



LATITUDE  
CONSORTIUM

TRAINING & CONSULTANCY SERVICES

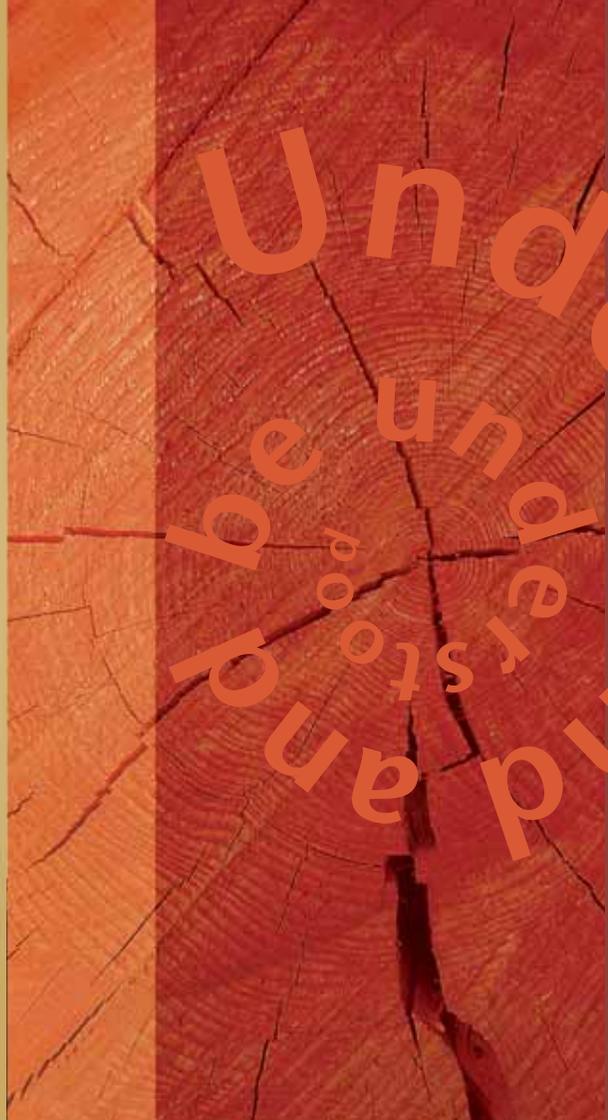
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**Innovation to Achieve**



There are many ways to learn, to manage change and to put across a message – we know plenty and we use them all.

