

Capita's 3rd National Conference

Tackling the Social Exclusion of Older People

Tuesday 30th March 2010 – Central London

Chair: Andrew Harrop, Head of Public Policy
Age Concern and Help the Aged

Speakers Include:

James Rose
South East Regional
Representative
UK Advisory Forum on
Ageing

Melanie Howard
Head of Statutory Funding
The ExtraCare Charitable
Trust

Henry Steer MBE
Chair
Brighton and Hove Older
People's Council

Jean Walker
Chair, Bradford and District
Older People's Alliance
City of Bradford Metropolitan
District Council

Melanie Howard
Head of Statutory Funding
The ExtraCare Charitable
Trust

Mark Garlick
Senior Public Transport
Officer
Nottingham City Council



Supported by

CAPITA
CONFERENCES



AGE
Concern

HELP THE AGED
WE WILL



A Capita Conference

Tackling the Social Exclusion of Older People

Tuesday 30th March 2010 – Central London

'The fact that we are living longer is cause for celebration...But we also need to make changes to ensure that we have choices about how we want to live as we grow older – choices about how much to work, how to access the healthcare that will keep us fit for longer, and how best to stay engaged with our communities'

The Rt Hon Gordon Brown MP, Prime Minister
Building a Society for All Ages – July 2009

Capita's 3rd National Tackling the Social Exclusion of Older People Conference provides delegates with practical insights and advice on how local authorities, housing organisations, health and social care providers and the third sector can work together to tackle social exclusion.

Focussing on the recommendations from *Building a Society for All Ages*, this event addresses the key challenges faced in improving social inclusion for older people, including:

- Providing inclusive services through **One Stop Shops, smart cards** and **accessible transport**
- Embedding civic participation through **engagement activities** and the creation of **Older People's Councils**
- Linking up **housing, health and social care** services to ensure the wellbeing of older people
- Increasing prosperity and living standards through the provision of **financial advice, employment, learning and skills**

To make sure your organisation is at the forefront of outstanding provision for older people, attend this event to gain practical advice from our expert speakers and to share good practice with your peers.

Sponsorship and Exhibitor Opportunities

We offer a range of flexible packages which offer your organisation a platform to network and communicate with key organisations in the public sector.

For further information please contact Alice Stuart on 020 7960 7721 or email alice.stuart@capita.co.uk

About us

Capita Conferences is one of the UK's leading conference providers to the public sector. For over 15 years we have attracted diverse and cross-cutting audiences from across the police, education, central and local government, health and the voluntary sector to our events. We provide neutral forums for learning as well as excellent networking opportunities and the chance to provide feedback on policy direct to the highest levels. We pride ourselves on our thoroughly researched, incisive programmes and have secured speakers including leading politicians, Government ministers, senior civil servants, directors of charities, expert practitioners and renowned academics. We have built our reputation by working in partnership with, and on the advice of, key government departments, experts and pressure groups.

Benefits of Attending

- Hear an **update from the Department for Work and Pensions** on the implementation of the **Building a Society for All Ages** strategy
- Take away ideas on how you can **develop a One Stop Shop** providing support and advice for older people in your area
- Understand how to **improve access to services** for older people through innovative **public transport services** and the introduction of **smart cards**
- Learn how Brighton and Hove set up the first elected **Older People's Council** in the country
- Explore the role **housing** can play in improving **residents' health and wellbeing**
- Find out how to **overcome age discrimination** to promote the active **employment, learning and training** of our ageing population
- Discover practical measures to **eradicate financial exclusion** and poverty



Who Should Attend

Representatives from across the public sector involved with the social inclusion of older people, from:

- Adult Social Services
- Older People's Services
- POPPs and Age Partnerships
- Older People's Engagement and Social Inclusion
- Health Promotion and Wellbeing
- Integrated Care Services
- Community Services
- Local Strategic Partnerships
- Planning and Commissioning
- Service Development and Modernisation
- Independent Living
- Access and Assessment
- Equality and Diversity
- Welfare and Pensions Advice
- Community Safety and CDRPs
- Floating Support, Home Support and Supporting People
- RSLs, Supported, Sheltered and Retirement Housing
- Tenant Participation
- Adult Mental Health and Learning Disabilities
- Patient and Public Involvement
- Safeguarding Vulnerable Adults
- Employment, Training and Skills Providers
- Transport
- Fire and Rescue Services
- Charities for Older People
- DWP, DH, CLG, Jobcentre Plus
- Advice and Advocacy Groups
- Older People's Forums

