



**Scottish Homelessness Involvement
& Empowerment Network**

Annual Conference 2010

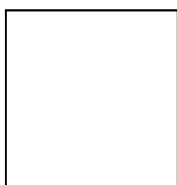
RSAMD - 100 Renfrew St - Glasgow G2 3DB
Wed 31 March 2010 - 10.00am to 4.00pm

INVOLVING THE EASIEST TO EXCLUDE



**Book your place at
SHIEN's first National
Service User Involvement
Conference**

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What is the key theme of this Conference?

We sometimes describe people who experience homelessness alongside other forms of exclusion and inequality as the 'Hardest to Reach'.

The real challenges of supporting people to participate fully in the decisions and actions that affect their lives, might also make this group the 'Easiest to Exclude'.

How will we explore this at the Conference?

By bringing together a breadth of knowledge and expertise from across the SHIEN Network to share learning and tested approaches.

A diverse range of real innovation in Service User Involvement will be presented. This will come from a range of perspectives: service users, frontline staff, as well as local and national policy makers.

Who else will take part on the day?

You! SHIEN also warmly welcomes Patrick McKay as your Conference Chair, and are proud to:

- ... present **Unheard Voices: a Scottish drama group made up of people with direct experience of homelessness;**
- ... support and raise awareness of the **Ending Homelessness Campaign**, as part of the **European Year of Combating Poverty & Social Exclusion 2010.**

We look forward to seeing you there!

10.00-10.30: Registration & Coffee

10.30-11.25: Setting the Scene

- Patrick McKay; *Blue Triangle Housing Association* (Conference Chair)
- Spokesperson from *Housing Access & Support Division; Scottish Government*
- Gavin Lawson; *Passing the Baton service.*
- Stephanie Plotnikoff; *National Coordinator of SHIEN*

11.25-11.40: Refreshment & Exhibitions

11.40-12.50: Perspectives

- Frontline Staff and Service Users engage in conversation.
- Round table discussion.

12.50-13.30: Lunch

13.30-13.35: Welcome back

13.35-14.15: Showcase of Best Practice: Workshop 1

- Attend a practitioner-led shared practice workshop on engaging the most excluded.

14.15-14.30: Refreshment & Exhibitions

14.30-15.05: Showcase of Best Practice: Workshop 2

- Attend a practitioner-led shared practice workshop on engaging the most excluded.

15.05-15.25: Unheard Voices

- *Stuck & Bewildered* commissioned by SHASC 2009

15.25-15.50: Feedback and Q&A

- Feedback from workshops, and chance to raise questions.

15.50-16.00: Conference Close & Thank You

First Name: _____

Surname: _____

Organisation: _____

Address: _____

Tel: _____ Email: _____

Capacity Attending (*please tick*):

Service user Front line staff

Service manager Policy/Strategy

Do you have any access, communication or dietary requirements (*please describe*)?

SHIEN Subscribers are guaranteed a place at the Conference. Please tick here if applicable:

To **reserve** your place at this event, choose one of the 4 ways to book:

1. **Post** to address overleaf
2. **Email** info@ghn.org.uk
3. **Telephone** 0141 276 4825
4. **Fax** 0141 276 4821

Places are limited, please book by Friday 19th March. We will confirm your place shortly after this date.

Cancellation Policy:

SHIEN recognises that delegates may have to cancel their bookings. If such a situation arises, we would appreciate notice at your earliest convenience.

SHIEN free events are popular and oversubscribed and we work to allocate cancelled bookings to delegates on the waiting list right up to the day of the event! To support this, a cancellation fee of £20 will be applied where 48 hours notice has not been given for your cancelled booking. This does not apply to service users who become unable to attend.

Footnote:

This event provides an excellent opportunity for meaningful service user involvement. We kindly invite staff in services to ensure service users are made aware of the event and are supported and encouraged to attend. Public transport travel expenses for service users will be reimbursed on the day on presentation of a receipt.