

# e-Bulletin

Issue 37, December 2008

## Changes to accountability arrangements for Department of Health programme funded activity currently provided by CSIP – Paddy Cooney, Director

The Department of Health has strengthened its regional capacity through recruiting a Deputy Regional Director (DRD) for Social Care and Local Partnerships. This post is based in the Government Office and in the South West is held by Lynne Dean who was previously the Regional Development Agent for Social Care in CSIP South West

At the same time, CSIP has been working through the implementation of the recommendations from a national review which devolved responsibility for the Regional Development Centre from the Department of Health to the Strategic Health Authority (SHA).

Taken together, these have led to a consideration of:

- DH's policy support work - will be commissioned across adult social care and local partnerships; and
- How CSIP works as part of the SHA and the wider health community to support the development of their priorities.

The main implication will be the transfer from CSIP to the DRD in the Government Office of two staff leading programmes of work, namely Nye Harries with the Dementia programme and Sue Turner with the Valuing People programme. This took effect from the 1 December 2008.

The other programmes within CSIP South West with their related staff will continue but again we will review with our partner agencies the most effective structure for the efficient delivery of those. In the longer term, we will be reviewing the use of the title CSIP and developing a new identity to reflect the changes in the way we work but this will not come into operation until April 2009.

In the meantime, we will be working closely with the SHA to ensure the best use of the expertise and resources within CSIP in delivering the SHA strategies in partnership with the wider health & social care community.

Where we are already working or engaged with you, it will be business as usual to complete the agreed tasks while these changes are going on.

## Contribute to forthcoming e-Bulletins

Please send information by email to [carol.prescott@csip.org.uk](mailto:carol.prescott@csip.org.uk) no later than 20th of each month.

## Contact us

The final page of the e-Bulletin provides information on how to contact us.

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# News

## Mental health



### [Rethink Politics](#)

Rethink Politics is a three year project funded by the Electoral Commission aimed at raising awareness, creating understanding and encouraging participation in politics by people who experience or have experienced mental illness. To date over 300 service-users, carers, staff and volunteers have undertaken a Rethink Politics training programme to become 'Rethink Politics Champions'.

Read more ... <http://www.southwest.csip.org.uk/news/?p=189>

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### [Implementing the amended Mental Health Act 1983](#)

The bulk of the Mental Health Act 2007, amending the Mental Health Act 1983, came into effect on 3 November 2008. To co-incide with this, the Department of Health has updated their key documents and added a new Frequently Asked Questions section to their website.

Read more ... <http://www.southwest.csip.org.uk/news/?p=177>

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### [Call for Applications to become a Right Here pilot site improving mental health and well being for young people](#)

Paul Hamlyn Foundation and Mental Health Foundation are inviting applications from groups of voluntary and statutory organisations across the UK, to work with them in developing new ways of protecting and promoting the mental health and well-being of 16 to 25 year olds.

Read more ... <http://www.southwest.csip.org.uk/news/?p=174>

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## Social care

### [NHS Choices' Contract Awarded to Capita Group Plc](#)

As a key stream in the Department of Health's communications and delivery strategy, the NHS Choices digital information service (<http://www.nhs.uk>) is the "front-door" for communicating with citizens and stakeholders in healthcare, health improvement and social care, the public and the media. It delivers accessible, relevant and authoritative content on health and social care policy that supports our audiences' needs and is an accurate and trusted source of policy, guidance, publications and statistics.

Read more ... <http://www.southwest.csip.org.uk/news/?p=184>

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# News

## [Sir Michael Parkinson and Phil Hope launch first dignity in care award](#)

The first ever award which recognises people who treat patients with dignity and respect and who provide outstanding care is launched today by Sir Michael Parkinson and Care Services Minister Phil Hope.

The People's Award for Dignity in Care is open to everyone. Anyone can nominate individuals or teams who have gone above and beyond the call of duty to improve patient dignity in care. Local nominees will be put forward for a regional award and one overall winner will then be chosen by panel of national judges.

Read more ... <http://www.southwest.csip.org.uk/news/?p=182>

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## [End of Life Care Strategy: Quality Markers Consultation](#)

The Department of Health has launched a consultation on Quality Markers for End of Life Care, as promised in the End of Life Care Strategy published in July.

