

THE LAF TRAINING NEWSLETTER

MARCH 2009

WWW.LAFONLINE.ORG

Still no change in costs of courses!

New, updated and better for this Year

LAF has some great plans for new courses over the next few months. We are looking to offer: *Communication Skills for Supported Housing Workers, Disability Awareness Issues, Change Management, Project Management, Community Cohesion* and more...

DATE CHANGE: BENEFITS FOR YOUNG PEOPLE

Friday 13 March 2009

This course covers the detailed benefit rules affecting young people, exploring entitlements, restrictions, opportunities and obligations. It will look at rights and difficulties in the age of 'welfare-to-work' particularly for young people under housing stress. This course is aimed at staff who already have a basic knowledge of the benefit system

NEW: WORK/LIFE BALANCE FOR BUSY PEOPLE

Monday 16 March 2009

This one day participatory workshop aimed at busy professionals working at any level who want to create more space in their lives creating a better balance between work and life therefore enhancing their quality of life by making room for their priorities. Once the model has been understood and applied to participant's own lives they will be able to assist either their staff or service users to use this model to effectively redress imbalances in their lives.

NEW: INTRODUCTION TO ASSERTIVENESS AND SUPPORTED HOUSING

Thursday 26 March 2009

This newly reworked course will give participants the opportunity to look at how they currently behave in a range of situations and at what gets in the way of being more assertive. We will explore the principles underpinning assertive behaviour and practice different techniques, (The practice of techniques is voluntary and not forced.)

EXTRA DATE — NEW: A BRIEFING ON THE NEW QAF

Monday 20 April 2009

This is an extra course due to demand

DATE CHANGE: WORKING WITH THOSE WHO ARE SUICIDAL

Thursday 02 April 2009

This one day course will focus on supporting people

who are at risk of suicide. It is designed to allow participants to feel more confident in being able to identify if someone is at risk of suicide and will have more ideas and resources for working with people who are suicidal.

DATE CHANGE: RISK ASSESSMENT (DAY 2)

Now: Tuesday 5th May 2009

NEW: CREATING AN ACCESSIBLE SERVICE

Friday 5th June 2009

This introductory course aims to enable participants improve access to their service and work effectively with clients and members of the public. It is for housing support workers who deal with clients and members of the public

NEW: ALCOHOL AND YOUNG PEOPLE

Monday 13th July 2009

The purpose of this course is to establish the effects of alcohol on young people from a family, social and health perspective. It will provide individuals who work, live or are responsible for young people who drink or are susceptible to drink, an awareness of alcohol and the confidence to provide advice and information to the young person or their carer.

NEW: RECRUITMENT AND SELECTION—LEGISLATION

Monday 22 June 2009

This course is suitable for anyone who is involved in the recruitment and selection process. The main focus of this program is to get a clear understanding of the legislation which has to be understood and applied to the recruitment and selection process.

NEW: RECRUITMENT AND SELECTION—PRACTICAL TOOLS

Monday 29 June 2009

This course is designed to equip delegates with some of the practical tools and processes, required when involved in recruiting and selecting. It assumes you already have a clear understanding of employment legislation. It would be valuable if attending delegates are involved in all aspects of the recruitment process

LAF TRAINING: WE DO IT BETTER!

Supporting and empowering organisations working to end social exclusion in our communities.

THE LAF TRAINING PROGRAMME

SPRING 2009

WWW.LAFONLINE.ORG

COURSES DEALING WITH DRUGS ISSUES

DRUGS AND HOUSING MANAGEMENT

Tuesday 24 March 2009

This course includes a guide on how not to get into trouble on your project. You will study common problems and issues surrounding housing drug users, focus on housing related aspects of drug use and be given confidence and knowledge through the practical approach to the issues. A basic working knowledge of different drugs and their effects by participants is assumed, and will not be part of the Course

COURSES DEALING WITH MENTAL HEALTH ISSUES

FOCUS ON DUAL DIAGNOSIS

Thursday 05 March 2009

This course aims to help generic workers, who have some experience with clients with mental health problems, develop a deeper understanding of the relationship between mental health problems and other difficulties. Although it deals primarily with drug and alcohol dependency it will also cover issues such as learning disability and physical problems

INTRODUCTION TO MENTAL HEALTH (DAY 1 and DAY 2)

Thursday 12 March 2009 and Thursday 19 March 2009

This two-day course is essential for all recently appointed staff. By the end of Day 1 participants will: recognise the signs of someone in mental distress, understand the history of treatment in mental illness, consider the most appropriate treatment for an individual and understand basic terms used in Psychiatry. By the end of Day 2 participants will: recognise some basic techniques for communicating with someone in mental distress, develop a basic case study and have access to a checklist of good practice.

