 4837, E-mail: ssdcontracts@hackney.gov.uk, Contact Point(s): Contracts Procurement Centre, For the attention of: Claudette Hamilton, Postal Code: E9 6JX, Country: UNITED KINGDOM, Fax: 020 8356 5762, General address of the contracting authority (URL): www.hackney.gov.uk, Address of the Buyer Profile (URL):

3. Contract type: Services

4. Description: The London Borough of Hackney is inviting experienced Providers to tender for a Supporting People contract to provide a service to Offenders and those at risk re-offending. The contract will be for an accommodation based support service and a floating support service. The service will accept referrals from the London Probation Service and Hackney Drug Intervention Programme and will include PPO and MAPPA clients.

The service will work closely with key stakeholders in the Borough and will be flexible and responsive to changing needs.

The contract will be let in April of 2010 for a period of three years, with the possibility of a further extension of up to two years, subject to satisfactory performance review and re-negotiation with the Council.

Organisations should have a proven track record of working with offenders including those with complex needs. Organisations should also have experience in providing housing management services to accommodation based support services and be skilled in working with people from a range of ethnic groups. TUPE (Transfer of Undertakings (Protection of Employment Regulations) 2006) transfer is expected to apply.

Full details of service aims and outcomes are included within the Pre-Qualification Questionnaire [PQQ] document pack:

For further information, or to request a PQQ document pack, please contact:

Claudette Hamilton

Contracts & Procurement Officer

London Borough of Hackney

250 Morning Lane

London E9 6JX

Tel: 020 8356 4837

Fax: 020 8356 5762

E-mail: ssdcontracts@hackney.gov.uk

The closing date for receipt of the completed Pre-Qualification Questionnaire is 12:00 hrs, Friday 30th October 2009, WITHOUT EXCEPTION.

5. CPV code: 85000000: Health and social work services.

6. NUTS code: UKI12.

7. Main site or location of works, main place of delivery or main place of performance: Inner London - East.

8. Reference attributed by awarding authority: HPS/CS/0036

9. Estimated Value of Requirement: Category F: 1M to 5M

Currency: GBP

10. Deadline for expression of interest: 30/10/2009

Time: 12:00

11. Address to which they must be sent: Same as 2.

12. Other information: Pre qualification packs are available from the address above

13. Submitted date: 08/10/2009

£150,000 available for mental health projects in London

ECOMINDS

If your organisation is working with people with experience of mental distress and you have an idea to help people get involved in the environment, you could receive up to £150,000 for your project through the Ecominds scheme.

Ecominds is a grant programme run by Mind which helps people with experience of mental distress get involved in local environmental projects that improve mental and physical health.

But you will have to move quickly, the scheme has been inundated with requests for funding so make you sure submit your application by the closing dates listed below.

Large projects (£60,001 to £150,000) 12:00 noon Friday 30 October 2009

Medium projects (20,001 to £60,000) 12:00 noon Friday 8 January 2010

Small projects (up to £20,000) 12:00 noon Wednesday 30 June 2010

Source

Jobs and Volunteering

Trainer / Evaluator - Charities Evaluation Service

HELP THE VOLUNTARY SECTOR TO RAISE ITS GAME

Charities Evaluation Services is an award-winning national charity. We help voluntary organisations to carry out their work even more effectively.

Trainer / Evaluator

London based £31,790 - £35,647 p.a.

You will provide training and consultancy to voluntary organisations on monitoring and evaluation.

You will be a first rate trainer with substantial experience of participatory training with groups. You will have a good working knowledge of evaluation or social research methods and experience of working in the voluntary and community sector.

We offer a supportive working environment, comprehensive induction, and excellent opportunities to develop your skills. Benefits include 5% pension contribution, 25 days' annual leave (rising to 30), and interest-free season ticket loan.

To find out more visit www.ces-vol.org.uk

Closing date: 5pm on 28/10/09.

Interviews: 01/12/09.

CES is committed to equal opportunities.

Registered charity: 803602.

