

Date: 28 September 2010
Your Ref:
Our Ref: LT/AM
Path:
Enquiries to: Liz Townend
Tel: 01454 863272
Fax: 01454 868967
E-mail: liz.townend@southglos.gov.uk

Dear Colleague

Best Practice fora and other training facilitation in South Gloucestershire.

Thank you for leading a Best Practice Fora package/ course for South Gloucestershire. I write to confirm some of the details of your facilitation role which you may well have already started this year!

We are very grateful for your facilitation and ask that you check thoroughly the following information and protocols. Do not hesitate to ask if you have any queries or require further information. The Children and Young People's Information Service (CYPIS) administer the programme and will be pleased to answer your queries (contact details below) regarding any of these issues.

EVENT DETAILS: Please check these thoroughly on the South Glos website.
<http://www.sgcyp.org/Workforce/ProfessionalLearningProgramme/tabid/99/Default.aspx>

If you notice anything that does not seem to be correct, please let Amanda.Battle@southglos.gov.uk know immediately.

Four weeks before the event:

Agenda and handouts

For Best Practice fora:

- email your agenda to CIS@southglos.gov.uk four weeks in advance of the course.
- include any details about any resources or pre course tasks that delegates need to bring or complete. A blank agenda is attached for you to use.
- This agenda will be distributed to all delegates and also available on the Learning and School Effectiveness website at www.learningwithsouthglos.gov.uk

Photocopying

- Any photocopying required for the course should be emailed to CIS@southglos.gov.uk four weeks in advance of the course date.

Therese Gillespie, Director for Children and Young People, South Gloucestershire Council, Bowling Hill, Chipping Sodbury, South Gloucestershire BS37 6JX Tel: (01454) 868008 Fax: (01454) 863263

Use of laptops, IT equipment and additional resources:

- Most facilitators choose to bring their own laptops and projectors. However, projectors are available and can be booked out for use in venues.
- Many of the venues have Internet access, including Severnside Professional Development Centre. Please check with cis@southglos.gov.uk if this is a requirement for any session.
- The suite of wireless laptops is only available for use in the Severnside Training Centre. If you wish to use them there, please state the number you will require for each session (maximum 16). There are also 8 laptops based at the Little Stoke Training venue. These are very elderly; do check in advance their working capacity before relying on them!
- Please inform CYPIS if you require any additional equipment e.g. flip chart, laptop speakers, OHP, portable screen, tv/ video; digital camera

Room arrangements:

- All rooms will be set up as 'cabaret style' (groups of chairs around a table) unless you specify otherwise. At Little Stoke, arrive early as responsibility for sorting out furniture arrangements is yours as the venue is unserviced.

Delegate numbers:

- If the number of delegates does not meet the minimum required for the event to run, we will contact you to discuss further marketing before cancelling or postponing the event.

On the day:

Signing-in lists:

- Please ensure that **all** delegates sign in at the beginning of each session and any information regarding names, schools etc is amended if inaccurate.
- Please note that your delegates will largely be staff from South Gloucestershire schools and settings. However, with increased workforce remodelling and marketing outside South Gloucestershire, we welcome delegates from other organisations and local authorities.
- Please check your signing in list as soon as you are sent it to ensure no names are duplicated. Inform CYPIS if this is the case so we can cancel refreshments and allow those on waiting lists to attend.
- As facilitator, you reserve the right to turn away any additional delegate who arrives and is not listed on the signing in list. If you are happy for them to stay, please ensure their names and schools are added to the bottom of the signing in list in all cases.
- Inform the venue duty manager if any additional refreshments are required. It is unlikely that additional lunches can be ordered at short notice but you may well be able to increase drinks refreshments. Equally, inform the duty manager as early as possible in your session if your numbers are lower than expected, as occasionally refreshments can be cancelled even at this late stage.
- If you wish to collect email addresses for your group, these addresses can only be used for emailing information regarding the group and/ or event. You may not share or use these addresses in relation to any other activity or correspondence.

