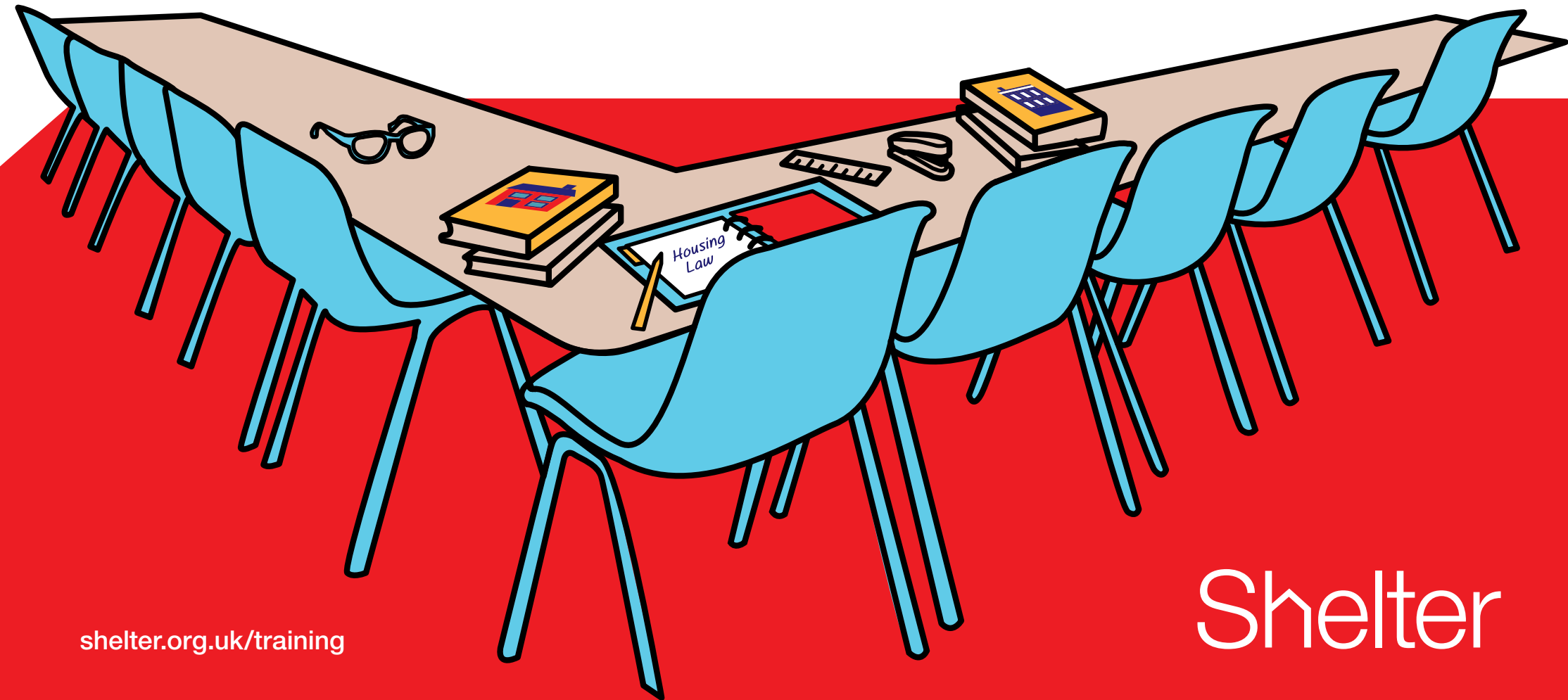


training

Training courses, seminars
and workshops in London
and Manchester
September – December 2015