Read more ... <http://www.southwest.csip.org.uk/news/?p=179>

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## Children and families

No news items this month

## Health and social care in criminal justice programme

No news items this month

## Commissioning

### [Understanding commissioning for voluntary and community organisations](#)

Rebecca Hardwick has authored a report by that will help third sector organisations to understand more about the current focus on them as providers of services and the policy context that is driving this change.

Read more ... <http://www.southwest.csip.org.uk/news/?p=187>

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# Publications



## Mental health

### Improving Access to Psychological Therapies

[Commissioning IAPT for the whole community - Improving Access to Psychological Therapies](#) (PDF Nov 08)

[Long Term Conditions Positive Practice Guide](#) (PDF Nov 08)

[Medically Unexplained Symptoms Positive Practice Guides](#) (PDF Nov 08)

## Legislation

[Mental Capacity Act 2005: Deprivation of Liberty Safeguards - draft standard forms](#) (PDF Nov 08)

## Social Inclusion

[East Midlands Care Programme Approach \(CPA\) Social Inclusion Project - Final Report](#) (PDF Nov 08)

## Social care

[Personalisation: a rough guide](#) (PDF Nov 08)

[Putting People First - Transforming Adult Social Care](#) (PDF Nov 08)

## Local Involvement Networks (LINKs)

[Help build a better health and social care services - Local Involvement Networks \(LINKs\) explained](#) (PDF Nov 08)

## Voluntary, Community and Social Enterprise

[Social Enterprise - Making a Difference - A guide to the 'right to request'](#) (PDF Nov 08)

## Children and families

[Children and Young People in Mind - The final report of the National CAMHS Review](#) (PDF Nov 08)

[Learning Together to Safeguard Children: Developing a multi-agency systems approach for case reviews](#) (PDF Nov 08)

# Publications

[What is a Children's Trust?](#) (PDF Nov 08)

## **Health and social care in criminal justice programme**

[A review of the use of offending behaviour programmes for people with mental health problems](#) (PDF Nov 08)

## **Commissioning**

[The Role of the Primary Care Trust Board in World Class Commissioning](#) (PDF Nov 08)

# Events

## CSIP South West Events

**4 December**

**Payments Event - THIS EVENT HAS BEEN RESCHEDULED**

**Taunton Racecourse**

This event has been rescheduled provisionally for 5 March 2009 and is still in the planning process - Please contact Jean Alger-Green ([Jean.alger-green@csip.org.uk](mailto:Jean.alger-green@csip.org.uk) Tel: 01278 432002) for further information



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**10 December**

**Bridging the Gap**

**Taunton Rugby Football Club**

A one day regional workshop to support planning and commissioning for accessible mental health services and support for people with learning disabilities. The event is for Commissioners of services for people with learning difficulties, Mental Health Local Implementation Plan Leads, Commissioners of Mental Health Services, local experts (eg senior practitioners/clinicians, invited via commissioners) and chairs of nominees of Practice Based Commissioning Consortia. For any queries or a booking form please contact Jane Rawlinson on 01278 432002 or email [jane.rawlinson@csip.org.uk](mailto:jane.rawlinson@csip.org.uk)

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# Events

**5 December**

## **Personalisation and Transforming Adult Social Care**

### **Swindon & Wiltshire**

What does it mean? Are you preparing your workforce? New Leadership and Management National Occupational Standards Are you prepared to use them? New Immigration Rules Are you aware of all the implications for your workforce? Visit the link below to view the flyer and booking form.

<http://www.southwest.csip.org.uk/silo/files/personalisation-and-transforming-adult-social-services.doc>

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**5 December**

## **Transforming the Delivery of Public Care through Commissioning Outcome Focused Services**

### **Taunton Racecourse**

Developing outcome focused services is a key element of the Transforming Social Care agenda. To effectively implement the personalisation agenda, will there need to be a link to outcomes - with support being defined not by volume of services delivered but rather on the good that they achieve in meeting the needs of service users? This learning event is aimed at commissioners and provider organisations in the region, to support them to transform services by implementing an outcome-based approach. The event will look at commissioning, contracting and delivering for outcomes. It will explore practical approaches being developed by commissioners and providers to deliver services which meet required outcomes for populations, service user groups and individuals. The day will be very participative, with presentations of best practice interspersed with opportunities for you to think about and discuss the issues. The learning event will start at 10.00am and finish at 2.45pm. There is no charge to attend. After the learning event, the South West Commissioning Leads meeting will take place at 3pm.

