

PLUS PROJECT
TRAINING PROGRAMME
JUNE – DECEMBER 2018

Shelter



Contents

Introduction	3
Training calendar.	4
How to request a place	5
Training Course Outlines.....	6
Homelessness Law: Introductory.....	6
Professional Boundaries.....	7
Eligibility & Housing Rights.....	8
Tenancy Status and Rights.....	9
Homelessness Reduction Act: Update.....	10
Aggressive and Difficult Behaviours.....	11
Contact us	12

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
- **A mentoring programme** - which includes mentoring skills training and matching scheme
- **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 1156 or by email to plusproject_training@shelter.org.uk

Training calendar:

Date	Training Event	Trainer
Tuesday 5 th June	Homelessness Law: Introductory	Rita Parmar
Friday 6 th July	Professional Boundaries	Tracy Maylath
Wednesday 18 th July	Eligibility and Housing Rights	Rita Parmar
Thursday 20 th September	Tenancy Status and Rights	Rita Parmar
Thursday 27 th September	Homelessness Reduction Act: Update	Rita Parmar
Friday 12 th October	Aggressive and Difficult Behaviours	Rita Parmar
Friday 23 rd November	Homelessness Law: Introductory	Rita Parmar
Tuesday 18 th December	Eligibility and Housing Rights	Rita Parmar

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: Tuesday 5th June and Friday 23rd November

Location: Shelter Training, 4 Garrett Street, London EC1Y 0TY

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

Professional Boundaries

Date: Friday 6th July

Location: Shelter Training, 4 Garrett Street, London EC1Y 0TY

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.

Eligibility and Housing Rights

Date: Wednesday 18th July and Tuesday 18th December

Location: Shelter Training, 4 Garrett Street, London EC1Y 0TY

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

Tenancy Status and Rights

Date: Thursday 20th September

Location: Shelter Training, 4 Garrett Street, London EC1Y 0TY

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

Homelessness Reduction Act: Update

Date: Thursday 27th September

Location: Shelter Training, 4 Garrett Street, London EC1Y 0TY

Course aims

The Homelessness Reduction Act (HRA) introduced new duties on local authorities for those who are homeless or threatened with homelessness. Following implementation of the Act from April 2018, this course covers the duties to prevent and relieve homelessness and looks at applicants' right to review.

Delegates will consider how the duties apply to a range of threatened homelessness situations, looks at the new public authority duty to refer and. It identifies the review and appeal rights that arise from the new duties.

Course contains

- The meaning of prevention and threatened homelessness
- The duty to assess and produce a personal housing plan
- The new duty to prevent homelessness
- The new duty to relieve homelessness
- The new public authority duty to refer
- New local connection provisions
- New rights of review and appeal
- Impact of the changes for homelessness and housing service

Aggressive and Difficult Behaviours

Date: Friday 12th October

Location: Shelter Training, 4 Garrett Street, London EC1Y 0TY

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.

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 1156