

THE LAF TRAINING NEWSLETTER

OCTOBER 2008

WWW.LAFONLINE.ORG

Course costs are unchanged from last year!

REPEATED DUE TO DEMAND INTRODUCTION TO OUTCOMES MONITORING

Wednesday 22 October 2008.

This practical course will attempt to provide an overview of the process within the context of Supporting People and the wider Government agenda. It will look at ways in which organisations can develop an outcomes approach in order to fulfil their obligations.

DATE CHANGE NEW: MAKING MEETINGS WORK

Tuesday 4 November 2008

Staff meetings or residents' meetings, this day will provide an opportunity to look at what makes meetings work. How to ensure your meetings serve their purpose, run smoothly and recorded accurately? We will consider what it is that makes them a success or a flop!

DATE CHANGE: INTRODUCTION TO KEYWORKING

Wednesday 12 November 2008

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.

NEW: HELPING CLIENTS DEAL WITH BEREAVEMENT

Tuesday 25th November 2008

This course is aimed at staff who would like to learn how they can offer appropriate support to clients who have experienced a bereavement or significant loss.

DATE CHANGE NEW: FOCUS ON NEEDS AND RISK ASSESSMENT FOR THE ELDERLY

Friday 28 November 2008

The aim of the course is to ensure that staff are aware of the relevance of procedures and guidelines related to this client group, the rationale behind them and confidence in their ability to use them. It is a course with the opportunity for participants to raise individual queries

NEW: EFFECTIVE TIME MANAGEMENT

Monday 01 December 2008

NOTE: This course will run from 10.00 till 16.30

Do you ever get to the end of the day, or week, or month and wonder what you did with the time? Do you wish you could fit in everything you want or need to do by managing time? *This course will help you to increase work effectiveness and achieve greater control of your daily activities.*

NEW: BUILDING AN EFFECTIVE TEAM

Monday 10 November 2008

NOTE: This course will run from 10.00 till 16.30

This course focuses on what it is that makes a team work well and deliver positive results. Whether you are an established team which would like to improve performance or a

new team who would benefit from a greater understanding of each other, this course will introduce techniques to improve communication and team performance.

NEW: CIEH L2 CONFLICT RESOLUTION AND PERSONAL SAFETY

Tuesday 09 December 2008

This Accredited, QCA approved, CIEH (Chartered Institute of Environmental Health) course is delivered from 09.30 to 16.30 at the standard LAF course cost. This course has an optional, externally marked, multiple choice examination which gives the formal accreditation. *The cost of this and the CIEH Accreditation fee is an extra £20.*

NEW: WELLBEING STRATEGIES

Monday 08 December 2008

NOTE: This course runs from 10.00 to 16.30

This highly participative one day workshop is aimed at staff and managers and considers the term 'wellbeing' with the view to gaining a deeper understanding of what it means, how to harness and apply it to one's own life and an understanding of the value of wellbeing as a priority in life

NEW: DEALING WITH PROBLEMATIC AND DISRUPTIVE STAFF

Thursday 11 December 2008

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.

DATE CHANGE : EMOTIONAL INTELLIGENCE

Monday 15 December 2008

This workshop offers practical tools that form a navigational pathway to manage difficult emotions.

NEW: PERSONAL BUDGETS – WILL DISABLED PEOPLE CONTROL SOCIAL CARE?

Tuesday 16 December 2008 (09.30 to 12.30)

NOTE: This half-day awareness raising course runs from 09.30 to 12.30

Direct Payments for social care services have been with us for over a decade. Innovative Individual Budgets are available in pilot areas and Personal Budgets are promised to be rolled out across the country in 2008-2011.

NEW: EMPLOYMENT SUPPORT ALLOWANCE - A STEP CHANGE?

Tuesday 16 December 2008 (13.30 to 16.30)

NOTE: This half-day awareness raising course runs from 13.30 to 16.30

This course introduces Employment Support Allowance (ESA), introduced for all new claimants of incapacity-based benefits from 27 October 2008, then phased in for over two and a half million claimants already on benefit in 2009-2013 – starting with under 25s throughout 2009.

LAF TRAINING: WE DO IT BETTER!

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

THE LAF TRAINING PROGRAMME

WINTER 2008

WWW.LAFONLINE.ORG

COURSES DEALING WITH DRUGS ISSUES

HARM REDUCTION

Wednesday 26 November 2008

This course will build workers confidence in working with harm reduction techniques, explore the main conflicts in following a harm reduction policy, show why a harm reduction approach is the only really successful way forward. It will provide workers with an overview of the philosophy and practice of harm reduction. *Please note: this course will not cover Self-Harm issues.*

DRUGS AND HOUSING MANAGEMENT

Tuesday 02 December 2008

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 02 October 2008

This course aims to help generic workers, who have some experience with clients with mental health problems, develop an 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

SUPPORT FOR WORKERS WORKING WITH CLIENTS WITH MULTIPLE NEEDS

Tuesday 07 October 2008

This course aims to increase confidence in routine assessment and use of external services/agencies. It will enhance: using advocacy skills, greater confidence in identifying and prioritising needs, knowledge of availability of relevant services, confidence in accessing services, insight into constraints on other services, more accurate targeting of own projects resources and recognition of personal and project limitations.

