

Small Steps to Personalisation



Thursday 9th October 2008
Coventry Methodist Central Hall

Programme

- 10:15** Arrive, coffee
- 10:30** Introductions, objectives of the day
- 10:40** Personalisation in context – An overview of the policy agenda
- 11:00** Group discussion – Services of the future
- 11:30** *“I’ll tell you what I want, what I really really want!”*
– the experiences of an individual budget holder
- 12:00** Group discussion – Services of the future revisited
- 12:30** LUNCH
- 1:15** Group discussion – A workforce for the future – new types of worker;
new ways of working
- 2:00** Setting priorities for change
- 2:30** My organisation; my service – What needs to happen next?
- 3:00** Making it happen! – What help do we need to change?
Let ARC develop an ongoing support and consultancy package to help you transform what you offer into Services of the Future.
- 3:30** CLOSE