

Common Knowledge

ACHIEVING INCLUSION AND EQUALITY FOR PEOPLE WITH A LEARNING DIFFICULTY INVOLVES MORE THAN PROVIDING PERSON-CENTRED SERVICES. THE REAL CHALLENGE IS TO CHANGE THE RELATIONSHIP BETWEEN PEOPLE WITH A LEARNING DIFFICULTY AND SOCIETY SO THAT PEOPLE ARE GENUINELY SEEN – AND SEE THEMSELVES – AS INDIVIDUAL CITIZENS WITH A UNIQUE CONTRIBUTION TO MAKE AND WITH A RIGHT TO FAIR AND EQUAL TREATMENT FROM BOTH PUBLIC AND PRIVATE AGENCIES.

Common Knowledge is a new project designed to help change the way Glasgow includes and supports people with a learning difficulty through a series of linked activities:

- Enhancing access to lifelong learning for people with a learning difficulty
- Building the capacity – using both the Internet and traditional approaches to community development – of people with a learning difficulty and their families to contribute to local, city-wide and national policymaking
- Improving the ability of local employers to recruit, train and support people with a learning difficulty and improving the ability of service providers (banks, shops, cafes, libraries, doctors, colleges, buses, museums etc.) to provide a responsive and accessible service to people with a learning difficulty – through the provision of on-line courses and other forms of lifelong learning

- Providing foundation training for people wanting to come and work in this sector – particularly under-represented groups such as people living in SIP areas, people over 50 and people from ethnic minorities
- Providing inter-agency training for staff starting to work in a more inclusive and person-centred way, in line with the national learning disability review 'The Same as You?'

Common Knowledge is a partnership between statutory and voluntary organisations, further education colleges, Social Inclusion Partnerships, people with a learning difficulty and families.

With a budget of around £1.8m over the next three years, the project is managed by SHS and jointly funded by the European Social Fund, Glasgow City Council and the NHS in Glasgow.

Working closely with Scottish University for Industry, the project will develop new interactive and on-line learning materials for use both locally and nationally.

Sue Rawcliffe has now been recruited as project director and starts work on April 1st. Sue was formerly principal training and quality manager with the Richmond Fellowship Scotland.

For further information about Common Knowledge contact Sue or Pete Ritchie at SHS on 0131 538 7717

SHS IS AN INDEPENDENT ORGANISATION COMMITTED TO SOCIAL INCLUSION AND A SHIFT IN POWER TOWARDS PEOPLE WHO RELY ON SERVICES

newsletter



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shs

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spring 2001 newsletter

Altering Attitudes

In our last newsletter we told you about a funding application we had made to the European Commission for a project called Altering Attitudes. We are delighted to tell you that our application was successful and the project started in December 2000. The project is exploring methods and tools used in equality training and is being carried out with eight partner organisations from four EC Member States.

PARTNER ORGANISATIONS

C.O.C. Netherlands is a lesbian and gay rights organisation based in Amsterdam.

COSPE is based in Italy and works internationally on educational programmes dealing with anti-racism, interculturalism and basic rights.

DYNAMIX is a co-operative based in South Wales and works with young people in the UK promoting rights.

FDUV is based in Finland and undertakes research and development work to support the rights of people with learning difficulties.

IDEAL Training is based in Edinburgh and offers disability equality training to the statutory, voluntary and commercial sectors in Scotland.

Positive Action in Housing is based in Glasgow and provides racial harassment and homelessness advice, training and support services, and good practice guidance to housing providers and tenants' groups in Scotland.

PHACE West is a health and social care promotion organisation based in Glasgow, working in the field of HIV and AIDS.

TIP/GLEE is a research group based at Oulu University in Finland addressing issues of discrimination in ethnicity, gender, sexual orientation, worldview and religion.

THE FOCUS OF THE PROJECT

The partners in the project have experience of providing equality training in at least one of the following areas: race discrimination, disability discrimination, discrimination on the basis of sexual orientation and age discrimination.

The goal of the project is to develop generic equality training materials which can be transferred from one area of discrimination to another. The project does not foresee these materials replacing training which tackles discrete types of discrimination such as disability or race discrimination but instead being used to complement and add to these approaches.