FOCUS ON BI-POLAR DISORDER

Thursday 09 October 2008

This course aims to help housing support workers, residential care officers and floating support workers who have some experience with clients with mental health problems develop a deeper understanding of Bi-Polar disorder (previously known as Manic

Depression). It includes the social context, treatments (medical and non-medical), the consequences and the various theories about what causes it.

MENTAL HEALTH ISSUES OF ASYLUM SEEKERS

Thursday 16 October 2008

This one-day course will examine issues surrounding the basic mental health needs of asylum seekers and is particularly related to housing. It is assumed that there will be regular contact with asylum seekers and a willingness to better understand how this affects individuals. Participants will be encouraged to bring in relevant experiences from their own lives and work/support environment. There will be opportunities to ask questions about work with particular individuals.

FOCUS ON SCHIZOPHRENIA

Thursday 23 October 2008

The course will take a detailed look at aspects of care, the users perspective of their illness, diagnosis, treatments (both medical and non-medical), within the context of the three settings of client support - residential, housing management and floating support. The course will look at the various theories as to what causes schizophrenia. *It is assumed that participants will already have a working knowledge of Mental Health issues.*

INTRODUCTION TO MENTAL HEALTH (DAY 1) AND (Day 2)

Thursday 06 November 2008 and Thursday 13 November 2008

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.

FOCUS ON ANXIETY AND DEPRESSION

Thursday 27 November 2008

This course aims to help housing support workers, residential care officers and floating support workers develop a deeper understanding of anxiety and depression. At the end of the course participants will have a knowledge of the basic model (and have undertaken case studies), for understanding Depression and Anxiety, have an awareness of the likely drug treatments specified, consequences and alternative treatments, and knowledge of the strategies used in hostels, day centres, self contained accommodation and floating support.

COURSES DEALING WITH INTERPERSONAL ISSUES

ASSERTIVENESS AND SUPPORTED HOUSING

Tuesday 16 September 2008

This course will focus on the value of assertiveness skills in the work situation. However, it will be acknowledged that the skills are transferable to all aspects of our lives. Participants will have

LAF Courses Cost:

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

NO INCREASES THIS YEAR!

the opportunity to look at how they behave in a range of situations and at what stops them being more assertive. They will be encouraged to clarify their understanding of assertive, aggressive and non-assertive behaviour. The course will give them the opportunity to consider the importance of non-verbal behaviour in aiding assertiveness and to practice a number of assertiveness techniques. They will be encouraged to support each other in setting goals

REPEATED DUE TO DEMAND ADVANCED POSITIVE THINKING

Wednesday 17 September 2008

This course challenges negative belief systems and aims to provide the mental tools to overcome limiting thought processes. It is a bold and interesting workshop full of ideas and possibilities to enable positive emotional state management thereby reducing the need for conflict and separation between people.

MENTORING IN THE WORKPLACE

Monday 06 October 2008

This course is aimed at anyone who wishes to take on the role of workplace mentor, (usually an experienced worker providing guidance to less experienced workers). The course will look at how useful the mentoring role can be and how it complements other forms of staff support in developing individuals at work. Training methods will include self assessment, group work and question and answer sessions. The day is very practically based and participants should leave with greater confidence in their ability to be an effective mentor.

KEYWORKING DIFFICULT OR RELUCTANT CLIENTS

Tuesday 21 October 2008

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

SELF-ESTEEM TRAINING

Tuesday 11 November 2008

The course has been developed by experienced trainers and practitioners working in teenage pregnancy and is intended for workers dealing with young people who may be at risk of becoming pregnant. It is envisaged that staff will be able to use the materials from the course with their young clients to help boost their self-esteem and this may reduce local teenage pregnancy.

NEW DATE -INTRODUCTION TO KEYWORKING

Wednesday 12 November 2008

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.

ADVANCED KEYWORKING

Thursday 20 November 2008

The purpose of this course is to study, in depth, the keyworking

process. To look at some of the assumptions involved in keyworking, and to question them. To discuss just how "far in" the keyworking process should go, and to highlight some of the things that might occur during keyworking. Participants will have increased confidence in what can be done in keyworking, a greater insight into keyworking, why keyworking might not be working and what can be done about it, why and where equal opportunities feature in keyworking.