## Getting it right matters

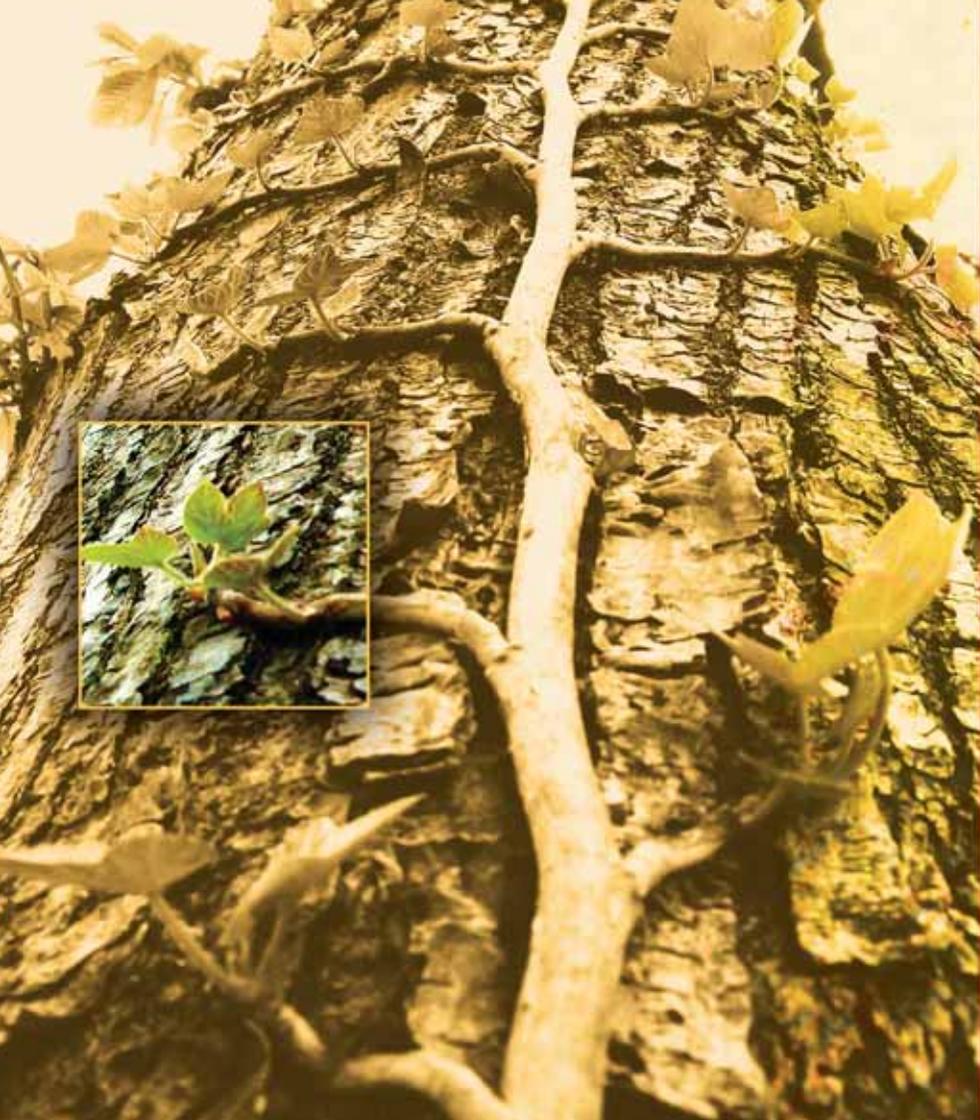
Latitude started in 1999 as a provider of consultancy and training services in the fields of Social Welfare, Employment, Equality & Diversity and Personal & Business Development. We're proud of our reputation for excellence, our integrity and our independence. Each year we've grown and added to our experience in our field. Our director heads a team of specially selected experts delivering quality services.

### Get the most from it

There are many ways to learn, to manage change and to put across a message – we know plenty and we use them all. Understand and be understood.

### Best left on the shelf

We don't have 'off the shelf' courses or solutions. Every project we take on has our individual attention and original thought. One size doesn't fit all. Courses are shaped to suit differing levels of ability and experience. We can help with employee and user questionnaires designed to assess the range and level of training need, as well as taking account of the learning styles of the prospective participants.



Each project  
is **unique**  
and every  
organisation  
will need  
guidance from  
time to time

## Consultancy

When organisations need a specific solution to a particular problem they use our consultancy services.

Each project is unique and every organisation will need guidance from time to time.

- Design & content of a life events database for the London Borough of Lewisham
- Guidance on the Dare to Dream Workshops run by SLaM Mental Health Trust
- Charity law and the role of trustees
- Production of a three year business plan for a Registered Social Landlord
- Contributor to the review of the Deaths in Custody policy for the Attorney Generals Office
- Assessment of the NVQ programme for people with mental health issues for Lewisham Social Care & Health
- Equality proofing the prosecution manual for the Crown Prosecution Service
- Workshop on sexuality and the law for Lambeth's LGBT Youth Health Conference
- Procedure Manual for Health Authorities, Local Councils and the Department for Work and Pensions on the employment of people with disabilities
- Guidance on 'permitted work' for South London and Maudsley Mental Health Trust
- Series of workshops for Business Link in London
- Advice to the Metropolitan Police on the application of Housing Benefit for victims of domestic and homophobic abuse
- Keynote speaker to regional conference on hate crimes
- Full evaluation of leading Vietnamese Community Resource Project

We bring honesty & a fresh approach to the following areas:

