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12 July, 1995

Andrew Cowe Esq.  
Chief Executive  
North Lanarkshire Council  
PO Box 14  
Civic Centre  
MOTHERWELL  
ML1 1TW

Dear Andrew Cowe Esq.

I am enclosing information about a conference, Advice and Information in the Community which takes place in Cardiff on 18th and 19th September 1995. This has been designed to be particularly relevant to officers and members of shadow authorities who will at the moment be considering their strategies for information and advice provision.

Speakers will include Mr Alun Michael MP - Shadow Minister for Home Affairs, Ms Pat Baggot - Scottish Homes, Mr Bob Widdowson - Ex-Director of SHAC, Mr Michael Stock - Co-ordinator BBC Radio Helpline and other speakers are yet to be confirmed.

The recent white paper Housing the Way Forward has laid down the Government's intention to make housing advice a statutory duty for local authorities and the conference will be examining this area in some detail.

There will also be the opportunity to consider the ways in which new technologies can be of use in providing information and advice to the public in a better focused, quicker and more economic matter than many traditional methods. I would be grateful if you would bring this to the attention of relevant members and officers.

Your sincerely

  
**GARETH MORGAN**  
**MANAGING DIRECTOR**

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A major conference examining the changes which are affecting the provision of information and advice to the public. Leading speakers from the political, academic and practice fields will offer their views of the future, and review practical options.

At a time of rapid changes in the expectations of both provider and recipient of information and advice, this conference will allow those concerned in both policy and practice to discuss the challenges and opportunities which are now becoming apparent.

Central and local government, advice agencies, other voluntary sector organisations will define objectives and roles and opportunities for partnership and development.

### THREE MAIN THEMES WILL RUN THROUGHOUT THIS CONFERENCE

#### Policy and Strategy

1

- ≈ establishing and maintaining standards
- ≈ housing advice development
- ≈ implications of financial and structural changes particularly in re-organisation and unitary authorities
- ≈ legal aid franchising and the implications for voluntary advice agencies
- ≈ funding
- ≈ community care - the role for information and advice

#### Technology

2

- ≈ computers and advice
- ≈ technology for special needs
- ≈ electronic kiosks
- ≈ international resources
- ≈ public information networks
- ≈ the Internet and the World Wide Web

#### Practice Issues

3

- ≈ rural advice
- ≈ networking
- ≈ special needs advice
- ≈ government information provision
- ≈ helplines

For further information and a booking form please fill out the form below and fax or post to:  
Ferret Information Systems Ltd, 4 Coopers Yard, Curran Road, Cardiff. CF1 5DF  
Tel: 01222 644660 Fax: 01222 644661 DX 33033 Cardiff 1

NAME	ORGANISATION	
ADDRESS		
POSTCODE	TEL NO.	FAX NO.



# THE FERRET CONFERENCE 1995

The fee has been held down to £105 plus VAT for the two days inclusive of all meals, conference dinner and en-suite accommodation to enable broad attendance.

There will be a display area, where the intention is to concentrate on practical aids to information and information giving.

Members and Officers of Local Authorities, particularly Shadow Authorities  
Librarians, Social Workers, Housing Staff, Trading Standards  
Those responsible for information and advice strategies and practice in the voluntary sector  
Staff from Advice Agencies  
Developers of technology in the information and advice field  
Central Government Officers  
Lawyers

## WHO SHOULD ATTEND

Advice  
&  
Information  
in the  
Community

A MAJOR TOPICAL CONFERENCE  
IN CARDIFF ON MONDAY 18TH  
AND TUESDAY 19TH SEPTEMBER  
1995 FOR THE ADVICE AND  
INFORMATION SECTOR.