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Sharing knowledge for better services



Frontline agencies in partnership

Day centres handbook **NEW PRICE**

Ref: DCH 138 pgs 0 906951 97 6 A4 Ring binder 2004

A complete guide to running an effective day centre looking at both policy and operational issues. Begins with context, including legal and political, the relationship between service users and staff, and fundraising resources. Covers 13 key areas of work including: managing risk, multiple needs, drugs, exclusion, activities, participation into practice and resettlement. Appendices include useful contacts, policies and procedures, sample plans and forms, working with people with personality disorder, competencies and a bibliography.

Must buy: for new day centres and managers; existing staff and services wanting to ensure their service is comprehensive, consistent and assessable.

New discounted price! Only £44.50 for members and £54.50 for non-members including UK p&p.

Emergency accommodation for homeless people

Ref: EAHF 100 pgs 0 906951 933 3 A4 Ring binder 2001

A comprehensive guide covering many aspects of emergency accommodation with the aim of setting national standards and good practice. Covers research and context of emergency accommodation as well as reviewing current policy. Against this are checklists for key worker sessions, competencies, health and safety guidelines, guidelines for dealing with death, evictions and more. Values, ethos and funding are explored, and good practice is looked at in resettlement, drugs, risks, participation, local strategies, admission and other areas.

Must buy: to review or create policies and procedures; to create and check services against national standards; to benchmark services.

£20.50 for members and £23.50 for non-members inc UK p&p.



Quality toolkit **NEW PRICE**

Ref: QT 150 pgs 0 906951 94 1 A4 Ring binder 2002

A manual for implementing quality standards in homelessness organisations. Looks at core organisational standards such as admin, finance, staffing, training and development as well as service specific standards for day centres, outreach, mental health teams etc. Includes checklists, self-assessment forms, action plans, a comprehensive bibliography, and examples of achievement levels.

Must buy: for organisations wanting to assess their service delivery, and work smarter, better.

New discounted price! Only £54.50 for members and £64.50 for non-members inc UK p&p.



Resettlement handbook

Ref: RH 150 pgs 0 906951 86 0 A4 Ring binder 1998

A comprehensive framework and guide looking at 14 stages of resettlement including supervision, managing risk, equal opportunities, quality audits. Contains good practice guidelines and policy checklists from different centres. Identifies tasks and responsibilities for workers. Encourages involvement of service users so that they can be informed and involved in processes.

Must buy: for those developing, improving and monitoring work and services in resettlement; to increase successful resettlement outcomes; to check services are client-centred; for frontline workers in day-to-day work and as a tool for professional development; for external agencies, commissioners and funders wanting to understand resettlement.

Comes with free introductory guide and Resettlement Works, while stocks last.

£20.50 for members and £23.50 for non-members inc UK p&p.

Sharing solutions: working with A8 nationals in homelessness services

Ref: A8 28 pgs 0 906951 99 2 A4 bound 2006

NEW!

With the expansion of the EU, it's important for a wide range of service providers to know the rights, entitlements and needs of migrants from the eight Eastern and Central European Accession countries. Outlines the rules for working in the UK and benefit entitlements for A8 nationals, explores the situation new arrivals find themselves in, from lack of referral routes to lack of knowledge of entitlements. Best practice examples and case studies from London agencies show how service providers can tailor services to play an part in preventing homelessness.

Must buy: For housing, homelessness, health, benefits, information and social services in London or UK ports of entry.

1-5 copies:

£3 per copy members - inc UK p&p
£4 per copy non-members - inc UK p&p

6-15 copies:

£2.85 per copy members - inc UK p&p
£3.80 per copy non-members - inc UK p&p

For more than 15 copies call 020 7960 3040

Good practice briefing: multiple needs

Ref: MN 41 pgs 0 906951 95 X A4 bound 2002

A well-referenced collection of articles looking at best practice and lessons learned in borderline personality disorder, case studies on specialist provision and supporting people. Includes research on accessing services.

Must buy: for an introduction to the complex needs of homeless people, staff in health, housing or other services wanting to better understand homelessness.

£3 inc UK p&p members - £4 inc UK p&p non-members



Photo: www.garyhampton.com

Tackling TB

Ref: TB 16 pages A4 bound 2006

NEW!

A comprehensive and informative publication detailing the symptoms and transmission of tuberculosis. This accessible booklet also explains the role of those working with homeless people through the referral and diagnosis process. Lists safe working practices and gives tips on encouraging treatment compliance.

Must buy: to be informed about TB, support people through diagnosis, inform colleagues.

1-5 copies:

£1.50 per copy members - inc UK p&p
£1.95 per copy non-members - inc UK p&p

6-15 copies:

£1.40 per copy members - inc UK p&p
£1.80 per copy non-members - inc UK p&p

For more than 15 copies call 020 7960 3040

Toolkit for change self-help manual

Ref: TKC 108 pgs A4 bound Groundswell

Comprehensive book for new and developing organisations, projects or campaigners. Features accessible and bite-size information on meetings, writing, recruitment, equal opportunities, accessibility, evaluation and the 'important stuff' that makes an organisation successful. Contains a directory of useful contacts, checklists and jargon buster.

Must buy: for new organisations, projects, start ups, voluntary sector, and user-led organisations wanting to learn about various aspects of organisations and projects.

£10 inc UK p&p members - £12 inc UK p&p non-members

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