ADVISORS TO THE PROJECT

The project is supported by a number of professional advisors with expertise in the fields of equality theory, policy or practice. We are very grateful for the support received so far from:

Helena Scott, Equalities Policy Officer for Age Concern Scotland,

Ann Leahy, Co-ordinator of Public Affairs for Age and Opportunity, Ireland

Rowena Arshad, Director of CERES, the Centre for Education and Racial Equality in Scotland and a Lecturer in Equity and Rights at the University of Edinburgh.

A number of community activists who have experienced discrimination are also participating in the project in various ways.

TIMETABLE FOR PROJECT

The project runs from December 2000 to November 2001. We have a number of objectives to achieve over the year.

By December 2000 we produced a definition of equality training which encompasses all of the work undertaken by partner organisations and a database of partners' and advisors' skills and interests.

By April 2001 we will write a report which describes the different types of equality training undertaken by the organisations and looks at the similarities and differences between them. We will also have launched a European web-site for equality trainers in five languages.

By May 2001 we will have designed new training materials which address discrimination on the basis of ethnicity, sexual orientation, age and disability.

By August 2001 we will have piloted the training materials and written an analysis of their effectiveness.

By September 2001 we will have held a conference in Scotland to share what we have learned and to discuss good practice in equality training.

By November 2001 we will have written a 'Manual of Equality Training' which will contain the training materials and a 'Handbook of Equality Training' which will discuss good practice when training.

How can you be involved in the project?

Do you currently deliver equality training and have ideas or suggestions about doing generic equality training well?

Do you commission equality training? Would you be willing to host a generic equality training course?

Have you experienced discrimination yourself? Would you be willing to comment on the materials that we produce?

The project launch is on Thursday, 26th April 2001. For a launch ticket or further information about the project, please contact Chris Jones, Susannah Drury or Marilyn Slavin on 0131 538 7717 or email cjones@shstrust.org.uk

ALLIES IN CHANGE

LEADERSHIP DEVELOPMENT COURSES

Last year SHS ran a training course as part of a programme to encourage the involvement of people who use mental health services and of their friends and family.

In 2001 there will be two more courses funded by the Scottish Executive. The Dundee course starts in March and the Glasgow course starts in early May. Each course runs over six weekends. The courses bring together people who are user or carer activists and people who work in services. The focus is learning from each other and applying the learning to people's local situations.

The course content looks at issues such as influencing services, sustaining alliances and networks and improving communications.

We are also hoping to develop material from the course into learning packs which people can use in their own teams. For more information, contact Anne Connor or Heather Simmons at SHS.

SUPPORTED EMPLOYMENT FOR PEOPLE WITH COMPLEX NEEDS: CHOOSING, GETTING AND KEEPING A JOB

This study is following thirty individuals with complex needs who use supported employment services. They will be participating in the research until the end of 2001. The thirty individuals are spread across eight different sites around the UK. Fifteen are seeking work and fifteen are in work.

The first phase of fieldwork is now complete. This focused on the experiences of the thirty individuals when using supported employment services, and on the experiences of the eight agency managers in providing these services.

The phase 1 fieldwork has now been analysed. An interim report based on this analysis is almost complete, and will be available by the end of March at cost price from SHS. A findings summary will also be available on the SHS website. For further information contact Jeremy Weston at SHS on 0131 538 7717 or email jweston.shstrust@virgin.net.

THE REAL CHOICES PROJECT

We have just received funding from Edinburgh Youth Social Inclusion Partnership (EYSIP) for an action research project called 'Real Choices'. In partnership with the Inclusion Implementation Team we are researching the issues that face young people when leaving school or college and entering adult life. Real Choices involves many activities including group work, internet chats, peer interviews, interviews of professionals, focus group discussions and will culminate in a national conference, to be held in September, about the transition from school and college to adult life. The issues raised by the young people participating within the project will be written in an information resource to guide other young people who are facing transition, although the young people in the project will decide upon the medium of this resource. We are currently at the initial stage of establishing a group of disabled and non-disabled young people who are interested in transition to adult life.

If you are a young person interested in joining Real Choices, a parent, an education professional, a career professional or if know of a young person who may be interested, and would like more information about the Real Choices project please contact Vicki Butler or Chris Jones in all instances at SHS on 0131 538 7717 or e-mail us at vbutler@shstrust.org.uk.