Evaluation forms Each form has three carbonated copies:

- one for the delegate to take away and share with their line manager;
 - one to be returned within two days to the CIS team, address below,
 - one for you to keep as facilitator to monitor the success of your session and inform your future planning.
- Please ask all delegates to complete the form (pressing reasonably hard!). Please remind them to put in the course title, date and code to save you doing this later! The CYPIS team have difficulty working out which course it is when these details are missing.

Therese Gillespie, Director for Children and Young People, South Gloucestershire Council, Bowling Hill, Chipping Sodbury, South Gloucestershire BS37 6JX Tel: (01454) 868008 Fax: (01454) 863263



2004-2005
Supporting Social Care Workers



2007-2008
Healthy Schools



2007-2008
School Improvement



2008-2009
Care Matters:
Improving the Outcomes
for Children in Care



Make time at the end of each part of your session for delegates to complete the free text sections, adding further comment as they go through the event and at the end.

- Remind them to take the correct copy away with them. Collect the two remaining copies.
- You may wish to use your copy of these forms in subsequent sessions to discuss with delegates their progress since the last session.

At the beginning of your event:

- Welcome delegates and complete signing-in lists
- Explain housekeeping – fire exits, toilets, timing of breaks, any ground rules, for example, confidentiality, time keeping, participation of all
- Please check, in particular reference to school based venues such as Little Stoke, that parking requirements have been met
- Set out your objectives for the session and expected outcomes
- Explain the evaluation form and when you will use it.

Immediately after the event:

- Return all equipment borrowed, collect evaluation forms, clear up
- Check arrangements for leaving the building secured/ unsecured.
- Note that the Little Stoke Training room is an unserviced venue, please read the separate protocols regarding the importance of leaving the room as you would like to find it.

Within three days:

Write any minutes or notes if appropriate (see attachment for a blank template you may choose to use). Distribute these yourself or send into CIS for distribution to all delegates in hard copy if you do not have addresses. A copy of any handouts/ powerpoints will go on the website, but minutes cannot as it is a public site.

Send all signing in lists, a copy of the completed evaluation forms and spare evaluation forms into CYPIS.

Payment of any invoice is made on receipt of all signing in lists, evaluation forms and minutes/ handouts.

Emergencies:

In advance of an event:

Firstly, please ring immediately to CYPIS on 01454 863183 or 868120. Try both numbers if you get the answerphone first.

If the answerphone is on, leave a message and contact number but **also** ring straightaway through to the Learning and School Effectiveness Service on 01454 863272 or 863186. It is essential that all delegates are informed as quickly as possible of a cancellation or change in order to cancel/ alter the attendance of delegates wherever possible.

During an event:

Speak with the duty manager at the venue and phone the above CYPIS number if necessary.

Further Information:

Please do not hesitate to get in contact if you have a query, require further information or wish to check your requirements in any way.

Therese Gillespie, Director for Children and Young People, South Gloucestershire Council, Bowling Hill,
Chipping Sodbury, South Gloucestershire BS37 6JX Tel: (01454) 868008 Fax: (01454) 863263



2004-2005
Supporting Social Care Workers



2007-2008
Healthy Schools



2007-2008
School Improvement



2008-2009
Care Matters:
Improving the Outcomes
for Children in Care



INVESTOR IN PEOPLE

Contact details:

CIS@southglos.gov.uk

For visits:

Children and Young People's Information Service

Badminton Road

Yate

South Gloucestershire

BS37 5AX

Tel: 01454 868008

Fax: 01454 868420

Postal address

South Gloucestershire Council

PO Box 2082

Council Offices

Castle Street

Thornbury

BS35 9BQ

Yours sincerely,

E.J. Townend

Liz Townend

Professional Development Adviser

**Therese Gillespie, Director for Children and Young People, South Gloucestershire Council, Bowling Hill,
Chipping Sodbury, South Gloucestershire BS37 6JX Tel: (01454) 868008 Fax: (01454) 863263**



2004-2005
Supporting Social Care Workers



2007-2008
Healthy Schools



2007-2008
School Improvement



2008-2009
Care Matters:
Improving the Outcomes
for Children in Care



INVESTOR IN PEOPLE