NCSCT

National Stop Smoking Service Managers Training Course

Ensuring our services meeting the needs of people who smoke: Targeted and tailored stop smoking service delivery

Overview

The course offers training for Local Authority Stop Smoking Service Managers on the latest evidence and best practices for targeting and tailoring tobacco dependence treatment services to meet the specific needs of people who smoke, particularly those in priority groups.

The course will offer participants the opportunity to gain insights directly from local and national experts, explore best practices for enhancing the reach and quality of stop smoking support with an emphasis on priority groups, and discuss the application of quality improvement processes to drive service delivery improvements. Additionally, attendees will have the opportunity to network, learn from peers and engage in interactive discussions on the challenges facing service managers.

The course will use presentations, case studies, group work, experiential-based learning techniques and expert and client films.

Aims

This course aims to enhance participants' knowledge, skills, and confidence in using the latest evidence and best practices for designing and delivering Local Authority-funded Stop Smoking Services. The goal is to drive quality improvement, maximise service impact and reduce tobacco use rates, especially among priority groups.

Learning objectives

At the end of the course, participants will:

1. Know the actions required to maximise the impact of stop smoking services

2. Understand the rationale for service adaptation and tailoring of support, particularly for those in priority groups

3. Understand the latest evidence and insights work regarding challenges and best practices for engaging priority groups in stop smoking support

4. Have increased confidence in embedding latest evidence and best practices into local service design and delivery, including services for local priority groups

5. Be able to assess current service delivery models and protocols against the best practices for targeting and tailoring services to clients' individual needs

6. Examine good practices for how impact can be measured, including sharing impact measure tools

Course length
Two half days: 9:00 arrival for a 9:15 start. Please ensure that you access the training link by **8:50** at the latest to allow time to resolve any technical difficulties. The course finishes at **13:00** on both days.

Training delivery method
This training is delivered remotely via Zoom. Access instructions and a link to the training course will be sent to participants prior to the course, and technical support will be   available from 8:30 on the day of the training.
Given the interactive nature of the course, participants should have access to a camera and microphone and use these throughout the course.

Pre-course support
Participants will have a dedicated NCSCT contact for any technical support required to access the course and any questions they may have prior to the training. Administrative support will be available throughout the virtual training.

Timetable Day 2 (09:00–13:00)

Time	Agenda
09:00	Enter virtual course and pre-course assessment
09:15	**Welcome and introductions:** setting the scene
09:45	**Embedding best practice into the design of stop smoking services**
10:15	**Tobacco dependence:** the essentials for service managers
10:45	Comfort break
11:00	**Priority groups:** the latest evidence and principles for service delivery
11:45	**Increased efficacy:** optimising services
12:45	Review of the day and planning for day 2
13:00	Depart course

Timetable Day 3   (09:00–13:00)

Time	Agenda
09:00	Enter virtual course
09:15	Welcome and introduction to day 2
09:30	**Increased reach:** engage more people in services, with a focus on priority groups
10:00	**Cut Down to Stop (CDTS) interventions:** rationale, evidence and risk management
10:45	Comfort break
11:00	**Performance indicators:** tracking impact of services in your priority groups
11:45	**Workforce development strategy**
12:15	**What's next:** planning for change
12:50	Summary and evaluation
13:00	Depart course