[Job information pack](#)[Application form](#)[Job advert](#) or go to [Charities Evaluation Service](#)

[Website](#)

PSA 16 Project - Employment Lead

A home and a job: improving the lives of adults with mental health problems This post is available as a 15 month secondment or Fixed Term Contract.

Government has committed to increasing the number of socially excluded adults in employment and settled accommodation by 2011. PSA 16 is the public service agreement target to improve services for some groups who face complex problems and social exclusion. Achieving these targets for people with mental health problems requires close collaboration between agencies that work with socially excluded people, developing and managing new relationships and creative solutions to persistent problems.

The role is based within the PSA 16 Project, Social Inclusion and Social Justice Programme at the National Mental Health Delivery Unit (NMHDU). NMHDU is the agency charged with supporting the implementation of mental health policy in England by the Department of Health in collaboration with the NHS, Local Authorities and other major stakeholders. The work plan for this role will be agreed with the Sainsbury Centre for Mental Health, recognising the importance of working closely with those involved in the

agenda.

We are seeking an innovative and highly experienced person from within the health and employment sector to join our small central team to lead the work on supporting regional delivery of PSA 16 employment outcomes. The post involves translating national policy into practical actions at a regional and local level. This includes ensuring that the project responds to the needs of Deputy Regional Directors (DRDs) for Social Care and Partnerships within Government Offices. The DRDs are regionally accountable for the delivery of mental health (and learning disability) elements of PSA 16, through the Department of Health. The successful candidate will work closely with the national team, government departments and regional colleagues on increasing employment outcomes (and uptake of indicators) within regions and Local Area Agreements. The successful candidate will lead implementation of the upcoming PSA 16 Delivery Strategy for Employment and Mental Health 'Work Recovery and Inclusion' and co-ordinate an employment and mental health coalition (to include key stakeholders) to support activity at national, regional and local level.

Alongside this, you will be managing relationships with government departments and feeding back issues from local and regional level working to address barriers to the take up of national indicator associated with mental health and employment (NI 150) and contribute to national policy developments.

This post is offered as a secondment opportunity or fixed term contract, with accountability to the PSA 16 lead at the NMH DU. Input, discussion and feedback from the Sainsbury Centre for Mental Health will be ongoing through out the project. Arrangements will be finalised taking into consideration any reasonable adjustments necessary.

As a secondment opportunity, terms and conditions will remain as of host organisation. As a fixed term contract, NMH DU terms and conditions will apply.

You can download the job description and a statement about the outcomes that are expected for this job below.

[Download the job description \(52 KB\)](#)

[Download the expected job outcomes statement \(44 KB\)](#)

If you would like any further information on this post or for an informal discussion please contact Zoe Robinson on 07920 871 218.

If you would like to apply for this post please do so by 30th October with your CV and a supporting statement addressing both the person specification and outcomes framework to Zoe Robinson (zoe.robinson@nmhdu.org.uk) or by post to Zoe Robinson National Mental Health Development Unit (NMH DU), 3rd Floor Wellington House, 133 - 155 Waterloo Road, London, SE1 8UG.

Interviews will be held the week of the 9th November, 2009.

Education Tutor and Vocational Development Support

Job Reference: 363-FR-5041 Job Title: Education Tutor and Vocational Development Support
Area of Work: Mental Health, Forensics
Employer: East London NHS Foundation Trust
Department: Millfields (Personality Disorder) ward
Location: John Howard Centre, Hackney
Salary: £20, 710 to £26,839 pa Job Type: Permanent Staff Group: Allied Health Professionals Pay Scheme: Agenda for change Pay Band: 5 Working pattern: Part

Time Suitable for newly qualified applicant? Yes
vacancy to my job basket

Closing Date: 29/10/2009

Add this

Description East London NHS Foundation Trust is a mental health trust which provides services to the City of London, the London Boroughs of Hackney, Tower Hamlets and Newham. The Trust also provides forensic services to the London Boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest, and provides some specialist mental health services to North London, Hertfordshire and Essex.

We provide a range of community, outpatient and inpatient services for children and young people, adults and older people.