shelter.org.uk/training

Shelter

London and Manchester courses, workshops and seminars: September – December 2015

Housing and homelessness

September	September continued	October	November	December
Private Rented Sector, Harassment and Illegal Eviction 1 September – London	Community Care and Housing 16 September – London	Homelessness: Update 1 October – London	Homelessness Law: Introductory 3-4 November – Manchester	Security of Tenure: Advanced 2 December – London
Students and Housing: SEMINAR 2 September – London	Housing Law: Update 22 September – London	Equality Act Defences to Possession Claims: SEMINAR 5 October – London	Using Housing Case Law: Better Submissions and Decisions: SEMINAR 5 November – London	Temporary Accommodation and the Law 3 December – London
Housing Law and Advice: a Foundation 2-3 and 9-10 September – London	Housing Possession Hearings: Practice and Procedure 22-23 September – Manchester	Defending Mortgage Possession Proceedings 6 October – London	Digital Housing Advice and Support: a Way Forward: GOOD PRACTICE WORKSHOP 10 November – London	Housing Possession Hearings: Practice and Procedure 8-9 December – London
Homelessness Law: Introductory 7-8 September – London	Domestic Violence and Housing 23 September – London	Housing Law and Advice: a Foundation 6-7 and 13-14 October – Manchester	Housing Law and Advice: a Foundation 16-17 and 23-24 November – London	Assured Shorthold Tenancies 10 December – London
Assured Shorthold Tenancies 11 September – London	Homelessness and Allocations Law: Advanced 23-24 September – London	Immigration Status and Housing Rights 14 October – London	Housing Law: Update 18 November – London	Domestic Violence and Housing 10 December – London
Homelessness Vulnerability: The New Law 14 September – London	Housing Conditions: Legal Liabilities and Maintenance 24-25 September – London	Making Homelessness Applications 14 October – London	Homelessness and Allocations Law: Advanced 18-19 November – London	Challenging Homelessness Decisions 17 December – London
Prisoners' Housing Rights 14 September – London	European Nationals' Housing Rights 29 September – London	Disrepair and Conditions: Inspecting a House 20-21 October – London	Tackling Antisocial Behaviour and Harassment 19 November – London	
Mental Health and Housing 15 September – London	Challenging Homelessness Decisions 29 September – London	Housing Possession Actions 27 October – London	Homelessness Law: Introductory 23-24 November – London	
Housing Possession Hearings: Practice and Procedure 15-16 September – London	Housing Law: Update 29 September – Manchester	Homelessness and Allocations Law: Advanced 29-30 October – Manchester	Young People, Housing and Homelessness 26 November – London	

Venues

London	Manchester
Shelter Training 4 Garrett Street London EC1Y 0TY	YHA Potato Wharf Castlefield Manchester M3 4NB

Benefits and debt

September	October	November	December	December continued
Arrears Management: The Impact of Universal Credit and Benefit Reform: SEMINAR 17 September – London	Housing Benefit and Discretionary Housing Payments* 6 October – London	Housing Benefit: The Problem Areas* 19 November – London	Universal Credit: The Housing Element* 1 December – London	Benefits for EEA Nationals* 15 December – London
Arrears Management: The Impact of Universal Credit and Benefit Reform: SEMINAR 30 September – Manchester	Introduction to Universal Credit* 30 October – London	Introduction to Debt Advice* 25 November – London	Introduction to Welfare Benefits* 9 December – London	Arrears Management: The Impact of Universal Credit and Benefit Reform: SEMINAR 16 December – London

*Courses marked with an asterisk are being delivered in partnership with the Benefits Training Company

Personal development

September	October	October continued	November	November continued	December
Aggressive and Difficult Behaviours: WORKSHOP 3 September – London	Leadership Skills: WORKSHOP 6 October – London	Young People and Anger Management: WORKSHOP 29 October – London	Collaborative Working in Housing: GOOD PRACTICE WORKSHOP 6 November – London	Skills for Managing Client Expectations and Giving Advice: WORKSHOP 17 November – London	Aggressive and Difficult Behaviours: WORKSHOP 3 December – London
	Resilience and Mindfulness: WORKSHOP 28 October – London		Setting Professional Boundaries: WORKSHOP 12 November – London		