SCOTTISH DEVELOPMENT CENTRE FOR LEARNING DISABILITY

SHS and partners, Cardonald College, Centre for Nursing Practice Research and Development, Robert Gordon University, ELCAP, East Lothian, Family Advice and Information Resource, Highland Community Care Forum, Minority Ethnic Learning Disability Initiative, People First Scotland, Queen Margaret University College, Social Care Association and UPDATE, jointly submitted a bid to set up and support the Scottish Development Centre for Learning Disability announced as part of The Same as You? review. The contract has now been awarded to a consortium led by ENABLE and we look forward to working alongside them and their partners to put the principles of the national strategy into practice. The SHS consortium bid is available on the website at www.shstrust.org.uk

Partners in Policymaking

THE WORK ON CHANGING THE WORLD CONTINUES!

At the end of September 2000 we received news from the National Lottery Charities Board that we had successfully secured funding to run three national Partners in Policymaking courses and an ongoing Partners Graduate Programme.

Partners in Policymaking is a leadership development programme for selfadvocates and parents of children labelled disabled. The programme runs over eight residential weekends and in addition to hearing about best practice in the field of social inclusion, participants develop their personal presentation and lobbying skills.

37 parents and self advocates from all over Scotland graduated from the first programme in May 2000 and a further 40 participants started the second national programme in November 2000. We are now half way through the programme. A partners e-group has been set up, the first Scottish Partners Newsletter has been distributed and a growing network of informed and skilled parents and self advocates are working for change around Scotland.

So far participants have heard from 25 presenters, including 6 international speakers, 4 national speakers and 4 graduates from the first programme. They have worked their way through one arch lever of course materials and 18 books. In addition to written materials, materials are produced on audit tape, video and CD.

Highlights from the first half of this programme include:

- An opening session with Jack Pearpoint of Inclusion International on why we need a movement for change
- Presentations by Carol Tashie and Sharon McGovern from New Hampshire who talked about the work they have been doing over the last 10 years as inclusion facilitators in the New Hampshire school system
- A return visit from Lou and Emily Nisenbaum, who combined their Partners work with presentations around Scotland on family support as a creative alternative to traditional respite

Meanwhile, the graduates have held their first weekend with Michael Kendrick of Massachusetts. They have a programme of seminars over the next 3 months, including visits from Rose Galati, a parent leader from Canada, Al Etmanski and Vickie Cammack of Plan, Canada and Professor John McKnight from Chicago. Work has also started on a national Graduate event in September or October this year. Anyone wanting to find out more about Partners should contact Heather Anderson, the Partners Co-ordinator at SHS. Recruitment for the third programme will commence in May 2001.

www.shstrust.org.uk

The SHS web site is now online. We hope that people will use this to keep in touch and to access information about events, courses and the projects we are involved in.

We have started with a fairly small site and included a home page, some policy documents, newsletters, current project information and a 'contact us' page which links back to the general office email address. We are now working on phase two which will include pages on research and evaluation — with an interactive element to encourage a dialogue with people we might not otherwise get a response from, training, publications and events

We will be developing this resource as we get feedback about what would be useful. We hope to include video footage of events like the Imagine Better Conference with amongst others, Tom Kohler telling his stories about advocacy in Georgia. It is so much better to hear him than to just read the words. There will also be a stories section. This will include people's personal experiences as well as some tales of successful ventures and exciting projects.

We have been asking people who use text readers to tell us what doesn't work. The site has 'alt tags' embedded in it so the text readers can read it, thus doing away with the need for a text only version. If we find this does not work well we will include a text version on the site. We have been told that people who need larger print will have this set up on their machine and if they don't, it's easy to do. The only way to check things and to get real feedback is to put it 'out there' and see. So let us know what you think. For further information about this web site or to give us some feedback please contact Julie Barclay at SHS, or use the email on the site itself.

Deliberate Diversity

Deliberate Diversity was a European Citizens' Jury co-ordinated by SHS Trust, and held in Edinburgh in November 2000 to bring fresh thinking to the issue of employment discrimination experienced by older people and disabled people. During a four day courtroom-style hearing, nineteen expert witnesses gave evidence to eighteen jurors on the subject of

"What measures make the most difference in achieving the inclusion of older people and disabled people in employment?"

At the end of the jury, the jurors brought together their findings and recommendations in a report that was presented to a large international audience which included employers and organisations representing older people and disabled people from across Europe.