NEW: HELPING CLIENTS DEAL WITH BEREAVEMENT AND LOSS

Tuesday 25th November 2008

This course is aimed at staff who would like to learn how they can offer appropriate support to clients who have experienced a bereavement or significant loss. The topic can evoke difficult emotions in participants and it will be run in a sensitive and participant-centred way. It will use a variety of teaching methods, including experiential techniques to look at this universal experience. Staff often feel that they lack confidence to offer support to a client who has experienced a bereavement or significant loss.

LISTENING AND SUPPORT SKILLS FOR SUPPORTED HOUSING WORKERS

Wednesday 03 December 2008

This introductory course aims to help Housing Support Workers develop listening and support skills that they will be able to use in their work. Participants will look at how these skills together with positive attitudes will enhance their performance in their work role. This course will encourage participants to consider issues of ethics, including the maintenance of personal boundaries and confidentiality.

REPEATED DUE TO DEMAND RELEASE THE STRESS WORKSHOP

Wednesday 10 December 2008

This practical workshop offers you the opportunity to experience powerful techniques that will rejuvenate your energy levels. You will experience a series of mental exercises that will relax your mind and body. We go onto explore these exercises in greater depth so that you can then pass on the benefits of managing stress to colleagues and clients.

DATE CHANGE NEW: AN INTRODUCTION TO NLP IN SUPPORTED HOUSING

Thursday 18 September 2008

There is a lot of misinformation about what NLP is and how it can be used when working with people. This course is designed to be a gentle introduction to the topic together with a few practical tools that people can take away with them to use in the workplace and at home. In effect attendees should be able to use this knowledge to enhance their communication skills when working with clients

NOTE: NEW DATE—EMOTIONAL INTELLIGENCE

Monday 15 December 2008

This workshop offers practical tools that form a navigational pathway to manage difficult emotions. The pathway has grown organically from work within the mental health sector. With the information in this course you will improve the harmony within your relationships through greater independence and interdependence.

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

FOCUS ON ENTITLEMENTS FOR OLDER PEOPLE

Friday 17 October 2008

Older people face constant pressures about coping with their rising day-to-day bills, or severe pressures at times of risk or vulnerability. Older people also have access to a wide range of entitlements to benefits, credits, allowances and safeguards. Yet these are often neglected, bringing unnecessarily harsh conditions for many older people. *This course aims to bring you fully up to date with all key entitlements for older people – those who have reached state retirement age, or aged 50+.*

INTRODUCTION TO WORKING WITH PEOPLE WITH DEBT PROBLEMS

Friday 14 November 2008

This introductory course aims to help Housing Support Workers understand the effects of indebtedness and consider how to effectively work with clients. Many clients are affected by debt and have little knowledge of money management or the skills to seek advice. Participants will look at how these skills together with positive attitudes will enhance their performance in their work role. *This course will encourage participants to consider ethical issues including confidentiality.*

MAXIMISING INCOME FROM BENEFITS

Wednesday 19 November 2008

This course aims to help staff to ensure that tenants and people in housing need get the best deal out of the benefits system. It will explore benefit entitlements in common situations, highlighting ways to increase claims or defend current income, in a changing era of "welfare-to-work".

NEW: PERSONAL BUDGETS – WILL DISABLED PEOPLE CONTROL SOCIAL CARE?

Tuesday 16 December 2008 (09.30 to 12.30)

NOTE: This half-day awareness raising course runs from 09.30 to 12.30

Direct Payments for social care services have been with us for over a decade. Innovative Individual Budgets are available in pilot areas and Personal Budgets are promised to be rolled out across the country in 2008-2011.

NEW: EMPLOYMENT SUPPORT ALLOWANCE – A STEP CHANGE?

Tuesday 16 December 2008 (13.30 to 16.30)

NOTE: This half-day awareness raising course runs from 13.30 to 16.30

Can one million people move from incapacity benefits to full-time work?

This course introduces Employment Support Allowance (ESA), introduced for all new claimants of incapacity-based benefits from 27 October 2008, then phased in for over two and a half million claimants already on benefit in 2009-2013 – starting with under 25s throughout 2009.

DEALING WITH DEATH ON A PROJECT

Wednesday 15 October 2008

This one-day course is for all workers who deal with clients who are vulnerable and may die while being helped or assisted by their organisation. It will look at the implications of death of service users for the project and for the welfare of its individual workers. It will examine reasons why the death of service users does not

happen more often. *This course will have material that may be upsetting due to its subject matter*

INTRODUCTION TO HEALTH RISK MANAGEMENT IN SUPPORTED HOUSING

Monday 20 October 2008

This course will provide a basic introduction to food hygiene, pest control, safe handling of sharps and the control of infection for supported housing staff needing to consider health and safety issues, whether in a hostel setting, group home, or visiting a client in their own accommodation. It aims to provide a basis for safe working policies for staff and residents

REPEATED DUE TO DEMAND:**INTRODUCTION TO OUTCOMES MONITORING**

Wednesday 22 October 2008

This practical course will attempt to provide an overview of the process within the context of Supporting People and the wider Government agenda. It will look at ways in which organisations can develop an outcomes approach in order to fulfil their obligations.