The Trust's Headquarters are located in Tower Hamlets. We operate from 47 community sites, four main inpatient sites and have 660 inpatient beds. The Trust has an income of £184.7 million and most of this comes from our local Primary Care Trusts.

The Trust is linked with the University of London, City University and South Bank University.

Education Tutor and Vocational Development Support

Education Tutor and Vocational Development Support – Band 5
(Personality Disorder Service)

£ 15981 – 20365

Inc. a High Cost Area Supplement which is 20% of the basic salary (subject to a minimum payment of £3,947 and a maximum payment of £6,080 per annum)

An additional recruitment and retention premium of £1,446 per annum is also payable for this role

Permanent Post – 0.6 WTE (22.5 hours per week)

This is an opportunity to assume a key role within cutting edge Personality Disorder Services in Forensic Psychiatry. You will be providing a specialist educational and input to the Vocational strategy and be doing so as an active member of the Multi-disciplinary team. You will be working to develop and maintain the links between the in-patient service and providers of Education and Vocational opportunities in the local community. It is expected you will have experience working with users of mental health services and an understanding of their Education and Vocational needs.

You will become a member of a team with an emphasis on team working and inter-agency co-operation.

We are keen to support and utilise your existing clinical expertise with the aim of broadening and deepening the capabilities of the team. We are committed to developing and providing a high quality service and therefore there are a number of training

opportunities are available.

For further information, please contact Victoria Wastenev, Head Occupational Therapist, Personality Disorder Unit on 020 8510 2649 or email:

victoria.wastenev@eastlondon.nhs.uk To read more about Personality Disorder and Therapeutic Communities, download the NIMHE guidance at <http://kc.nimhe.org.uk/upload/PDFinal.pdf>

*PLEASE NOTE – IF YOU ARE SHORTLISTED FOR THIS POST YOU WILL BE CONTACTED BY THE HUMAN RESOURCES DEPARTMENT VIA E-MAIL, PLEASE ENSURE THEREFORE THAT YOU CHECK YOUR E-MAIL ACCOUNT REGULARLY. ALL SUCCESSIVE CORRESPONDENCE WILL ALSO BE SENT VIA E-MAIL.

IF YOU DO NOT HEAR FROM US WITHIN FOUR WEEKS OF THE CLOSING DATE, PLEASE CONSIDER THAT YOU HAVE NOT BEEN SHORTLISTED ON THIS OCCASION.*

We reserve the right to bring forward the closing date should we have an overwhelming response to this advert.

As part of our commitment to improving working lives, we have a range of innovative work-life balance policies and applications are welcome from people interested in working flexibly. Single Living accommodation may be available. Committed to equal opportunities we welcome applications from people who reflect the diversity of our service users including those with mental health problems.

For further information about our Trust please click on the link to East London NHS Foundation Trust website.

In line with the jobcentreplus two ticks symbol, all applicants who have declared that they have a disability and who meet the essential criteria for a post will be shortlisted.

All posts that involve regularly caring for, supervising, training or being in sole charge of children and/or vulnerable adults will be subject to an enhanced CRB check.

Jump to Apply Now

More information You can view more information about this employer and this vacancy by clicking on any of the Job Pack Documents or Further Links below. Clicking a link will open a pop-up window containing the relevant details. You may view, print or download the details from there.

Documents Job Description (202 KB)Person Specification (187 KB)Adult Mental Health Services (514 KB)CRB Policy & Procedure (249 KB)Forensic Services (367 KB)Nursing Services (272 KB)Occupational & Art Therapies Services (256 KB)Policy Statement on the Recruitment of Ex-Offenders (176 KB)Recruitment Information on Foundation Trust (181 KB)Routes 2 Employment - Positive Statement (178 KB) Further Links NHS AccommodationThis is East London NHS Foundation Trust Home PageTrust Brochure Contact details If you would like to talk to somebody about this vacancy then please



contact:

Contact Name Victoria Wasteneys Email

Address victoria.wasteneys@eastlondon.nhs.uk Telephone 0208 510 2649

CRB Check This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Criminal Records Bureau to check for any previous criminal convictions.