Forthcoming Events for 2010

Safeguarding Adults – 26th January – Central London

Sheltered Housing – 29th January – Central London

Adult Social Care Workforce – 23rd March – Central London

Capita's event management service

Our event management service offers you the opportunity to tap into the resources and skills of a renowned market leader in the UK conference business. With ten years event management experience, we have a proven track record in co-ordinating a diverse range of events, from breakfast seminars to large-scale national policy conferences. Whether you require a complete package or selected aspects, Capita will tailor its services to meet your organisation's specific requirements. Contact Liz Brownbill on 020 7227 6569 or email liz.brownbill@capita.co.uk

CPD

To receive your certificate of attendance for CPD points please email capita.conferences@capita.co.uk quoting your name, booking reference number and the title of the event.

Programme

09.20 Registration, Tea and Coffee

09.50 Chair's Opening Remarks

Andrew Harrop

Head of Public Policy

Age Concern and Help the Aged

Keynote Addresses

10.00 **Building a Society for All Ages**

- Implementing the strategy

10.20 **The Role and Work of the UK Advisory Forum on Ageing**

James Rose

Member of Committee

South East Regional Forum on Ageing and

South East Regional Representative

UK Advisory Forum on Ageing

10.40 **Session Questions and Discussion**

Improving Access to Services

10.50 **Developing a One Stop Shop**

- Providing information and support for people to make plans for the future
- Linking to new government initiatives
- Increasing the interactivity of the online service
- Staff training
- Challenges to implementation

Mary James

Starting Point Manager and

Barbara Duffy

Director

Plymouth Age Concern

11.10 **Questions and Discussion**

11.20 **Tea and Coffee**

11.40 **The All in One Smart Card**

Hear about the implementation, challenges and benefits of an innovative Smart Card enabling people over 60 to access the library, free bus services, sports clubs and benefit from discounts from over 100 local businesses

Nicky Kaye

e+ Smart Card Programme Support Officer

Bracknell Forest Borough Council

12.00 **Accessibility Planning for Older People – Transport Solutions**

- Developing the Accessibility Strategy and Local Accessibility Action Plans
- Improving access to shopping and essential services
- Available and affordable public transport services

Mark Garlick

Senior Public Transport Officer

Nottingham City Council

12.20 **Session Questions and Discussion**

Empowering Older People

12.30 **Engaging Older People Across the Bradford District**

- Effective joint working with older people as key decision makers
- Designing innovative services to ensure older people can engage with their community
- Demonstrating how older people's organisations and networks have led to increased health and wellbeing

Jean Walker

Chair, Bradford and District Older People's Alliance and

Andrew Jones, Health and Wellbeing Partnerships' Manager
Adult and Community Services

City of Bradford Metropolitan District Council

Bradford was awarded Beacon Status for Round 10's: 'Positive Engagement of Older People'

12.50 **Questions and Discussion**

13.00 **Lunch**

14.00 **Giving Older People a Voice in Shaping Services**

Hear how Brighton and Hove became the first local authority in the country to establish a directly elected Older People's Council, who work in partnership with the City Council and other large statutory services (for example Primary Care Trusts), to make sure that older people have a say in services and policies

Harry Steer MBE, Chair

Brighton and Hove Older People's Council

14.20 **Questions and Discussion**

Housing, Health and Wellbeing

14.30 **The Role of Housing for Health Improvement**

- The assessment tool
- Developing an individual action plan for wellbeing
- Challenges and lessons learnt
- Roll out and results

Melanie Howard, Head of Statutory Funding

The ExtraCare Charitable Trust

UK Housing Awards Winner 2009: Contributing to Housing and Health

14.50 **Questions and Discussion**

15.00 **Tea and Coffee**

Engaging with Work and the Economy

15.20 **Employment and Skills**

- Helping people make the most of learning opportunities
- Improving employer attitudes to older workers
- Providing financial support and advice

Chris Walsh, Managing Director, **Wise Owls**

15.40 **Tackling Financial Exclusion**

- Tackling pensioner poverty
- Financial inclusion of BME groups
- Case studies of good practice

Clare Ball, Development Manager, Equalities and Human Rights
Age Concern and Help the Aged

16.00 **Session Questions and Discussion**


16.10 **Chair's Closing Remarks and Close of Conference**

Booking Form


Tackling the Social Exclusion of Older People

Tuesday 30th March 2010 – Central London

Easy ways to book

 **FAX** your completed form to 0870 165 8989

 **ONLINE** www.capitaconferences.co.uk

 **POST** your completed form to: Capita Conferences Administration, 4th floor, Dean Bradley House, 52 Horseferry Road, London, SW1P 2AF