Download more information about the event below and complete the booking form to reserve a place.

Event flyer <http://www.southwest.csip.org.uk/silo/files/o--p-flyer.pdf>

Booking form <http://www.southwest.csip.org.uk/silo/files/o--p-booking-form.doc>

Draft agenda <http://www.southwest.csip.org.uk/silo/files/O--p-agenda.pdf>

Commissioning Programme briefing paper <http://www.southwest.csip.org.uk/silo/files/o--p-briefing-paper.doc>

For more information contact: Jane Taylor, [jtaylor@brookes.ac.uk](mailto:jtaylor@brookes.ac.uk), 01225484088

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**8 December**

## **Solution-Focussed Communication (Day 1 of 2)**

### **Plymouth Community Partnership, Old Treasury Building, Catherine Street, Plymouth PL1 2AD**

Tired of always looking at the problem? This two-day course will leave you thinking in a powerful new way. It may even change your life. The ideas, values and skills of solution-focused communication are helpful to anyone who works with people. The power of this approach has long been evidenced in helping services, community work and schools, but is becoming recognised also in staff / human resource management and organisational development. This course offers new communication skills and promotes personal development. You will have plenty of opportunity to practice throughout the course. Click below for further details and a booking form

<http://www.zebra.coop/images/stories/publicityMaterial/sf%20booking%20form%2C%20autumn%202008.doc>

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# Events

**12 December**

## **Working with Dementia**

**The Armada Centre, Bristol**

This course has been designed to inform and enable people to understand terminology, recognise symptoms and be more specific in their description of dementia. There will be opportunity for discussion as the course looks at ways to work with and better care for people with dementia. The course is aimed at: All health and social care professionals, therapists, nurses, doctors, care managers, staff from the voluntary sector and residential and nursing homes. For further information and to book a place, please contact Matrix Training Associates on [admin@matrixtrainingassociates.com](mailto:admin@matrixtrainingassociates.com) or Tel: 01256 398928 For online booking go to: <http://www.matrixtrainingassociates.com/training.html>

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**15 December**

## **Solution-Focussed Communication (Day 2 of 2)**

**Plymouth Community Partnership, Old Treasury Building, Catherine Street, Plymouth PL1 2AD**

Tired of always looking at the problem? This two-day course will leave you thinking in a powerful new way. It may even change your life. The ideas, values and skills of solution-focused communication are helpful to anyone who works with people. The power of this approach has long been evidenced in helping services, community work and schools, but is becoming recognised also in staff / human resource management and organisational development. This course offers new communication skills and promotes personal development. You will have plenty of opportunity to practice throughout the course. NB. This is a 2 day course. Day 1 takes place on 8 December 2008 Click below for further details and a booking form

<http://www.zebra.coop/images/stories/publicityMaterial/sf%20booking%20form%2C%20autumn%202008.doc>

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**22 January**

## **Deprivation of Liberty Safeguards**

**Armada Centre, Bristol**

The Deprivation of Liberty Safeguards will have a considerable impact on NHS, PCT and local authority staff. This course provides the essential knowledge that staff need in order to work with and implement DOLS effectively and ensure compliance with the legislation. Practical issues in using the legislation are addressed. For further information, please contact Matrix Training Associates (email:

[office@matrixtrainingassociates.com](mailto:office@matrixtrainingassociates.com) or Tel: 01256 398929. For online booking go to: <http://www.matrixtrainingassociates.com/training.html>

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**3 February**

## **Setting Up a Successful Mentoring or Befriending Programme**

**Exeter Corn Exchange, George St, Exeter, Devon, EX1 1BU**

This event will be of interest to anyone setting up a mentoring or befriending programme and will help you formulate aims and objectives, establish appropriate structures, roles, policies and procedures, examine the monitoring and evaluation process and help you consider resourcing and financial requirements To book a place on this event click on the link below or visit our website

<http://www.mandbf.org.uk/regions/southwest/events/single/article/2317/84/>

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# Events

**4 February 2009**

**Outcome-Based Commissioning & Contracting**

**Taunton (venue to be confirmed)**

Pressure is growing on organisations to deliver tangible and evidence based outcomes from their investment. Amongst other areas, the Department of Health's World Class Commissioning agenda is focusing the attention of the health economy on outcome thinking. This intensive one day course will teach you outcome based commissioning and contracting skills and how to apply them to a range of health and social care services.