Community Support Officer - Mental Health

Directorate	Community Services	Service Area	Provided Services	Salary
£27,009	Shift Pattern	Full Time - 36hrs, Monday / Friday	Closing date for applications	
29 October 2009		Supporting people with enduring mental health problems		

The Role

Based at Lee House Centre, you will provide a rehabilitation and employment service to enable people with enduring mental health problems to live stable and satisfying lives in the community.

The Requirements

You will have the skills to engage and work constructively with people suffering from enduring mental illness, together with the ability to provide rehabilitation and vocational training and support the development of social activities.

Responsibilities

You will develop participatory and empowering forms of day activities at the centre, focusing on employment, education and rehabilitation. In addition, you will complete high quality support development plans, as well as support work in different areas of the centre with a primary focus on horticulture.

The Individual

An active individual with enthusiasm and creativity, you will have proven expertise of working with the client group, together with experience of horticulture and the ability to run group training sessions.

[More Info...](#)

[Community Support Officer Job Description.doc](#)

[Lee House.doc](#)

[Click here to apply for this job](#)

Head of Customer Service Improvement LBH



Head of Customer Service Improvement

Directorate	Customer & Corporate Services	Service Area	Customer Services
Management	Salary £57,111 - £59,982	Shift Pattern	Full Time - 36hrs, Monday
Friday	Closing date for applications	23 October 2009	Deliver your
service excellence			

The Role

In this senior role, you will drive a programme of continual improvement to service delivery and customer experience. In doing this, you will support the transition of an increasing number of services into a single, front-office environment across multiple contact channels.

The Requirements

An accomplished strategic thinker who can design, implement and manage local and council-wide systems, you must be highly analytical with the proven ability to enhance performance and processes. The capacity to harness the full potential of improvement tools and techniques is also essential.

Responsibilities

The essence of your brief will be to improve key customer services delivered by the Council by telephone, SMS, web and email, as well as face-to-face. Ensuring the learning and development function actively enhances the performance of customer service teams and managers, you will manage our corporate complaints procedures, making certain that feedback is used effectively to deliver service improvements. At the same time, you will lead the Council's customer insight and performance management functions to guarantee the needs of residents are understood and met.

The Individual

As you will assume management responsibility for a number of support and improvement functions including Customer Care, Customer Insight, Customer Experience, Learning & Development and Resource & Planning, the ability to communicate, influence and inspire others at all levels is a prerequisite.

[More Info...](#)

[Head of Customer Service Improvement Job Description.doc](#)

[Click here to apply for this job](#)

Head of Front Of House Services

Directorate	Customer & Corporate Services	Service Area	Front of House Services
Salary	£46,701 - £49,452	Shift Pattern	Full Time - 36hrs, Monday / Friday
date for applications	23 October 2009		Lead from the front to deliver excellent
customer care			

Job Description

You will be responsible for all services the Council delivers face-to-face. This entails the



management of a number of teams across multiple locations within Hackney, ensuring they are equipped with the skills, tools and behaviours to provide front-line services that meet and exceed the expectations of our customers.

The Requirements

We are looking to appoint an individual with a proven track record of leading from the front in delivering first class customer care. With strong leadership and management skills honed in a high transaction, service delivery environment, you must be a fluent communicator who can engage readily with a broad spectrum of people.

Responsibilities

Supplying strong leadership while fostering a culture of open, honest staff participation, you will promote, publicise and develop our Front of House service – assessing ways in which it can be expanded both inside and outside Hackney, and evaluating the potential of joint funding arrangements. You will also devise and develop a work programme detailing processes and tasks to be completed within set timescales to agreed quality guidelines.

The Individual

Your substantial relevant experience gained in a similar role and level of seniority will have helped you develop the ability to build strong relationships with service managers across the Council and ensure service improvement strategies are successfully delivered. You must also share our passion and total commitment to upholding high levels of customer experience.