INTRODUCTION TO UNDERSTANDING ALZHEIMER'S AND DEMENTIA

Wednesday 25 March 2009

This one-day course will examine issues surrounding dementia particularly in relation to supported housing settings. It will look at the medical model of Psychiatric Illness with a concentration on those disorders affecting those of more advanced years, with special emphasis on identifying the early signs of dementia. It is assumed that participants will have regular contact with individuals experiencing dementia and a willingness to better understand how this affects housing support.

COURSES DEALING WITH INTERPERSONAL ISSUES

KEYWORKING DIFFICULT OR RELUCTANT CLIENTS

Tuesday 17 March 2009

This course is intended for residential workers, resettlement workers and support workers who are involved in day-to-day

LAF Courses Cost:

1 Day: £105 LAF members, £127 non-members
2 Day: £200 LAF members, £236 non-members

NO INCREASES THIS YEAR!

keyworking and have some prior experience. It is intended to question assumptions made about keyworking by everyone concerned in the process, to identify obstructions and find methods that work, to enable constructive work with other agencies and to understand the need for clarity in exchanges with clients.

This course is best suited to those who are beginning to work with difficult or reluctant clients and wish to enhance their skills and effectiveness.

WORKING WITH PEOPLE WHO SELF-HARM

Wednesday 18 March 2009

The course will be based on the pioneering material developed by 42nd Street in Manchester and the Basement Project in Wales. The course will be facilitated by a locally based trainer and practitioner and is for supported housing staff who work with tenants who self harm, or who support vulnerable people and want to know more about this issue.

NEW: INTRODUCTION TO ASSERTIVENESS AND SUPPORTED HOUSING

Thursday 26 March 2009

This course will give participants the opportunity to look at how they currently behave in a range of situations and at what gets in the way of being more assertive.

We will explore the principles underpinning assertive behaviour and practice different techniques, (The practice of techniques is voluntary and not forced.)

By the end of the workshop participants will have broadened their range of choices which they can then go on to use in challenging situations.

DATE CHANGE: WORKING WITH THOSE WHO ARE SUICIDAL

Thursday 02 April 2009

This one day course will focus on supporting people who are at risk of suicide. It is designed to allow participants to feel more confident in being able to identify if someone is at risk of suicide and will have more ideas and resources for working with people who are suicidal.

DATE CHANGE: INTRODUCTION TO KEYWORKING

Wednesday 22 April 2009

This course will enable housing support workers to find out what being a keyworker actually means, what skills a keyworker needs to work more effectively with clients; the value and purpose of support planning; common keyworking situations and why support for staff is an important part of good client care.

COURSES DEALING WITH BENEFIT ISSUES

UPDATE ON BENEFITS AND NEW AGENCIES - 2009

Friday 06 March 2009

Benefit entitlements and agencies change frequently! It is crucial for housing project staff to keep ahead and think through implications for people in housing need. This course looks at the new Jobcentre Plus regime, 'Pathways to Work' if sick or disabled and the Employment Support Allowance planned for

2008, plus the (still traumatic) introduction and new changes affecting Working Tax Credit and Child Tax Credit. We address Supporting People, Individual Budgets, Pension Credit, payments into bank accounts and the loss of the Post Office Card Account by 2010, Standard Housing Allowance – replacing Housing Benefit nationally – and much more!

DATE CHANGE: BENEFITS FOR YOUNG PEOPLE

Friday 13 March 2009

This course covers the detailed benefit rules affecting young people, exploring entitlements, restrictions, opportunities and obligations. It will look at rights and difficulties in the age of 'welfare-to-work' particularly for young people under housing stress. This course is aimed at staff who already have a basic knowledge of the benefit system

COURSES DEALING WITH HOUSING MANAGEMENT

FOCUS ON HOUSING MANAGEMENT AND THE LAW (DAY 1) and (Day 2)

Friday 20 March 2009 and Friday 27 March 2009

This course aims to provide a comprehensive introduction to the most important aspects of housing management in respect to the law. It will ensure that participants understand the main legal framework, options and issues that affect housing, including the importance of following the law and internal guidelines. The course does not aim to remove the need for legal representation but will try to ensure that legal advice and subsequent action is only taken if necessary or when required as part of the process.

DATE CHANGE— NEW: A BRIEFING ON THE NEW QAF

Monday 30 March 2008

This session aims to brief new staff and existing staff, who are working for services that have funding granted to them by the Supporting People programme, on the new or modified components of the revised QAF

Note: This course is now full

DEALING WITH PROBLEMATIC AND DISRUPTIVE STAFF

Wednesday 01 April 2009

This course is aimed at managers and supervisors who are aware that they may have to deal in an authoritative role with problematic and disruptive staff.