 **ENQUIRIES** 0870 400 1020

****Book a 3rd delegate @ 1/2 price**
This offer may not be used in conjunction with other discounts

BOOKING REF CODE: MKRG

DELEGATE DETAILS (Please use BLOCK CAPITALS and complete in full)

Correspondence address

Organisation
Address
Post code

Invoice address (if different from above)

Surname	Title
Forename	
Job Title	
Organisation	
Address	
Post code	
Telephone	

1st Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Email	
Telephone	
Fax	

Dietary/Access requirements

2nd Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Email	
Telephone	
Fax	

Dietary/Access requirements

Payment details

Tackling the Social Exclusion of Older People – Tuesday 30th March 2010 – Central London

Public Sector (non Central Govt) @ £350.00 plus VAT No. of delegates

Central Govt and Agencies @ £445.00 plus VAT No. of delegates

Private Sector @ £545.00 plus VAT No. of delegates

****Concessionary Discount @ £225.00 plus VAT** No. of delegates

Only charities registered with the Charity Commission are eligible for this discount.

Charity Commission Registration No.

TOTAL NUMBER OF DELEGATES

TOTAL COST £

Cheque enclosed

Please invoice me

Your Purchase order/Reference number

Please note that we will issue an invoice upon receipt of booking. We cannot apply numbers at a later date.

Credit/Debit card payments - **On receipt of your invoice**

Call our credit card hotline 0870 160 7630

or make an online payment at: www.capitafinance.co.uk

I have read the terms and conditions and understand the cancellation policy.

Signature

Documentation*

If you are unable to attend the event but would like to receive the supporting documentation, this can be supplied as either a hard copy (by post) or a PDF file (supplied by email). Please post or fax this form with contact, address and payment details

Please send me	<input type="checkbox"/> PDF @ £95 - plus VAT	NB: Documentation will be sent out after the event
	<input type="checkbox"/> Paper @ £95 - VAT not applicable	

Methods of payment

All payments must be received before the Conference date.

By Cheque: Payable to **CAPITA BUSINESS SERVICES LTD.**

Please ensure delegate name(s), organisation and invoice number are written on the back.

By BACS: Bank: Barclays Bank Plc. Sort Code: 20-67-59. Account No: 60864978. Account Name: Capita Business Services Ltd. BACS remittance forms required as payment confirmation.

By Credit/Debit card: On receipt of your invoice – Call our credit card hotline 0870 160 7630 or make an online payment at: www.capitafinance.co.uk

Please send payments to: Capita Business Services Ltd. Accounts Receivable, PO Box 212 Faverdale Industrial Estate, Darlington DL1 9HN and quote

CONFERENCE L03102

A VAT invoice will be issued on receipt of payment. VAT No: 618 1841 40

Change of details

Have your details changed, are they incorrect or you do not wish to receive any future mailings? Please email: conference.events@capita.co.uk quoting the **booking reference code on the mailing label**. Our conferences are mailed in advance so there may be a short delay in your details being changed.

Hotel accommodation

The conference fees do not include accommodation. For special accommodation rates, please contact Capita Business Travel on Tel: 0871 521 9816 or email capexternal@capita.co.uk. You must quote the title of the Conference for preferential rates.

Documentation

*Invoices issued after the event when order processed. Payment by credit/debit card or BACS can be made upon receipt of invoice. If paying by cheque, invoice will act as a receipt.

Discounts

**Special offers may not be used in conjunction with other discounts.

Terms & conditions

Venue and registration details will be sent within 14 days of the event date. We cannot be held responsible for non arrival of this information, if you have not received within 7 days of the event date, please call us on 0870 400 1020.

Cancellations confirmed in writing 14 days before the conference date will be refunded, minus an administration fee of £50.

We regret that no refund can be made after that date, although substitutions can be made at any time.

Capita are not able to offer refunds for cancellations arising from events outside of our control.

Programme Amendments: Capita reserves the right to alter the programme or venue without notice due to unforeseen circumstances.

Data protection

Capita Business Services Ltd may use your details to send you information about our further conferences and services. If you would prefer not to receive this information, please tick this box.

Personal data provided on this form will not be passed to any external bodies.

© Copyright 2009. No part of this brochure may be reproduced without the prior permission of Capita Business Services Limited.