Click the link below for further information.

[http://www.publicinnovation.org.uk/data/files/outcome\\_based\\_commissioning\\_and\\_contracting2009flyer.doc](http://www.publicinnovation.org.uk/data/files/outcome_based_commissioning_and_contracting2009flyer.doc)

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**5 March**

**Mentor and Befriender Volunteer Training for Programme Coordinators**

**Exeter Corn Exchange, George Street, Exeter, EX1 1BU**

This event is for those individuals responsible for the training of volunteer mentors and befrienders and will take you through the key elements of volunteer training, help you recognise the importance of learning styles when delivering training and to practice and appraise a range of activities appropriate for your training To book a place on this event please click the link below or visit our website

<http://www.mandbf.org.uk/regions/southwest/events/single/article/2292/84/>

The MBF also provide a wide range of further training for practitioners which you can view by visiting the MBF website

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# Events

## National Events

**5 December**

**Working with Capacity**

**Kings College (TBC)**

Further information is available at: <http://www.southwest.csip.org.uk/silo/files/working-with-capacity-booking-form.doc>

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**5 December**

**Working with Depression & Anxiety in the Elderly**

**The Priory Rooms, Meeting & Conf. Centre, Friends Meeting House, 40 Bull Street, Birmingham B4 6AF**

This one day course will provide participants with more understanding of how depression and anxiety present the elderly, a forum for discussion and time to explore ways of caring with people who are affected, as well as ways of preventing this happening. For further information, please contact Matrix Training Associates, 01256 398928 [admin@matrixtrainingassociates.com](mailto:admin@matrixtrainingassociates.com)

To book online, please visit: <http://www.matrixtrainingassociates.com/training.html>

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**8 December**

**Steps on the Journey**

**ORT House Conference Centre, London NW1**

The conference will examine the issues around the implementation of the radical new agenda described by the term 'personalisation' in the context of mental health. Personalisation aims for a fundamental shift of power towards service users, giving them greater choice and control in the choice of treatments and support they receive, helping enable them to lead the lives they want. This study day will bring together all groups with a stake in personalised services and support to examine some of the recent developments around personalisation. It will also provide a platform for thinking on the future direction of personalised mental health services and the range of other support available. As a CSIP Contact you will be eligible to a 25% discount. To qualify you should quote GCSPN25 when contacting customer services. Click below for further information.

<http://www.pavpub.com/pavpub/conferences/showfull.asp?Conference=775>

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**10 December**

**Mental Health First Aid (MHFA) Promoting the recovery of good mental health**

**The Queen Elizabeth II Conference Centre, Broad Sanctuary, Westminster, London SW1P 3EE**

This one-day event marks the launch of the English Mental Health First Aid (MHFA) national training programme. Attendees will benefit from: \* Unparalleled opportunities for networking and learning \* Practical examples to understand the opportunities that MHFA brings \* The employers perspective \* A 'taster' MHFA workshop \* Interactive facilitated sessions

Click below for further information and a booking form.

<http://www.southwest.csip.org.uk/silo/files/mental-health-first-aid-flyer--booking-form.doc>

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# Events

## 12 December

### Deprivation of Liberty Safeguards

#### Priory Rooms, Birmingham

This course provides the essential knowledge that staff need in order to work with and implement DOLS effectively and ensure compliance with the legislation. Practical issues in using the legislation are addressed. For further information, please contact Matrix Training Associates Email: [office@matrixtrainingassociates.com](mailto:office@matrixtrainingassociates.com) or Tel: 01256 398929.

For online booking go to: <http://www.matrixtrainingassociates.com/training.html>

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## 7 January

### The Flourishing City: The Role of Spirituality in Regeneration

#### Staffordshire University, Ashley Building, Leek Road, Stoke-on-Trent, ST4 2DF

The third national multi-faith symposium held under the auspices of the NIMHE Spirituality Project, Staffordshire University and the Spirituality and Mental Health Forum This symposium will consider what makes a city a good place for citizens to live in, with national and local perspectives.