EXTRA DATE — NEW: A BRIEFING ON THE NEW QAF

Monday 20 April 2009

This is an extra course due to demand. **It will cover the same basic areas as the previous course, but will attempt to answer specific questions from the participants.**

NOTE—DATE CHANGE:

FOCUS ON RESETTLEMENT (DAY 1 and DAY 2)

Wednesday 04 March 2009 and Wednesday 11 March 2009

Is now Friday 12 June 2009 and Monday 15 June 2009

This is an advanced two-day course. It will cover the practicalities of resettlement in the light of best practice and equal opportunities and provide a structure to make the process efficient and painless for the clients and their support workers. Note: this course assumes familiarity with the resettlement process and is not suitable for workers new to the subject

LAF is now an Umbrella Body for the CRB

LAF is now registered with the Criminal Records Bureau (CRB) as an umbrella body and can process disclosure applications on behalf of member agencies and others.

Organisations wishing to use the service will need to contact LAF in the first instance. An agreement between the organisation and LAF will be arranged and an appropriate contact person from the organisation must be clearly defined. All organisations must agree to the service standards and the CRB code of conduct.

LAF will supply a disclosure form, the organisation will arrange for the form to be completed by the applicant, validated and checked against appropriate identification.

The overall charge for each disclosure application will be:

Check Type	Member Rate	Non-Member Rate
Standard	£41	£46
Enhanced	£46	£51

This comprises the CRB fee and an administration charge. LAF will attempt to provide assistance with problems with filling in the forms via email and with suitable guidance/recording documents.

LAF will endeavour to have the disclosure completed in 3 weeks for a Standard check and 6 weeks for an enhanced check.

For further details contact miriam@lafonline.org or www.lafonline.org

Focus Courses are not suitable for those who are new to the service, or have no background knowledge of the topic

Last Updated: Monday, 02 March 2009

TARGETED COURSES

We want all our customers to have the clearest possible idea of what we are offering.

So here are our two key messages:

1. When you choose LAF training courses you are guaranteed a personal and practical approach.
2. LAF is reassuringly competitive and reassuringly generous.

What does this mean in practice?

- **“Personal”** means that courses delivered to one organisation in-house or to a group of you in our training room are designed for you. All courses are designed to help you understand the issues, agenda and policies within your local area as well as the wider picture. LAF is committed to “getting it right”. We are a small dedicated team that provides excellent standards of service, care and attention for people using our services.
- **“Practical”** means that we provide people who come on our courses with a number of techniques/actions to use in their everyday work to improve what they do. We provide practitioner delivered training.
- **“Reassuringly competitive”** means just what it says. Our courses are not free or “cheap” but they are competitively priced and this is a sign of their quality. We offer membership which results in lower costs for accessing training.
- **“Reassuringly generous”** means that LAF has a commitment to ensuring as much of the customers’ money as possible is dedicated to frontline service delivery - by paying a generous rate to trainers LAF expects and secures an excellent standard of preparation and delivery. LAF inspires commitment and loyalty from their trainers because of the organisation’s social purpose and standards of care and service.

I don’t want to quibble but...

You may not have noticed that the cost of courses is unchanged from last year. This is because LAF understands the constraints on the Supported Housing Sector and is attempting to ensure that by keeping costs down we are helping staff get the training they need at an affordable price. However, we still need to cover our costs and would appreciate your support by choosing LAF for all your individual and in-house training

Where’s mine?

LAF constantly reviews its mailing list so if you used to get the LAF Training Programme in the post, but now are reading someone else’s copy, we may have removed you from the list by accident. However, it is more likely that we have your email address and will be sending this to you by email to reduce paper usage, please check your spam filter to allow delivery. *If you are not getting the paper copy or the email copy, please get in touch so that we can make sure you are kept up to date by emailing david@lafonline.org*

WELL-QUALIFIED PEOPLE



David Mason is LAF’s Training and IT manager. He has worked for LAF since 1999.

David plans and monitors LAF’s annual training programme, He works with trainers to develop new and existing public courses, and has special responsibility for the content of in-house

courses.

David has a lot of experience with education in the community and vocational training. As well as a BSc degree he has a Post Graduate Certificate in Education and a Certificate of Qualification in Voluntary Youth Work. Before he worked for LAF he spent 13 years at Shipley College, mainly at Senior Lecturer level. He has worked at Thomas Danby College, Leeds College of Building and Leeds Metropolitan University. He has taught science, communications and computer studies and has a special interest in presenting material accessibly for learners with a variety of special educational and vocational needs.

Susan Cox is LAF’s Training and Finance Officer. She works with David Mason to provide LAF’s training programme, and to manage LAF’s financial administration. She has worked for LAF since 2003



Susan has a lot of experience with education in the community and workplace. As well as a BA degree she has a Post Graduate Certificate of Education for Post Compulsory Education and Training as well as a Diploma in Life Coaching. She has worked as a trainer for Thomas Danby College, Swarthmore Education

Centre and Sure Start. She has also facilitated in-house training for the Yorkshire Bank, the Alliance and Leicester and the Adult and Community Learning Services for Leeds City Council.

Susan also edits and writes the LAF e-newsletter.

LAF TRAINING:
We do it better!