[More Info...](#)

[Head of Front of House Job Description.doc](#)

[Click here to apply for this job](#)

Victim Liaison Officer

Directorate	Children & Young People's Service	Service Area	Youth Offending Team
Team	Salary £27,945 - £29,571	Shift Pattern	Full Time - 36hrs, Monday / Friday
Closing date for applications		1 November 2009	Helping Hackney to improve service to its community

The Role

Hackneys Youth Offending team (YOT) is widely recognised as being one of the most improved and innovative YOT's in the country. We are currently recruiting a Victim Liaison Officer to work closely with our partners to help us to further improve the services we offer to Hackney's families.

The Requirements



The Victim Liaison Officer will be responsible for supporting victims of crime. The successful candidate will have demonstrable experience of working with children and young people and knowledge of the UK criminal justice system in relation to youth crime interventions, victim work and restorative justice. The role involves visiting victims of crime and helping young offenders develop personal responsibility for their actions.
The Individual

This role requires excellent communication and interpersonal skills, the ability to develop relationships with a wide range of internal and external partners and commitment to providing excellent levels of service. You will have obtained a relevant qualification and be highly computer literate.
Additional Website Text

To be considered for this role, please submit a supporting statement with your application.

An enhanced Criminal Records Bureau (CRB) Check is required for this role and National Security Vetting.

[More Info...](#)

[Victim Liaison Officer.zip](#)

[Click here to apply for this job](#)

Policy Analyst

Do you believe armed conflicts can be resolved by peaceful means? Would you like to play a key role in formulating policy that is grounded in practice? Do you feel confident to present these messages to senior policy makers and international institutions around the world?

We are looking for a Policy Analyst who will support the formulation of our conflict transformation policy work, help us to draw on the experience of our staff and partners, and lead on delivering our messages. Sound knowledge of conflict transformation policies and substantial experience of providing expert policy advice is essential, as is three years experience of writing policy documents and briefs. Your ability to influence and persuade decision makers and strong presentation skills are key to the role and your application must demonstrate your understanding of and commitment to our goals and values. Download full job description and an application form.

Salary:£36,624 plus pension
Location:Islington
Closing Date:30 October 2009

Neighbourhood Engagement Officer x 4



Employer: TOWER HAMLETS HOMES Posted: 13 Oct 2009 Hours: Full Time Salary: £32,211- £34,707 Tower Hamlets Homes making a difference today

Working at Tower Hamlets Homes gives you the opportunity to build on the unique and distinctive assets of this exciting, ethnically diverse and dynamic East London Borough. Our task is to deliver a step change in the services that residents receive, we want to help create neighbourhoods where people are proud to say they live, that are aspirational and inclusive, where people with needs can thrive and people who are moving along the housing ladder will choose to live.

Tower Hamlets Homes is changing how we involve and listen to our customers whether this is staff or residents. With around 22,000 residents and almost 600 staff it is important that we ensure we are listening to and involving as many staff and residents as possible to enable our vision of achieving three stars by 2012. Understanding our customers is a vital part of achieving our vision.

Our new Engagement Team will be central to delivering this vision. Recruitment is taking place for the following role:

Neighbourhood Engagement Officer x 4

£32,211- £34,707

Ref: THH/2283

The Neighbourhood Engagement Officer is required to deliver to a defined patch of neighbourhoods a high quality engagement service which maximises customer satisfaction.

For more information and to apply for this and other career opportunities, apply on the Tower Hamlets Homes website, click on "work for us".

<http://www.towerhamletshomes.org.uk>

We shall ensure fairness and equal opportunities throughout our workforce and in service delivery. We welcome applications from suitably skilled candidates regardless of ethnicity, gender, disability, sexuality, religion or age.

Closing date: 23 October 2009.

Interviews will take place on 30 October 2009 and throughout the following week of 2 November 2009.

Volunteers: admin, advocates & events and advice roles - City & Hackney Carers



VOLUNTEERS REQUIRED

City & Hackney Carers Centre
Charity supporting unpaid carers

Admin Volunteers ..to help with general office duties, answering the telephone and greeting clients. Good communication and computer skills are essential. Hours to suit within a 9-5 working week.

Volunteers must have good communication and computer skills and be well organized.