For further information or to request a booking form please contact: Mrs Barbara Brown, Staffordshire University, Faculty of Health, Leek Road, Stoke-on-Trent, ST4 2DF. Tel: 01782 294025. Email:

[b.j.brown@staffs.ac.uk](mailto:b.j.brown@staffs.ac.uk)

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## 16 January

### Good Practice Within a Changing Befriending Field

#### Cornwall County Council, County Hall, Treyew Road, Truro TR1 3AV

This is an event for those individuals managing or coordinating a befriending programme and will provide practitioners with the opportunity to network with other befriending organisations and share befriending good practice. Topics that will also be discussed during the day include:

- National and regional perspectives on befriending
- Spotlight on managing and operating an effective befriending programme
- Safe working practices for your volunteers, clients and staff team
- Measuring the impact of your befriending programme

To book a FREE place on the Cornwall event please go to the link below

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## 29 January

### Ageing Population 09

#### QEII Conference Centre, London

Welcome to our inaugural Ageing Population 09 Conference. Ageing Population 09 has been intensely researched to bring you all the hot topics related to providing services, care, training and employment opportunities for the rapidly growing number of older people in the UK. The invited chair for this year's event, Sir Michael Parkinson, has recently been appointed as National Dignity Ambassador in the government's drive to ensure that all older people using care and health services are treated with dignity and respect at all times. Sir Michael passionately feels that older people should be treated with "reverence and a bit of respect", and believes that a cultural change is necessary in our current ageing society. This year's high profile and prestigious conference will have more than 300 key decision-makers from across the UK, joining 20 speakers and 20 exhibitors to discuss and debate the issues at stake. Ministers are warning that England's social care system is heading towards a £6bn funding gap unless there is radical reform.

Click below for further information or to book a place online or Tel.0800 542 9585

<http://www.govnet.co.uk/ageing/index.php>

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# Events

**10 February 2009**

## **World Class Commissioning and Innovation**

**CAN Mezanine, 32 - 36 Loman Street, Southwark, London SE1 0EE**

World Class Commissioners are central to improving the NHS and key competencies have been set out to help commissioners fulfil this vision. Innovation is one of those key competencies but the path to innovating in the NHS is still not clear. This one-day workshop will teach commissioners the skills to innovating in the NHS and prepare them to meet the challenge of promoting improvement through innovation.

Click the link below for further information.

[http://www.publicinnovation.org.uk/data/files/world\\_class\\_commissioning\\_and\\_innovation\\_2009flyer.doc](http://www.publicinnovation.org.uk/data/files/world_class_commissioning_and_innovation_2009flyer.doc)

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**12 February 2009**

## **Outcome-Based Commissioning & Contracting**

**York - Venue to be confirmed**

Pressure is growing on organisations to deliver tangible and evidence based outcomes from their investment. Amongst other areas, the Department of Health's World Class Commissioning agenda is focusing the attention of the health economy on outcome thinking. This intensive one day course will teach you outcome based commissioning and contracting skills and how to apply them to a range of health and social care services. Click the link below for further information.

[http://www.publicinnovation.org.uk/data/files/outcome\\_based\\_commissioning\\_and\\_contracting2009flyer.doc](http://www.publicinnovation.org.uk/data/files/outcome_based_commissioning_and_contracting2009flyer.doc)

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**12 February**

## **Working with Depression & Anxiety in the Elderly**

**Armada House, Conference Centre, Telephone Avenue, Bristol BS1 4BQ**

In a world that is changing rapidly it is hardly surprising that as people get older they sometimes find it difficult to keep up. Not only this, but as we get older we suffer loss, isolation and as we get physically frailer life can become restrictive. Depression and anxiety may have a dramatic affect on how people are able to cope with daily life, illness and relationships. This one day course will provide participants with more understanding of how depression and anxiety present the elderly, a forum for discussion and time to explore ways of caring with people who are affected, as well as ways of preventing this happening.

For further information, please contact Matrix Training Associates, 01256 398928

([admin@matrixtrainingassociates.com](mailto:admin@matrixtrainingassociates.com)) To book online, please visit:

<http://www.matrixtrainingassociates.com/training.html>

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# Events

**18 February 2009**

## **Leadership Training Course**

### **CAN Mezzanine**

As public services evolve to meet the challenges of joined up delivery, we have seen the emergence of local multi-agency Partnership delivery mechanisms both at a strategic level through Local Strategic Partnerships and within core service areas. As Partnership Managers you are expected not only to achieve on the delivery agenda by leading real or virtual multi-agency teams, but also to lead Partnership development and help shape the direction of travel for strategic decision makers. This requires a diverse set of skills to influence across traditional lines of accountability and hierarchy. This interactive seminar will examine and identify the techniques to meet the challenge. We will look at a range of theoretical and practical approaches to leading Partnerships and suggest some tools and strategies to help you.