Deliberate Diversity was an innovative citizens' jury in two important ways:

1. The involvement of older people and disabled people. Disabled people and older people were involved in every stage of the planning of the jury, to maximise the use of their relevant expertise. Additionally, all of the jurors and several of the witnesses were themselves older people, disabled people or older disabled people, which meant that they could use their own knowledge and experience of discrimination to enrich the jury, and provide a reality check against some of the other evidence given at the jury.
2. The involvement of people from four different European countries. By involving people from Finland, the Netherlands, Italy and the UK, Deliberate Diversity brought a wider perspective to solutions that combat employment discrimination than would be achieved by a national focus.

These innovations meant that Deliberate Diversity was challenging to organise, but also that it was an exciting and memorable event, which resulted in many innovative ideas for achieving Inclusive employment, and a European network of people who are committed to make inclusive employment a reality.

The jurors' report will shortly be available on the Deliberate Diversity website www.deliberatediversity.org. You can already find out more about the project and contribute to the discussion forum on inclusive employment at the website.

For more information, or to order paper copies of the report, please contact Susannah Drury at SHS on 0131 538 7717.

What's a good life?

'WHAT IS A GOOD LIFE? WHAT MAKES IT GOOD?'

This is not an easy question but, working in partnership with SHS, West Dunbartonshire Council, Clydebank College and Greater Glasgow Primary Health Care Trust wanted to ask it and use the answers to shape the way social work, further education and health care services are provided.

They wanted to get the answers from the people who use these services and they wanted the citizens of Clydebank to decide what needed to be asked. The project was widely publicised in the Clydebank area and a series of information sessions were held to recruit volunteers. About fifty people attended these sessions, 12 of whom emerged as the "Clydebank Consultation Group", and since October of last year we have worked together on the question "What makes a good life?"

The volunteers have explored a number of values issues. They have had to reflect on the choices they make in their lives and why they make them. As well as having some training in interviewing techniques the group have worked hard to devise a questionnaire that they will use to interview fifty people in the area. When the interviewing is completed they will analyse the findings and present them at the Future Search Conference early in June. Eleven of the volunteers are young adults who have a learning impairment and the other volunteer works for an organisation providing supported accommodation in the local area.

There is a great deal of excitement around this work. The volunteers are excited about having their say and about being the first people in the local area to take part in a participative project like this. The partners are excited because they feel that they are seeing results for their investment as the project builds on the gifts and capacities of the volunteers. They are also looking forward to the outcomes of the Future Search Conference when all of the stakeholders look at ways of moving forward. As facilitators we are excited because it has been wonderful to see the volunteers come into their own and achieve so much so quickly. **Watch this space!**

For more information about this project contact Heather Simmons at SHS on 0131 538 7717.

Education committee backs inclusion

The education, culture and sport committee recently published the report of its inquiry into special educational needs. The report is brief, clear and wide-ranging. It makes 19 recommendations, including:

- There should be an agreed definition of inclusive education, namely *Maximising the participation of all children in mainstream schools and removing environmental, structural and attitudinal barriers to their participation*
- Mainstream schools should ensure that all policies and practices are inclusive
- Additional resources should be made available for the more widespread provision of information, advice and training for parents (which is independent from schools, authorities and the Scottish Executive) and for the establishment of informal parents support networks
- Education authorities should be able to demonstrate how the current Scottish Executive funding for inclusion and access has been used
- All children should have personal learning plans
- Target setting should reflect the nature of the school population, to avoid discouraging schools from developing inclusive practices
- Initial teacher education should ensure that teachers understand and are committed to inclusive education and that they adopt inclusive teaching approaches... in-service training should enable all school staff to address barriers to inclusion in their own practices... parents and children should also be invited to contribute to staff development
- The Scottish executive should consider establishing an inclusive education resource centre
- The Scottish Executive should undertake systematic ethnic minority monitoring and ensure that this informs strategy. Fundamental and policy based research on inclusion is also essential. Key priorities for research are the experiences of children with special educational needs and their parents, provision for deaf children and the factors determining effective inclusion.

The full report, together with all the written and oral evidence to the committee, is available on the Scottish Parliament website at www.scottish.parliament.uk/official_report/cttee/educ-01/edro1-03-01.htm or from HMSO.