For more information call Amina Begum telephone number above or email amina.begum@hackneycarers.org.uk

Volunteer Advocates ..to support unpaid carers to know their rights and to empower them to have their say on issues that concern them or someone they are caring for.

We are looking for people 18+ from all ethnicities and walks of life, who can spare some time each week to help others.

No experience is needed as training and ongoing support is provided.

This is an interesting role and you will gain many skills and learn a lot about health and social care.

Ideal for students and those who are unemployed and looking to gain work experience.

For more information please call 020 7923 8750 and ask for Bev Rolfe or email: bev.rolfe@hackneycarers.org.uk.

Events Volunteer ..to take room bookings, organize equipment and refreshments and help with event organization.

Volunteers must have good communication and computer skills and be well organized.

For more information call Amina Begum telephone number above or email amina.begum@hackneycarers.org.uk

<http://www.hackneycarers.org.uk>

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Courses and Training

Support Brokerage Training from National Brokerage network

Support Brokerage
NBN Training in London

Support brokers are your independent guides to make sure you can live the life of your choice if you are a disabled person

When? A 5-day course, spread over the following dates:

26th/27th Nov 09 – 14th/15th Dec – 28th Jan 2010.

Where? HAIL, (Haringey Association for Independent Living)
Manor House, London N15

Who? People with a disability who plan (or want to plan) their own support; professionals, groups or organisations with an interest in brokerage; paid and unpaid brokers.

How Much? £85 per day plus £12 for course materials and £5/day for lunch if required.

Booking To book a place or ask a question, please contact Andrew Carpenter, London Regional Co-ordinator, on 07796 884468 or email andrew.carpenter@nationalbrokeragenetwork.org.uk

More details of the course can be found at
<http://www.nationalbrokeragenetwork.org.uk>

Training re Drug & Alcohol

AutumnWinter Brochure09.pdf

841K View Download DAAT charge £50.00 per day and courses are only free to:
Those working/volunteering for Hackney drug and alcohol support services
commissioned by Hackney DAAT Those working/volunteering for Hackney community
projects commissioned by Hackney DAAT Hackney Service User Representatives
Those in full-time training/education or receiving income support.

Safeguarding Adults Awareness/Alerters - Dates available - Free to Hackney funded groups

Re: Safeguarding Adults Awareness/Alerters



Limited availability for these courses

Friday 20th November (morning or afternoon),
Thursday 3rd December (morning or afternoon),
Wednesday 16th December (morning or afternoon).

Please let me know (in preference order) which half-days you would be able to attend. We will then let you know the date of the course on which you are enrolled. Enrolments will be on a first-come basis.

please email to either:

jo.mcglynn@hackney.gov.uk or
carl.foster@hackney.gov.uk

with your selection of dates.

and attach a booking form available to download [here](#)

Check out the FREE training funded by LBH - Getting Ready for personalisation [here](#)

Publications and Websites

Get free creative help from Media Professionals

Click here or bookmark this link <http://www.frogspawncreatives.com/> to access a new database of media professionals offering their skills free or cheap from photographers to designers.

Unlocking the energy within communities to improve health

Communities For Health: Unlocking the energy within communities to improve health (HTML format)

15 October 2009

Summary: This report on the Communities for Health Programme covers community activities in more than 80 local authorities aimed at encouraging behaviour change and strengthening local partnership to tackle a wide range of key health priorities.

Subjects: General health; Leisure and culture; NHS; Social issues

Consultations and Surveys

[Design to improve Millfields Park](#)

Click here for dates of Consultation meetings

[helping people to choose their care services](#)

The Office of the Third Sector is calling for evidence on the role of the third sector (which includes the voluntary and community sector) in the personalisation of health and social care and services to reduce crime and re-offending.

Personalisation involves giving each service user their own individual budget to choose the services they want to receive.

They want to know what can be done to:

Support a wide range of service providers Deliver more personalised early interventions

Overcome the barriers third sector organisations face when delivering personalised

services Promote service user participation LVSC is planning to respond to the call for

evidence. To contribute to our response, or tell us about your experiences of personalised services, please e-mail policy@lvsc.org.uk any time between now and 20 September 2009.