Click the link below for further information.

[http://www.publicinnovation.org.uk/data/files/leadership\\_flyerrevised.doc](http://www.publicinnovation.org.uk/data/files/leadership_flyerrevised.doc)

Click below to book your place. <http://www.eventbrite.com/event/208984077>

For more information, please email enquiries to Nazanin Zaghari at [nazanin.zaghari@publicinnovation.org.uk](mailto:nazanin.zaghari@publicinnovation.org.uk) or call on 020 7922 7824.

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**6 March 2009**

## **Working with Dementia**

### **Kings College, London**

As a nation we are getting older, leading to more of the population being affected by dementia. If you work in the health or social care sector in a professional or voluntary way it is more than likely that you will be working with people with confusion. But what is confusion? This course has been designed to inform and enable people to understand terminology, recognise symptoms and be more specific in their description of dementia. There will be opportunity for discussion as we look at ways to work with and better care for people with dementia. Who is the course for? All health and social care professionals, therapists, nurses, doctors, care managers, staff from the voluntary sector and residential and nursing homes. This course will benefit anyone who is working with older people.

For further information and to book a place, please contact Matrix Training Associates on [admin@matrixtrainingassociates.com](mailto:admin@matrixtrainingassociates.com) or Tel: 01256 398928

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**6 March 2008**

## **Working with the Mental Health Act and the Mental Capacity Act**

### **Kings College, London**

Further details are available at: <http://www.southwest.csip.org.uk/silo/files/working-with-the-mha--mca.doc>

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# Events

**11 March 2009**

## **World Class Commissioning and Innovation**

### **Manchester - Venue to be confirmed**

World Class Commissioners are central to improving the NHS and key competencies have been set out to help commissioners fulfil this vision. Innovation is one of those key competencies but the path to innovating in the NHS is still not clear. This one-day workshop will teach commissioners the skills to innovating in the NHS and prepare them to meet the challenge of promoting improvement through innovation.

Click the link below for further information.

[http://www.publicinnovation.org.uk/data/files/world\\_class\\_commissioning\\_and\\_innovation\\_2009flyer.doc](http://www.publicinnovation.org.uk/data/files/world_class_commissioning_and_innovation_2009flyer.doc)

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**23 March 2009**

## **Deprivation of Liberty Safeguards**

### **Kings College, London**

The Deprivation of Liberty Safeguards will have a considerable impact on NHS, PCT and local authority staff. In 2004, the Bournemouth judgment in the European Court of Human Rights made a clear statement; a person lacking capacity could not be kept in an environment which detained them without formal legal authority. In other words an 'informal' or 'voluntary' admission of those lacking capacity to consent to admission was unlawful if the person was subject to care conditions that were so restrictive it effectively resulted in their detention. The Deprivation of Liberty Safeguards (DOLS) which amends the Mental Capacity Act are designed to resolve the 'Bournemouth gap'.

For further information, please contact Matrix Training Associates (email:

[office@matrixtrainingassociates.com](mailto:office@matrixtrainingassociates.com) or Tel: 01256 398929. For online booking go to:

<http://www.matrixtrainingassociates.com/training.html#9>

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**7 April 2009**

## **Outcome-Based Commissioning & Contracting**

### **CAN Mezzanine, 32 - 36 Loman Street, Southwark, London SE1 0EE**

Pressure is growing on organisations to deliver tangible and evidence based outcomes from their investment. Amongst other areas, the Department of Health's World Class Commissioning agenda is focusing the attention of the health economy on outcome thinking. This intensive one day course will teach you outcome based commissioning and contracting skills and how to apply them to a range of health and social care services.

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# Newsletters

[Mental Health Promotion Update](#)

[SW Regional Personalisation Newsletter](#) (Nov 08)

# Contact us

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**Children and families lead:** [Linda Parker](#), Regional Change Agent  
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**Commissioning lead:** [Carrie Morgan](#), Senior Development Consultant,  
07900 905 487, [carrie.morgan@csip.org.uk](mailto:carrie.morgan@csip.org.uk)