

PLUS PROJECT
TRAINING PROGRAMME
MAY – JANUARY 2020

Shelter



Contents

Introduction	3
Training calendar	4
May – January 2020:.....	4
How to request a place.....	5
Training Course Outlines	6
Homelessness Law: Introductory	6
Aggressive and Difficult Behaviours	7
Motivational Interviewing	8
Tenancy Status and Rights.....	9
Leadership Skills	10
Eligibility and Housing Rights.....	11
Professional Boundaries	12
Mental Health and Housing.....	13
Contact us	14

Introduction

Homeless Link and Shelter have been awarded London Councils funding, to provide support to front-line agencies working with people who are sleeping rough or who are homeless/in housing need.

This funding is being used to provide the ***London Councils Homelessness Pan-London Umbrella Support (PLUS) Project***.

There are no hidden costs; all our services are provided ***free of charge***.

The services/support we provide to agencies includes:

- **Forums** – both homelessness and drug and alcohol focussed so you can keep updated around recent policy changes, innovations in service delivery and to network with colleagues
- **Good practice events** – focussing on certain topics such as health, welfare reform, homeless women and young homeless people
- **Training** – face to face, webinars, podcasts and e-learning courses. Topics include homelessness law, allocations, funding and equalities
- **Briefings** - including homelessness policy, welfare reform and homelessness statistics
- **A monthly ebulletin** – which contains information of homelessness related events, news, funding and partnership working opportunities and agency news
- **Information and support** - around diversifying funding, partnership opportunities and improving services to protected equalities groups
- **Information on trends** – for example young homeless people and homeless migrants.

Aims of the PLUS Project Service:

- To provide support, specialist advice, training, capacity building opportunities and a full-range of other infrastructure support to front-line agencies providing support to equalities groups around homelessness.
- To ensure agencies are kept aware of changes to policy affecting their organisations and client groups.

If you have any queries about any aspect of the service, please do not hesitate to contact us on 0344 515 1155 or by email to plusproject_training@shelter.org.uk

Training calendar

May – January 2020:

Date	Training Event	Trainer
Friday 31 st May	Homelessness Law: Introductory	Rita Parmar
Wednesday 5 th June	Aggressive and Difficult Behaviours	Rita Parmar
Tuesday 23 rd July	Motivational Interviewing	Mark Willis
Friday 6 th September	Tenancy Status and Rights	Rita Parmar
Wednesday 18 th September	Leadership Skills	Mark Willis
Tuesday 15 th October	Eligibility and Housing Rights	Rita Parmar
Wednesday 13 th November	Professional Boundaries	Tracy Maylath
Friday 6 th December	Homelessness Law: Introductory	Rita Parmar
Tuesday 14 th January	Mental Health and Housing	John Macklin

How to request a place

Click here to request places: shelter.org.uk/plusproject

Please ensure that you clearly specify the name and date of the course(s) you are interested in.

Please note: Places are limited and will be allocated on a first-come-first-serve basis. If demand is high, only one delegate per organisation will be offered a space.

Training Course Outlines

Homelessness Law: Introductory

Date: Friday 31st May 2019 and Friday 6th December 2019

Location: Resource for London, 356 Holloway Road, N7 6PA

Course aims

This course provides an introduction to the principles, processes and duties inherent in the homelessness legislation. Delegates will develop a systematic approach to homelessness law, become familiar with the Homelessness Code of Guidance for local authorities and consider the main principles relating to housing allocations. The course incorporates all the changes brought in by the Homelessness Reduction Act.

Course contains

- Policy options for allocations and homelessness legislation
- Legislation and the Homelessness Code of Guidance
- Duty to make enquiries
- The Homelessness Reduction Act
- Housing options and prevention of homelessness
- Key elements of the basic definition sections of the legislation
- Assessing eligibility, homelessness, priority need, intentional homelessness and local connection
- Important case law
- Review and appeal rights
- Allocation of housing

Aggressive and Difficult Behaviours

Date: Wednesday 5th June 2019

Location: Resource for London, 356 Holloway Road, N7 6PA

Course aims

A one-day workshop which equips participants with the skills and knowledge they need to avoid confrontational situations with difficult and aggressive clients and to use creative, effective strategies to calm a difficult and/or aggressive client when necessary.

Course contains

- How to spot the stages of conflict and to prevent it from escalating
- Reasons for confrontational behaviour
- Linking reasons to strategies that will calm an aggressive or difficult person
- Avoiding behaviours that exacerbate a person's difficult behaviour
- Use of language to calm a situation
- Advanced, creative strategies to calm difficult and aggressive people
- Underhand manoeuvres difficult people may use and how to assertively deal with those manoeuvres.

