

Department of Community & Children's Services



Professional Development Programme 2015-16



All courses are held in the Lilac Room at the Barbican Estate Office, unless otherwise stated. A sandwich lunch is provided for all 1 day courses.

**Financial Inclusion Workplace Champions
2 & 8 April 2015 (2 day course)**

Providing staff with a full understanding of financial inclusion and the issues faced by people who are excluded. It will explore the best ways to assist clients through the changing benefits system and give staff a range of tools and approaches to assist clients to improve their financial wellbeing.

Aimed at: Tenancy support officers, income recovery, benefits staff, rents officers, estate officers, estate managers, social workers, customer services officers, family support officers and others.

**Anti-Social Behaviour, Crime and Policing Act 2014:
new names, new powers**

6 May 2015 & 17 June 2015 (1 day course)

New legislation makes significant changes to the way local housing authorities and private registered providers deal with ASB. This course will look at new tools available and how your organization can implement the changes and use the new powers effectively.

Aimed at: housing and ASB officers and managers, and tenancy officers. All staff involved in taking legal action or advising on ASB and community safety matters.

Personal Budgeting support

27 May 2015

Providing staff with the tools, skills and techniques to deliver effective personal budgeting support (PBS) to clients in financial difficulty. This course recognises that one of the major barriers to delivering effective PBS is getting clients who are often in emotional distress to talk openly about their financial problems. Therefore this course not only looks at the technical aspects of PBS but also addresses the key soft skills required to make clients feel at ease, build rapport and ask the right questions to establish open two way dialogue.

Aimed at: key workers, tenancy support officers, income recovery, social workers, homelessness officers, estate officers.

2015/16 External training programme

- Financial Inclusion Workplace Champions
- Anti-Social Behaviour, Crime and Policing Act 2014 - new names, new powers
- Personal Budgeting support
- Housing Law - Introduction
- Housing Law - Advanced
- Lone Working - Personal safety matters
- Leasehold Law
- OCD and hoarding
- Safeguarding Adults
- Professional boundaries for sheltered & supported housing staff
- Safeguarding children & child protection
- Homelessness and its prevention
- Working with adults with additional needs
- Drug and alcohol awareness

Housing Law – Introduction

10 July 2015

Providing staff officers within the social housing sector with an introduction to the law that affects their day-to-day work.

Housing Law – Advanced

12 August 2015

This training will provide such staff with real up-to-date knowledge of statute and case law and the opportunity with others to unravel complex, real cases.

Lone Working - Personal safety matters:

16 & 17 September 2015

Developing practical strategies and tactics to minimise the risk from verbal and physical abuse and the management of risk associated with the safety of 'lone working'.

Aimed at: All frontline staff who work on their own. Anyone with accountability for the safety of others and themselves. Social workers, estate staff, tenancy support.

Leasehold Law

14 October 2015

Leasehold management can be complex and brings challenges that are not often encountered in more mainstream social housing provision. Attendees will learn the skills needed to deal with a wide range of leasehold properties and to understand the challenges that they bring.



OCD and hoarding

30 October 2015

The World Health Organisation has named OCD as one of the ten most disabling conditions when considering loss of earnings and diminished quality of life. Hoarding is a related condition which, if untreated, can lead to enormous health and safety, environmental, physical and mental health issues.

Aimed at: All housing, care and support staff.

Safeguarding Adults

11 November 2015

Safeguarding adults is everyone's business. All staff must be alert to the signs of abuse and aware of their responsibilities. This course will raise awareness of adults at risk, the systems to safeguard them, and the role and responsibilities of housing and social care staff and partner agencies.

Professional boundaries for sheltered & supported housing staff

12 November 2015

This course will enable sheltered and supported housing staff to define the limits of their roles and understand the need for clear professional boundaries. It will help them to identify areas where boundaries are at risk of being crossed.

Aimed at: tenancy support, social workers, key workers, sheltered housing officers, team managers



Safeguarding children & child protection 9 & 10 December 2015 (1 day course)

Safeguarding children is a key responsibility for housing and social care professionals whose work may bring them into contact (including by telephone) with children and their families. This course is designed to give staff a comprehensive introduction to child protection and safeguarding children.