### Equality & Diversity

- Race Equality Schemes
- Impact Assessments
- Single Equality Act
- Equality & Diversity Legislation – all people/all levels
- Human Rights Act
- Discrimination in Employment and Service Delivery
- Equality of Access
- European Union Treaties

### Community Care

- Courses for social services & health care professionals – at every level
- Providing quality community care services
- Rights & entitlements to community care services
- Supporting People
- Direct Payments
- Personalisation
- New Eligibility Criteria for Adult Social Care
- Resettlement Processes

equality & diversity

personal & organisational development

employment

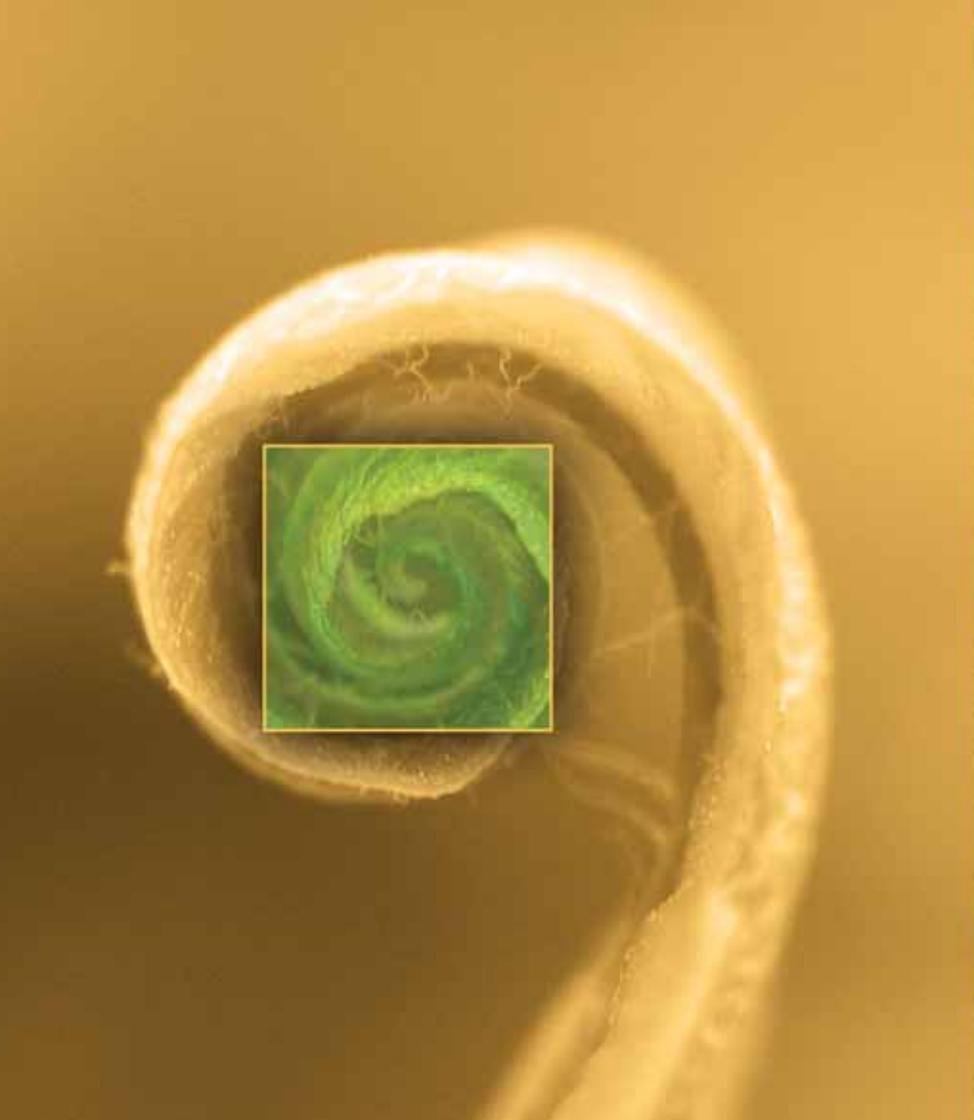
community care

### Personal & Organisational Development

- Management & supervision techniques & structures
- Growth, Learning & Change
- Competency training
- Coaching
- External supervision & mentoring
- Time Management
- Working with Customers – Needs, Isolation & Motivation

### Employment

- Effective employment procedures
- Avoiding unnecessary grievances & tribunals
- Preparing for an Employment Tribunal
- Applying Equalities legislation in the workplace
- Managing Poor Performance



fun

understanding

clarity

## Training

*Training - It's where we made our name.*

Core modules where clarity, fun and understanding matter most.  
The game moves on though – we add to this list all the time...