Motivational Interviewing

Date: Tuesday 23rd July 2019

Location: Resource for London, 356 Holloway Road, N7 6PA

Course aims

This two-day course looks at effective motivational interviewing and coaching skills. Participants will learn new approaches, disciplines, skills and techniques to take their skills to a higher level including: identifying and tapping into people's sources of motivation and self-confidence; a step-by-step interviewing and coaching framework; listening and noticing skills and techniques; the art of asking smart questions; key elements for recording.

Course contains

- The necessary skills to provide effective interviewing and coaching
- How to identify and tap into people's sources of motivation and self-confidence
- A step-by-step interview and coaching framework
- Planning and preparation
- Listening and noticing skills and techniques
- The art of asking smart questions
- How to help people reflect and discover
- Key elements for recording
- Good practice.

Tenancy Status and Rights

Date: Friday 6th September 2019

Location: Resource for London, 356 Holloway Road, N7 6PA

Course aims

This course provides an introduction to the law as it relates to security of tenure in the public and private sectors, outlining the legal knowledge and practical skills required to determine housing status.

Course contains

- Housing status - what is it and why is it important
- History of housing legislation
- Rent Act 1977, Housing Act 1985, Housing Act 1988, Housing Act 1996
- Tenancies and licences
- Occupiers outside mainstream protection
- Excluded occupiers
- Notice rules
- Joint tenancies
- Fixed term tenancies

Leadership Skills

Date: Wednesday 18th September 2019

Location: Resource for London, 356 Holloway Road, N7 6PA

Course aims

As the housing sector continues to face challenges and change there is need to understand the key elements of leadership and how these can be applied when leading teams on a day-to-day basis as well as during times of change. Our workshop will help you to improve or learn new leadership skills whilst dealing effectively with challenges.

Course contains

- Leadership and power
- What type of person makes a good leader
- What does a good leader do
- Using a leadership style matrix: right approach to the right situation
- Emotional intelligence in leadership
- Action centred leadership and change
- Agile and adaptable leadership teams
- Leading your peers
- Models for dealing with challenges.

Eligibility and Housing Rights

Date: Tuesday 15th October 2019

Location: Resource for London, 356 Holloway Road, N7 6PA

Course aims

This course examines the links between immigration status and housing rights. Delegates will receive an update on changes in statute, case law and practice. They will have the opportunity to consider how the different types of immigration status impact on the allocation of social housing and duties to those who are homeless.

Course contains

- Basic immigration status and how it affects entitlement to public funds
- Which persons from abroad can be allocated social housing and are eligible for the purposes of Part VII of the Housing Act 1996
- Habitual residence test
- European Economic Area: an explanation of what free movement and rights to reside mean
- Which Europeans and their family members are entitled to public funds; including what the position is where spouses separate, there is a divorce or the 'worker' dies
- Which EEA nationals hold Permanent Residence and are thus always entitled to public funds
- Social services provision for persons from abroad
- The new 'Right to rent' checks requirement for private landlords
- Case law in all relevant areas

Professional Boundaries

Date: Wednesday 13th November 2019

Location: Resource for London, 356 Holloway Road, N7 6PA

Course aims

This one-day course develops practice through a day of interactive learning and discussion. The course allows delegates to have fun as they actively test their boundaries, share good and poor practice examples and are guided through establishing the difference between professional and other relationships.

Course contains

- Defining and locating professionalism in context
- The opportunity to test ideas of professionalism against our peers
- Explaining how the law, regulation and policy guide work in practice
- Valuing and sharing information in professional settings and understanding the limits to confidentiality
- Thinking about business impacts, reputational damage and publicity
- How to navigate the electronic world as a professional including social media
- Behaviours at work and as part of a team and wider organisation
- Professional behaviours, morals and ethics in focus
- Differences between personal and professional relationships
- Practical shared discussions and tests of boundaries and thinking about what is and is not 'professional'
- Tips on how to navigate the grey areas of boundaries
- Partnership challenges.

Mental Health and Housing

Date: Tuesday 14th January 2020

Location: Resource for London, 356 Holloway Road, N7 6PA

Course aims

This course is delivered within the context that a disproportionate number of people experiencing mental ill-health become homeless and a disproportionate number of people who become homeless develop mental health problems. The course examines the relevant mental health, community care and housing law that can assist in preventing and relieving homelessness and developing appropriate support packages.

Course contains

- Practical advice on accessing appropriate services
- The changes to compulsory admissions introduced by the Mental Health Act 2007
- Rights under s.117 of the Mental Health Act
- Tactics for defending possession proceedings
- The changes introduced by the Care Act 2014
- The new National Minimum Eligibility Criteria for community care services
- The assessment of vulnerability under the homelessness legislation
- The structural links between the legislation that aim to promote a more responsive service.

Contact us

We are here to help with any questions or advice you need so please do not hesitate to contact us on:

E : plusproject_training@shelter.org.uk

T : 0344 515 1155