Aimed at: estate staff, allocations, homelessness & floating support, repairs, those working with the Troubled Families programme.

Homelessness and its prevention 14 January 2016

Developed to inform staff about not only current legislation and relevant case law, but also how far-reaching homelessness and, more importantly, its prevention, can be within a local authority.

Working with adults with additional needs

10 February 2016

Aims to provide everyone working in the social housing sector with the skills, understanding and awareness to actively support tenants and customers who have additional needs.

Aimed at: everyone who may come into contact with residents or customers with additional needs.



Drug & Alcohol Awareness 10 March 2016

There are many drugs that residents and service users may be using now or have used in the past. Some drugs are legal; alcohol is the most widely used drug in the UK. However, most are illegal and this means legal consequences for the user and for you as service providers. This course will provide a practical understanding of the effects of all the different types of legal and illegal drugs misused in the UK and will give participants practical skills in dealing with drug users of all types.

Aimed at: all staff who are working with people who use or have used legal or illegal drugs, or are affected by drug or alcohol use in some way.

HOW TO BOOK

To book a place on one or more of these courses, or to register your interest in an upcoming course, please email housing.training@cityoflondon.gov.uk. You will then be sent an Outlook invitation confirming your booking.

Please make sure you tell us about any special dietary requirements, if applicable. You must also let us know in advance if you can no longer attend a training course.





coming soon

Dates are still to be confirmed for the following courses (autumn/winter 2015), but you can register your interest now.

Health & Safety - mock court case (1 day course)

Aimed at estate managers, area managers, estate staff, team managers. Anyone who is responsible for the safety of others.

Property Inspection for non-technical staff (2 day course, held off site)

Aimed at housing estate staff, non-technical managers, estate managers, area managers, social workers.

Customer services training - contact centre staff (1 day course)

This course will be targeted at staff working in our repairs call center team.

Dealing with damp (1 day course)

Designed to assist Property Services Officers, estate staff and estate managers in their roles - particularly liaising with residents around this contentious issue.

Mediation - what's it all about?

Working with Southwark Mediation Centre, this course will provide an overview of the mediation process. Examples of how mediation can help in different situations will provide staff with the tools needed to signpost residents, clients etc to the service.

Aimed at: estate staff, managers, social workers, tenancy support officers, income recovery team,

Internal training - half day sessions

Sessions on the following topics, led by colleagues from DCCS, will be arranged throughout the year.

Please register your interest today so we can add you to the waiting list.

- Tenancy fraud prevention
- Welfare Reform updates
- Domestic Violence procedure for frontline staff
- Overview of the Care Act
- Domestic Abuse, Stalking and Harassment (DASH)
- Early Help, Integrated Working and the pre-CAF
- Blue Light Training
- Child Sexual Exploitation
- Dementia Awareness

Did you know?

If you attend a course, we will make sure your HR team are notified so your iTrent learning account can be updated.



The Learning Pool

Did you know that the City's Learning Pool (previously called Core Zone), offers an extensive library of over 500 online training modules? Courses include the following, which may be of interest to Housing and People staff:

- Affordable Rent
- Financial Inclusion
- Fixed Term Tenancies
- Introduction to Social Housing: England
- Professional Boundaries for Housing Associations
- Introduction to Hoarding
- Safeguarding Children
- Safeguarding Adults
- Learning Disability Awareness

- Child Protection Investigations
- Child Protection Processes
- Common Assessment Framework
- Safeguarding & Child protection for non-children's service workers
- Safeguarding & child protection for the children's services workforce
- Dignity & Respect
- Mental Capacity Act
- End of Life Care (for social workers and social care practitioners)

The Learning Pool can be found here:
<http://cityoflondon.learningpool.com>

If you would like access to any of the courses listed above, or would like more information about the Learning Pool, please contact **Charl Nagel** on 020 7332 3691.

Contacts

If you have any queries about the contents of this document, please contact one of the following people:

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