### Employment Support Allowance

**Key Elements:** the structure of the benefit, how assessments are carried out, the differences between physical disabilities, mental health and learning disabilities, routes to exemption and challenge and the timetable for transfer from Incapacity Benefit.

### Developing Training & Employment Opportunities for People with Disabilities

**Key Elements:** how to develop programmes to build confidence and improve work based skills, volunteering, permitted work and becoming self employed, safely navigating the benefit impacts, sources of support and assistance.

### Income Maximisation

**Key Elements:** identifying underclaiming, successful claiming strategies, seeing how the rules apply to different client groups, the impact of a successful claim on other forms of assistance, important factors for carers, disabled people and older people.

### The Immigration Maze

**Key Elements:** coming to the UK on the basis of marriage, European Nationals, work permit holders and visitors. Definition of public funds. Inhumane or degrading treatment. Settlement and right of abode. Clarity in a complex area. We also run specialist courses on the rights of people from abroad to access NHS and social care services including human rights exception and destitution plus assessments.

## Support & Working

**Key Elements:** developing a staged, supportive process from unemployment to potentially full time employment. Assessing training needs. Employment protection for people with disabilities. The relevance of disability discrimination legislation.

## Resettlement

**Key Elements:** examining alternative routes to housing, benefit entitlement, opportunities for returning to employment and/or education. Managing the bureaucracy, developing resettlement programmes.

learning disabilities

the tax credit system

support & working

mental health

community care

human rights

## Other available courses

- Housing Benefit (at all levels)
- The Tax Credit System
- Challenging Decisions
- Impact of Key Life Events on Welfare Entitlement
- Community Care – rights & responsibilities
- Supporting People
- Benefits & Mental Health
- NHS Continuing Care
- Human Rights Act & its implications
- Single Equality Act
- Race Equality Schemes – scope and impact
- Undertaking Impact Assessments
- Time Management
- Managing Performance
- Leadership Skills