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In-house training	4	Using Housing Case Law: Better Submissions and Decisions: Seminar	16	Harassment, disrepair and estate management			
Housing and homelessness courses		Temporary Accommodation and the Law	17	Tackling Antisocial Behaviour and Harassment	28	Personal development courses	
Housing law and rights to housing		Housing: care and support		Private Rented Sector: Harassment and Illegal Eviction	29	Leadership and management	
Housing Law and Advice: a Foundation	5	Community Care and Housing	18	Housing Conditions: Legal Liabilities and Maintenance	30	Collaborative Working in Housing: Good Practice Workshop	40
Housing Law: Update	6	Mental health		Disrepair and Conditions: Inspecting a House	31	Leadership Skills: Workshop	41
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European Nationals' Housing Rights	8	Young people		Benefits and welfare reform		Aggressive and Difficult Behaviours: Workshop	42
Immigration Status and Housing Rights	8	Young People, Housing and Homelessness	20	Introduction to Universal Credit	32	Setting Professional Boundaries: Workshop	43
Prisoners' Housing Rights	9	Students and Housing: Seminar	21	Universal Credit: The Housing Element	33	Skills for Managing Client Expectations and Giving Advice: Workshop	44
Digital Housing Advice and Support: a Way Forward: Good Practice Workshop	10	Tenure and court proceedings		Benefits for EEA Nationals	34	Young People and Anger Management: Workshop	45
Homelessness and allocations law		Assured Shorthold Tenancies	22	Introduction to Welfare Benefits	35	Resilience and Mindfulness: Workshop	46
Making Homelessness Applications	11	Security of Tenure: Advanced	23	Housing Benefit and Discretionary Housing Payments	36	How to book	47
Homelessness Law: Introductory	12	Defending Mortgage Possession Proceedings	24	Housing Benefit: The Problem Areas	37	Booking form: public courses	48
Homelessness and Allocations Law: Advanced	13	Housing Possession Actions	25	Debt and money management			
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Why attend a Shelter course?

- In 2014, 97% of delegates said they would recommend their course to others*
- During the past three years we have trained staff from over 95% of English local authorities
- Our trainers are all experts in their fields and their training is regularly quality-checked
- Delegates receive a comprehensive set of course notes to take away
- All profits made fund Shelter's work supporting badly housed and homeless people.

*Based on the 3,477 delegate evaluation forms completed in the period January-October 2014.

You can search for course dates and book online quickly and easily at shelter.org.uk/training.

If you have any queries regarding our courses in central London and Manchester please email training@shelter.org.uk or call 0344 515 1155

What our customers say about us

'Shelter training courses and trainers are always of a very high standard'

Housing Advisor, St Mungos

'Carefully prepared and very well delivered'

*Caseworker,
Canterbury Advice Centre*

'Absolutely great!!... can't believe how much I have enjoyed the training'

*Intensive Support Worker,
LDHAS*

In-house training

If you have five or more staff to train, arranging an in-house course is a cost-effective option. Courses can be tailored to the needs of your organisation and run at a time and location of your choice.

Why book Shelter in-house training?

- Our trainers are experts in their fields and are adept at tailoring courses to the particular needs of organisations
- We are greatly experienced, providing around 500 training days a year to staff from hundreds of organisations
- We offer discounts for bulk bookings and have a proven track record of providing large-scale training programmes for whole departments
- All of the courses in this brochure can be delivered in-house. We also have a much larger portfolio of courses available outlined in our specific in-house training brochure.

For more information visit shelter.org.uk/inhousetraining email inhousetraining@shelter.org.uk or call 0344 515 1161

Feedback regarding our in-house training

'The training was brilliant – everyone really enjoyed it and learnt a lot. I think the quality of the trainers was key and filled officers with enthusiasm to put what they learned into practice'

*Private Sector Housing Manager,
Plymouth City Council*

'... we all really enjoyed the training, finding it very informative. The trainer was helpful and knowledgeable about our area of work which really made a difference. Thanks again'

*Nightstop Project Worker (Teeside),
The John Paul Centre*

Housing law and rights to housing

Housing Law and Advice: a Foundation

Four-day course

Introductory/CPD 20 hours

Objectives

This popular, well-established four-day course provides a comprehensive introduction to the most important aspects of housing aid and advice work. Delegates gain the legal knowledge and practical skills required to determine housing status and become familiar with the principles, processes and duties inherent to homelessness legislation. Homelessness content includes decisions of the Supreme Court in *Hotak v Southwark LBC* (2015) UKSC 30 and *Nzolameso v Westminster CC* (2015) UKSC 22.

Course contents

Day one

- Housing status
- History of housing legislation
- Rent Act 1977, Housing Acts 1985, 1988 and 1996
- Changes to social housing law under the Localism Act 2011
- Tenancies and licences
- Occupiers outside mainstream protection
- Excluded occupiers

- Tied accommodation
- Notice rules

Day two

- Grounds for possession
- Possession orders and brief overview of the role of the court
- Bailiffs' warrants
- Basic defence of proceedings and counterclaims
- Joint tenancies
- Fixed-term tenancies
- Impact of order for possession on security of tenure.