MAKE THE LAW WORK FOR YOU

AN ON-LINE TRAINING COURSE FOR EMPLOYERS AND MANAGERS ABOUT EMPLOYING PEOPLE WITH LEARNING IMPAIRMENT.

It is the aim of the **Make the Law Work for You** course to promote existing initiatives such as Access to Work and existing laws such as the Disability Discrimination Act, and to encourage employers to recognise the business case for embracing them.

It will:

- raise awareness of anti-discrimination laws and how it affects employers
- make the business case for employing and retaining disabled people as part of a diverse work force
- highlight existing sources of help, support and financial assistance, such as Access to Work, for individuals and companies

It will be aimed specifically at employers and managers in small to medium enterprises as these are the people who are most likely to be sceptical/ apathetic/ignorant/frightened about anti-discrimination law and its implications. It will be a learn anytime, anywhere course via the Internet or by CD ROM. It will carry certification on successful completion of Multiple Choice Assessments emailed or posted to course tutors.

Part of the Common Knowledge Project, **Make the Law Work for You** will make use of video clips of people with a learning impairment in work, in training and at play. If you know of any real-life, preferably Scottish, stories that you think would highlight a positive aspect of the law, such someone gaining job satisfaction from his/ her work and improving the overall working conditions of the firm or if you have any horror stories that could highlight bad practice with a detrimental effect on individuals and companies, email jmdalcock@supanet.com or contact Jean at SHS on 0131 5387717.

COURSES

MANAGING FOR INCLUSION

A NEW SHS COURSE DESIGNED FOR PEOPLE MANAGING INDIVIDUALISED COMMUNITY SERVICES FOR PEOPLE AT RISK OF EXCLUSION

Over the last fifteen years, new types of service have emerged to support people who are at risk of exclusion as a consequence of disability, learning difficulty, mental illness, age or injury.

Managers in these new services have a complex and demanding role and this course is designed to help people work through some of the issues.

THIS COURSE IS OFFERED BOTH AS A RESIDENTIAL AND NON-RESIDENTIAL OPTION.

Both courses cover the same key themes

1. Defining and measuring quality in person-centred services
This part of the course defines inclusion as a social philosophy and a way of working, and introduces the 'Five Dimensions' framework for describing and evaluating person-centred services. Participants will work as a part of a team to study and learn from a local service and to think through where they might have 'room to work' in improving their own service.
2. The personal manager
This part of the course focuses on people's own values, motivations, gifts and capacities. Participants clarify their own vision, their own role and their relationship to their organisation; learn how to bring out the best in the staff they manage and the people they support; learn how to recruit and work with a diverse staff group and to tackle difficult staffing issues while maintaining a person-centred approach.
3. Managing in the real world
This part of the course focuses on achieving change, participants learn how to support respectful relationships between the people they serve and local communities; think through how to influence their own organisation and other parts of 'the system', and develop their own ingenuity, resource-finding and problem-solving skills.

Throughout the course, participants relate their learning to themselves as people and to their own work practice and undertake a series of focused work-related assignments. The course uses a mixture of 'learner-centred' teaching and learning approaches.

ACCREDITATION

The course content maps onto SVQ/NVQ Level 4 in Care and Level 4 in Management. It is also currently being accredited as a Post Graduate Certificate in Managing for Inclusion and participants will have to complete an additional module in research methods. Please let us know if you are interested in the certificated options.

RESIDENTIAL OPTION

(twelve days in three, four day blocks)

11th - 14th June 2001, 24th - 27th September 2001, 7th - 10th January 2002

Queensferry Lodge Hotel, North Queensferry, Fife
Cost: £2160 (exempt from vat) includes 9 nights accommodation, all meals and course materials.

NON-RESIDENTIAL OPTION

(sixteen days in a four day block, plus six, two day blocks)

3rd - 6th September 2001, 2nd - 3rd October 2001,
6th - 7th November 2001, 4th - 5th December 2001,
19th - 20th February 2002, 19th - 20th March 2002,
16th - 17th April 2002

Update, 27 Beaverhall Road, Edinburgh

Cost: £1,200 (exempt from vat) includes lunches and course materials.

