

# VHG Managing Inclusion Series

We have developed this series of events to provide an opportunity for on-going professional development and to facilitate networking. These events are aimed at senior members of staff; in particular, those involved in policy development, implementation and evaluation.

Experts from both inside and outside the region facilitate each event. A fundamental objective of the Managing Inclusion Series is to provide an opportunity for managers to view their policies and practices through *'fresh eyes'*. The sessions provide a supportive environment in which to consider and discuss policies and experiences with other professionals.

The structure of each event is designed to offer intensive learning in the morning seminars followed by an interactive workshop and then a panel session in order to explore the themes with an emphasis on the participants' experiences and current challenges.

## Managing Inclusion Series:

Course Title	Date & Venue
Housing Drug Users: Assimilating Reality into Policy and Practice	11 December 2001 Sembal House, Norwich
Reaching In and Reaching Out: Aspects of Successful Outreach & In-reach Service Provision	1 March 2002 Conference Room Salvation Army Norwich
Supporting People: Now and Tomorrow	4 April 2002
Women: Walking & Wounded	May 2002
Ready, Willing & Able?: Ensuring your Services are Accessible to People with Disabilities	June 2002
Managing Empowerment? – Changing Organisational Culture	July 2002
Practical Policies for Tenancy Sustainment	August 2002

### Materials provided for each event will include:

- Course Programme
- Handouts for each session
- Resource Sheets
- Speakers Biographies and Contact Details
- Delegate List

# Reaching Out & Reaching In: Aspects of Successful Outreach and In-reach Service Provision

This course is designed for providers of Outreach and In-reach service provision and for managers of projects whose clients benefit from those services. It is intended to explore aspects of a successful service and how to develop policies for organisations to enable clients to work with Outreach and In-reach teams towards a more 'joined up' provision for clients. Measuring success is a difficult issue for many services and this will be explored in depth.

## Programme

10 – 10.30 am	Registration and Tea & Coffee
10.30am	<b>Evaluating 'Assertive Outreach'</b> Anne McCrudden, Julian Housing & Support
11.00am	<b>Developing and Managing In-Reach Services</b> Dan Mobbs, Substance Misuse Service, St. Martins HousingTrust
11.30am	Break: Tea & Coffee
11.45am	Workshop Session 1 <b>Balancing the priorities of teams working together</b> Facilitated by Dan Mobbs, Substance Misuse Service, St.Martins Housing Trust
12.30pm	Lunch & Networking
1.30pm	Workshop Session 2 <b>Building in evaluation – development session</b> Facilitated by Anne McCrudden Julian Housing Support
2.45pm	Break: Tea & Coffee
3.00pm	<b>Panel Session – Overview and Q&amp;A's</b> Dan Mobbs, St. Martin's Housing Trust & Anne McCrudden, Julian Housing Support
4.00pm	Departure

# Reaching Out & Reaching In: The Trainers

## Dan Mobbs

Dan is the Substance Misuse Service Co-ordinator at St. Martin's Housing Trust. He has been working in the area of mental health and substance misuse for the last 5 years in the UK, Australia and India. He has spent the last two years working with homeless people with drug and alcohol problems. He would stress the equal importance of practical and psychological interventions in working with clients with substance misuse problems. He specialises in Outreach work and interventions which do not assume that the client will stop their substance use.

## Anne McCrudden

Anne has been a manager with Julian Housing Support Trust for the last eleven years. She was instrumental in setting up and managing the Community Housing and the Active Outreach Teams. The Active Outreach Team, based on an Assertive Outreach model of intervention, focuses its service on clients who suffer from severe mental health problems who manage chaotically, and find it difficult to engage with services. The Active Outreach Team has recently had a very positive evaluation by the Sainsbury Centre for Mental Health, as being innovative, creative and responsive to service users. This model of work is much appreciated by clients and is transferable across client groups.

## Assertive Outreach:

Assertive Outreach is a team based style of working which aims to meet the needs of people with serious mental health problems, who are very reluctant, or refuse to engage with existing mental health services, because they find these services unhelpful. The Assertive Outreach approach aims to build positive, supportive relationships, by working intensively, flexibly, creatively and continuously.

The Julian Housing Active Outreach team has been in operation for the past seven years. It was one of the first teams in the country to work to an 'Assertive Outreach' model of care. What this means is that the team seek to engage with people who, because of their severe mental health problems find it difficult to access services that could be helpful to them. The team currently supports 53 clients offering a range of interventions, focusing on what the client feels will be helpful in sustaining themselves in the community.

## What is "In-Reach"?

In-reach is about taking specialist services to where potential clients may be. However the specialist workers will not necessarily attempt to engage with potential clients but work with those who ask for support or those other generic workers have identified as needing support. They will also only offer a service within their strict remit. It is about essentially making specialist services more accessible. It can be as simple as taking a health clinic to a Registered Care Home for people with disabilities who may find it hard to visit a surgery or it may be sending Drug Workers to day centres where clients can book in to see them. Such in-reach services are advertised as to who they are and when they are available. Generic residential or day centre workers will then encourage clients to use them.

Our team offers in-reach services to various places in Norwich. However, we go beyond what is expected of an in-reach service. We will undertake outreach work and attempt to engage with potential clients. This is time consuming and requires building up trust and relationships over time. Specialist services often do not have the time to do this and so can only offer structured in-reach. Our service is often referred to as "location based outreach". These terms are sometimes complicated but it is important that organisations know how to label what they do in order to be funded correctly.

In-reach is important, as clients may feel much more comfortable in environments that are familiar to them. Services are demystified and made far more inclusive. It also gives the service the opportunity to see their clients in places they are used to; where they perhaps will be more relaxed and more themselves

Please return this form to  
 Emma Daniel,  
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 Norwich, NR3 1HR  
 or fax to  
 01603 621521.

If you require further  
 details please  
 telephone Emma  
 Daniel on 01603  
 617299

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**VHG Members £60 Non-Members £90 Group Booking**  
**(20% discount on groups of 2 or more from the same organisation)**  
 Please complete the following where applicable:

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I require B&B/ Hotel information to be sent with confirmation of booking

(please tick box)  \_\_\_\_\_

I accept the booking conditions(below): \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

**Conditions**  
*Please note that cancellations made more than 10 working days prior to the event will still be liable for 20% of the cost and cancellations made less than 10 working days before the event will be liable for the whole fee. VHG will accept substitute candidates providing we have written confirmation of the substitution.*  
*The programme may be subject to changes through circumstances beyond our control. If for any reason this event is cancelled fees will be refunded in full.*