Days three and four

- Policy options for allocations and homelessness legislation
- Legislation and the code of guidance
- Duty to make enquiries
- Housing options and prevention of homelessness
- Key elements of the basic definition sections of the legislation

- Assessing eligibility, intentionality, homelessness, priority need and local connection
- Important case law
- Review and appeal rights
- Allocation of housing

Learning outcomes

After attending this course, you will be able to:

- diagnose security of tenure
- advise an occupier on notice entitlement
- instruct an occupier on criteria the court can use to make an order for possession
- identify where an occupier has a defence against possession proceedings
- find out when the council has a duty to start a homelessness investigation under the Housing Act 1996 (Part VI)
- describe key factors relating to eligibility for assistance, homelessness, priority need, intentional homelessness and local connection

- advise on the duties of a local authority towards a homeless person
- identify the legal issues which arise in allocation of social housing under the Housing Act 1996 (Part VI).

Who it's suitable for

Recently appointed advisers from the statutory and voluntary sectors, as well as those who wish to broaden their knowledge or catch up with recent changes in housing law and policy. This course assumes little or no knowledge of legislation.

London: 2–3 and 9–10 September, 16–17 and 23–24 November
(Trainers: Tony Martin and Ian Dunn).

Manchester: 6–7 and 13–14 October,
(Trainers: Kate Newbould and Mark Robinson).

Price: Com. £705 (+ VAT),
Std. £677 (+ VAT), Con. £622 (+ VAT)

‘So relevant... I should have attended this at the start of my employment’

*Housing Liaison Officer,
Essex Probation*

Note: This course has previously been known as ‘Foundation in Housing Law and Advice’ and also as ‘Key Housing Aid and Advice: Part A’.

Housing Law: Update

One-day course

Advanced/CPD 5 hours

Objectives

This event provides experienced practitioners with an update regarding key developments in housing law, with an emphasis on recent case law decisions and their implications for housing advice and casework.

Course contents

- Landlord and tenant law
- Tenancy deposit schemes
- Deregulation Act 2015
- Antisocial behaviour
- Cases with a human rights element
- Disability discrimination
- Homelessness
- Homeless children and community care provision

Learning outcomes

After attending this event, you will be able to:

- take account of / prepare for actual or impending changes to legislation
- identify current legal and policy issues affecting tenants, borrowers, occupiers, homeless people and those in housing need
- assess the impact of recent case law on your work and practice.

Who it's suitable for

Housing advisers, lawyers and local authority staff with a good working knowledge of housing law.

London: 22 September, 18 November

(Trainer: John Gallagher)

Manchester: 29 September

(Trainer: Mark Robinson)

September dates:

Price: Com. £253 (+ VAT),

Std. £226 (+ VAT), Con. £171 (+ VAT)

November date:

Price: Com. £120 (+ VAT),

Std. £120 (+ VAT), Con. £120 (+ VAT)

‘Very comprehensive.
Good materials and
knowledgeable trainer’

Solicitor, Walsall CAB

‘Useful update regarding
S21, tenancy deposits,
homelessness...’

Solicitor, Cumbria Law Centre

Domestic Violence and Housing

One-day course

Intermediate/CPD 5 hours

Objectives

This course explores housing problems associated with domestic violence. Delegates will develop an understanding of the legal and housing options that are available in order to support clients.

Course contents

- Occupation rights for Married and Cohabiting persons
- Injunctions available under the Family Law Act 1996 (non-molestation and occupation orders)
- Criminal Legal Remedies
- Injunctions against Anti-Social Behaviour
- Local authority homelessness prevention initiatives to support victims of domestic violence who wish to remain in their homes
- Homelessness legislation in domestic violence cases
- Women or men with no recourse to public funds
- Rights of EU citizens to homeless accommodation

Learning outcomes

After attending this course, you will be able to:

- understand the occupation rights of individuals affected by domestic violence
- understand the different civil and criminal legal options available to those who have been affected by domestic violence
- identify local authority strategies that could make life safer for victims of domestic violence
- understand how a victim of domestic violence may be able to make a homeless application.