(Additional costs will be involved for participants who follow the postgraduate certificate route)

MAKING ROOM TO WORK

A WORKSHOP FOR PEOPLE WHOSE WORK HASN'T FINISHED

With John O'Brien, Jack Pearpoint, Andy Smith, Heather Anderson and Pat Black

14th - 16th May 2001, Centre for Independent Living, Glasgow

This three day course is designed for people working to make society more inclusive and services more responsive. Participants (and we mean participants) will use the time to work with the facilitators and with each other to describe, explore, model, understand, wrestle with the challenges they face in their work. In between all this hard work, the facilitators will make observations on leadership and change, give people feedback, offer insights, state the obvious, miss the point and provide exactly the information, inspiration and encouragement that people need.

Cost - £150 per person

This event is subsidised by the European Social Fund

FOR MORE INFORMATION ABOUT THESE COURSES CONTACT RACHEL SHERRATT AT SHS ON 0131 538 7717.

THE FUTURE'S PURPLE

INCLUSION, EQUITY AND DIVERSITY IN THE TWENTY-FIRST CENTURY

THE EIGHTH ANNUAL INTERNATIONAL SHS CONFERENCE

THURSDAY 24 AND FRIDAY 25 MAY 2001
Heriot Watt University, Edinburgh

THIS YEAR WE BRING TOGETHER THE FOLLOWING THEMES – A PASSION TO CREATE INCLUSIVE AND HUMANE COMMUNITIES WHICH RESPECT AND VALUE DISABLED PEOPLE AND OLDER PEOPLE, AN AWARENESS OF THE WIDER STRUGGLE FOR SOCIAL JUSTICE AND FOR ACCEPTANCE OF DIFFERENCE, AND A REFLECTIVE HUMILITY ABOUT OUR CAPACITY FOR CHANGE

As usual there will be a mixture of 'big picture' thinking and practical examples of good work from Scotland and further afield. Key speakers include:

- Rowena Arshad, Director, Centre for Education for Racial Equality in Scotland
- Jane Campbell, National Centre for Independent Living, London
- Christine Gaylor, Boston, USA
- Lebogang Gwangwa, South Africa
- Richard Holloway, Edinburgh
- Kristjana Kristiansen, University of Trondheim, Norway
- Susie Miles, University of Manchester, England
- John O'Brien, Georgia, USA
- Bob Williams, former Deputy Assistant Secretary for Disability, Aging and Long Term Care Policy, Washington DC

There has been a deep change in thinking about disability and difference in the last thirty years. It was not until the 1970s in the UK that we finally accepted that all children deserve an education. It was not until the 1970s that we decided that longstay hospitals were not fit places for people to live.

Thirty years ago, there was little challenge to the notion of 'special' – that there should be one set of buildings

and services for ordinary people and a special set of buildings and services for people who we have sorted and categorised as 'different'. There was little challenge to the 'continuum model' – that the more help you need, the more strangers you should live with and the less you should be entitled to choice, control and privacy.

The pace of service reform has been painfully slow. Too many people have had their lives wasted while the old regime decays. But our ideas about disability and difference have changed profoundly in a single generation.

We have had to accept that our attitudes, our social institutions and our human services are actively disabling people. We have started to believe that difference is to be treasured, not feared. We have recognised that services which welcome and accommodate diversity are better for everyone, and that special and separate services for disabled people are a poor and damaging alternative. We are learning to see and respond to people as unique individuals, not as 'one of them'.

Alongside these changes in the philosophy of disability, there have been huge changes in the wider world. Across much of the world, the women's movement has overturned thousands of years of assumptions. Awareness of the environment has moved from margin to mainstream, and sustainability has become a genuine global concern. Racism and homophobia are still endemic, but they are no longer invisible or unchallenged.

And at the heart of all these movements there are some key ideas about how change happens - that change has to happen in people's hearts and minds; that change is not something which 'we' can do to 'them' but something that 'we all' have to do together; that our own inability to listen and our own unwillingness to have our assumptions challenged are part of what makes change difficult.

SHS trust is grateful for sponsorship from the Scottish Executive for this conference. The grant has subsidised places for people who would otherwise have been unable to attend.

COST IS £199.75 (£170 +VAT) FOR THE TWO DAYS. FIFTY PLACES ARE AVAILABLE AT £20 FOR PEOPLE WHO USE SERVICES AND THEIR FAMILIES. FOR FURTHER DETAILS AND TO BOOK A PLACE PLEASE CONTACT RACHEL SHERRATT AT SHS ON 0131 538 7717.