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we made our name



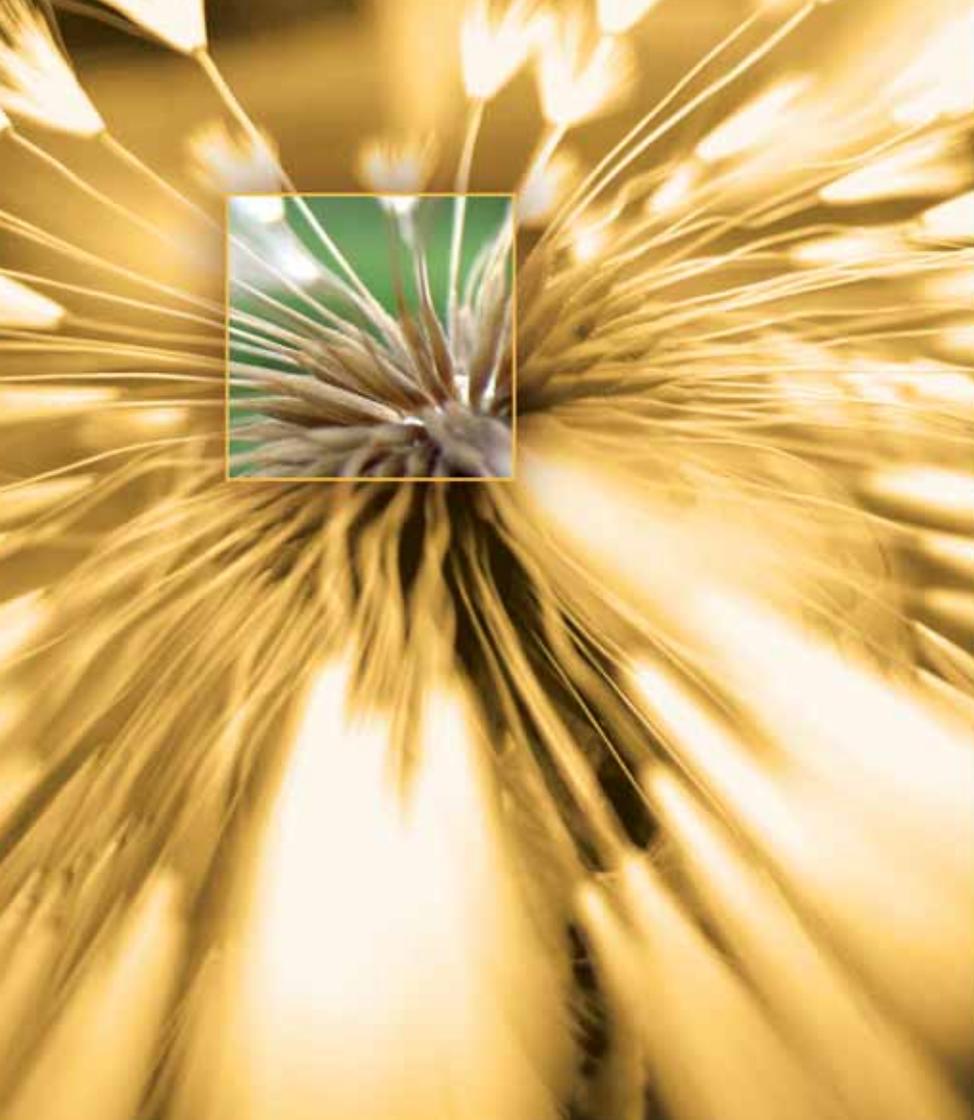
We all need  
help  
to cultivate  
our true

*potential*

## Development

An individual may learn new skills and abilities helping them to take on more responsibility or a completely new role. Organisations benefit from improved capability and a revitalised approach to their business. Everyone can gain from better problem solving abilities, strategic analysis and creative thinking.

Vera had worked in front-line public services for 15 years but the organisation was now facing big changes driven partly by a need to make substantial savings. She was anxious about what this meant for her job and felt that her experience and abilities were being overlooked in the reorganisation. Following a process designed both to improve communication between the organisation and its employees and to help staff re-evaluate their skills, clear proposals were developed. They demonstrated what the future priorities would be and how the proposed changes would help to achieve these. In focusing on how her skills meet these new requirements, Vera was able to successfully compete for a new post within the revised structure.



Everyone says  
our courses  
are practical,  
participatory,  
thorough  
and fun!

We have the  
testimonials  
to prove it  
**just ask**

## The when & where

Usually our courses happen at your place between 9.30 - 16.30. We provide detailed training packs for sessions along with realistic case studies. Notes are provided for talks & seminar sessions too. Everyone (not just us) says our courses are practical, participatory, thorough and fun! We have the testimonials to prove it – just ask.

Some people have used us to fundamentally review and change their organisations. We've been assessing the effectiveness of a number of projects, producing evaluation reports that sometimes recommend change, and then providing the training and development to staff to make good things happen.