**DATE CHANGE DATE CHANGE
NEW: MAKING MEETINGS WORK**

Tuesday 04 November 2008

Staff meetings or residents' meetings, this day will provide an opportunity to look at what makes meetings work. How can you ensure your meetings serve their purpose, run smoothly and are recorded accurately? We will share some of our own experiences of meetings and consider what it is that makes them a success or a flop! *We will be looking at some different methods and the skills required to help make your meetings more effective and even enjoyable.*

PROFESSIONAL BOUNDARIES

Wednesday 05 November 2008

This course is for residential workers, supported housing officers, day centre and resettlement workers, volunteers and managers. Staff work closely with vulnerable people and it is essential that clients rights and interests are respected and that the work undertaken fully reflects the organisations ethos. The course will explore in depth the key issues surrounding Role Boundaries. It will highlight just how dangerous it is to let role boundaries fade. *Overall the course will give clarity on why these boundaries are there and increase staff confidence on the topic.*

NEW: BUILDING AN EFFECTIVE TEAM

Monday 10 November 2008

NOTE: This course will run from 10.00 till 16.30

This course focuses on what makes a team work well and deliver positive results. If you are an established team which would like to improve performance or a new team who would benefit from a greater understanding of each other, this course will introduce techniques to improve communication and team performance.

FOCUS ON CHILD PROTECTION ISSUES

Tuesday 18 November 2008

This course will provide information for Housing Support Workers and auxiliary staff to equip them with a knowledge base in respect of the recognition of child abuse and the actions that are needed to protect the child. At the end of the course participants

will have increased understanding of: recognising Abuse, actions that can be taken and those that must be taken in the context of referral, the responsibility of the professional in the support of the child, the Children Act and local policies on Abuse, accessing resources for professionals when dealing with Abuse, the need for and ability to implement a Child Protection policy in their workplace.

INTRODUCTION TO SUPPORTING PEOPLE AND THE QAF

Monday 24 November 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.

NEW: FOCUS ON NEEDS AND RISK ASSESSMENT FOR THE ELDERLY

Friday 28 November 2008

This one-day course has been purpose designed for sheltered housing staff. The aim of the course is to ensure that staff are aware of the relevance of procedures and guidelines related to this client group, the rationale behind them and confidence in their ability to use them. It will be an informal course with the opportunity for participants to raise individual queries.

NEW: EFFECTIVE TIME MANAGEMENT

Monday 01 December 2008

Do you ever get to the end of the day, or week, or month and wonder what you did with the time? Do you wish you could fit in everything you want or need to do by managing time? The reality is that we can't manage time, but we can learn to manage ourselves and our use of time.

This course will help you to increase work effectiveness and control of your daily activities through better use of planning, delegation and organisation.

INTRODUCTION TO HOUSING LAW

Thursday 04 December 2008

This one-day course aims to provide a comprehensive introduction to the most important aspects of housing law and to ensure that participants understand the main legal framework, options and issues that affect housing. By the end of the course participants will have some insight into the complexity and importance of Housing Law, an understanding of tenancies and licences, confidence in dealing with rent and benefit officers, knowledge of eviction and possession and of the court system

NEW: WELLBEING STRATEGIES

Monday 08 December 2008

NOTE: This course runs from 10.00 to 16.30

This highly participative one day workshop is aimed at staff and managers and considers the term 'wellbeing' with the view to gaining a deeper understanding of what it means, how to harness and apply it to one's own life and an understanding of the value of wellbeing as a priority in life

NEW: CIEH LEVEL 2 AWARD IN CONFLICT RESOLUTION AND PERSONAL SAFETY

Tuesday 09 December 2008

This Accredited, QCA approved, CIEH (Chartered Institute of Environmental Health) course is delivered by an experienced and accredited trainer over one extended day (09.30 to 16.30) at the

standard LAF course cost.

This course has an optional, externally marked, multiple choice examination which gives the formal accreditation. *The cost of this and the CIEH Accreditation fee is an extra £20.*

NEW: DEALING WITH PROBLEMATIC AND DISRUPTIVE STAFF

Thursday 11th December 2008

This course is aimed at managers or supervisors who are aware that they may have to deal in an authoritative role with problematic and disruptive staff. It will look at the areas of possible conflict in the managerial/team member roles of the new manager/supervisor.

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

Last Updated: Wednesday, 15 October 2008

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:
REASSURINGLY COMPETITIVE —
REASSURINGLY GENEROUS**