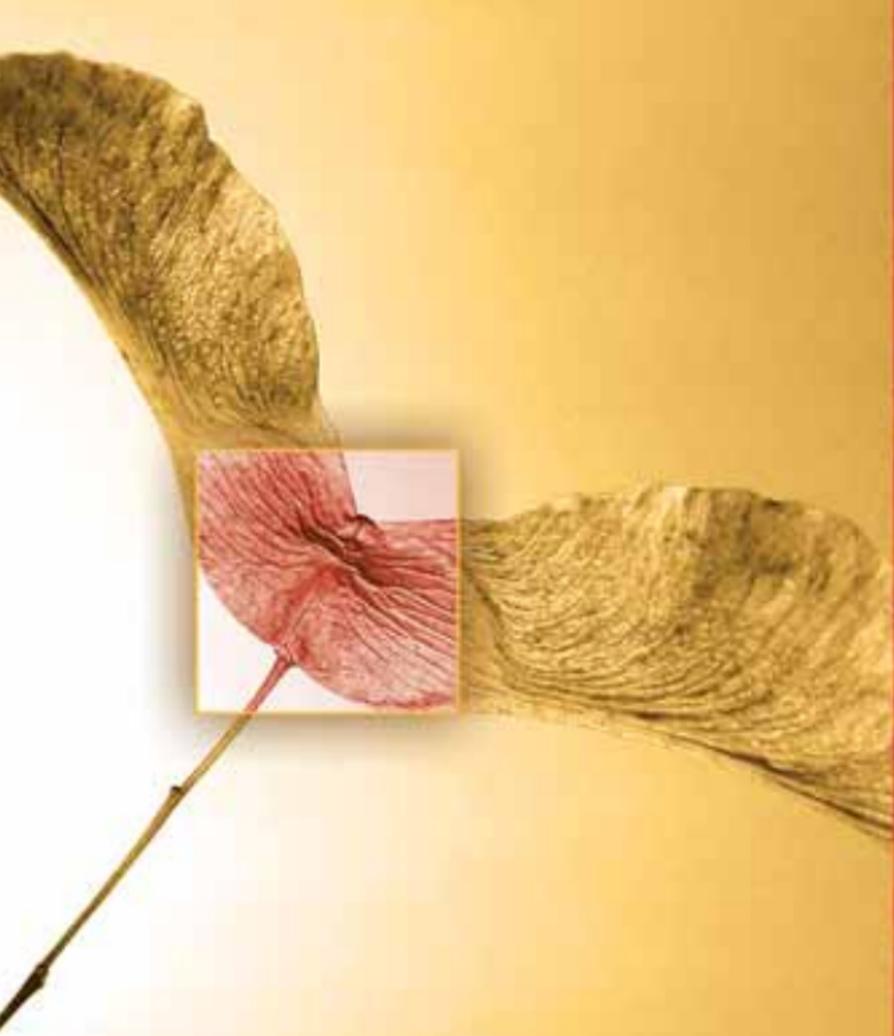
We can advise on available resources in the field - many projects find it cost effective to have us identify resources that will actually prove useful to their organisation.

## And the how much

**We have a daily rate for training and consultancy services of £730 per day (2010/11).** We don't charge per participant for training & encourage you to share the fee wherever possible with other people or groups to control costs. We like groups of a manageable size though! (No more than 20 per session)

Fees include the cost of all preparatory work, as well as associated expenses such as the reasonable cost of travel and printing.

For large or long-term pieces of work, we will agree a fixed price for the completion & delivery of the project.



our director  
will

always

investigate  
&  
resolve  
a problem

## Our People & Your People

- Our people will act openly and with integrity in our dealings with your people
- Our people will respect your confidentiality & that of your business, & clients
- Our people will act ethically, and will adhere to our diversity & equalities policies
- Our people will meet agreed deadlines – if there are circumstances beyond our control then we will let you know as early as possible

Should there ever be a problem with our working partnership then we want to be the first to know about it – so that we can put things right.

## Our People

We're pleased to be working with some superb consultants who bring their specialist skills to Latitude. They offer expertise in the fields of housing, homelessness & hate crimes & finance. Please contact us to discuss what you may need & how we can help.



homelessness  
finance  
hate crimes  
housing

## To be one of Our people

We're growing & we're on the lookout for people who not only are expert in their field, but who can train & consult with the kind of enthusiasm & insight that our clients have come to expect.

*Think you might fit the bill? Then CV's to us please.*

If you think that we may be able to help with any matter in the field of Social Welfare, Employment, Equality & Diversity or Personal/Business Development then please get in touch with us:

**Director: Shirley Spong**

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