‘Really good handouts and case studies helped to put the information I learnt into practice’

Tenancy Support Officer, LB of Croydon

Who it's suitable for

People who give housing advice and support to those who have experienced domestic violence. Previous training in domestic violence awareness would be an advantage.

London: 23 September, 10 December
(Trainer: Deborah Winterbourne)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

European Nationals' Housing Rights

One-day course
Intermediate/CPD 5 hours

Objectives

This course looks in detail at the housing rights of workers and others who come to the UK from Europe. Delegates examine at the legal framework that regulates the rights of such workers to access social housing and homelessness assistance under the 1996 Housing Act, examine the rights of specific groups and consider problem areas. The content of this course is updated regularly to reflect changes to legislation and/or caselaw.

Course contents

- Which groups are subject to immigration
- Overview of migration and different migration routes for non-EU nationals
- Detailed examination of rules on EEA workers, work seekers, self-employed people and family members
- Rights of those caring for children
- Permanent rights to reside
- The rules for Croatian workers

- Role of social services in housing vulnerable migrant adults and children

- Case law in all relevant areas

Note: Delegates are encouraged to bring cases and issues of concern for discussion.

Learning outcomes

After attending this course, you will be able to:

- understand how immigration and European law works in relation to housing rights
- understand eligibility for European migrants
- advise applicants appropriately.

Who it's suitable for

Advisers, policy makers, and housing providers who need to know about the practical consequences of legislative and procedural change. This course is designed for people with experience in housing, and a good basic knowledge of the framework of housing provision.

London: 29 September
(Trainer: John Shortridge)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

Immigration Status and Housing Rights

One-day course
Intermediate/CPD 5 hours

Objectives

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 status impact on the allocation of social housing and duties to those who are homeless.

Course contents

- 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

- Case law in all relevant areas

Note: delegates are encouraged to bring cases and issues of concern for discussion.

Note: this course complements our 'European Nationals' course. It does not cover any other groups than those stated. People who ONLY need to know about EU Nationals, may find the 'European Nationals' course more suitable.

Learning outcomes

After attending this course, you will be able to:

- understand how immigration systems work
- understand how eligibility works
- advise migrants appropriately.

Who it's suitable for

Advisers, policy makers and housing providers who need to know about the law concerning immigration and housing. Delegates will need a good basic knowledge of the framework of housing provision.

London: 14 October
(Trainer: John Shortridge)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

Prisoners' Housing Rights

One-day course Introductory/CPD 5 hours

Objectives

This course equips delegates with the skills and knowledge to provide assistance to people from remand through to sentencing and release. Heavy emphasis is placed on the importance of sustaining tenancies and the range of available tactics. Delegates develop an understanding of the assessment of vulnerability under the homelessness legislation and consider the position of those facing homelessness upon discharge.

Course contents

- The current policy and legislative context and Community Rehabilitation Companies
- Home detention curfew and calculating earliest date of release
- Remand and sentencing
- Housing benefit
- Grounds for possession
- Homelessness legislation in outline
- Vulnerability, intentionality and local connection

- Eligible for or excluded from the housing register?
- Community Care entitlements clarified by the Care Act 2014.

Learning outcomes

After attending this course, you will be able to:

- establish whether it would be possible to sustain tenancies during a custodial sentence
- understand how to work strategically to reduce homelessness and the risk of re-offending
- identify key case law around vulnerability and how to support homelessness applications.

Who it's suitable for

Homelessness and allocation officers, link workers based in prisons, those giving advice to prisoners and link or liaison officers based in local authorities and housing associations.

London: 14 September

(Trainer: John Macklin)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

'John was highly knowledgeable and made the day interesting. All of the content is relevant to my work in the prison'

Housing Advisor, St Mungos

Digital Housing Advice and Support: a Way Forward: Good Practice Workshop

One-day workshop

Intermediate/CPD 5 hours

Workshop context

Based on Shelter's 2015 channel shift research 'Down the line: the future role of digital housing advice and support', this seminar provide delegates with an opportunity to explore ways to improve access to housing advice, discover what other authorities and advice agencies are doing, what works well and what people who are experiencing housing issues expect.

With an increasing demand for advice and support it is necessary to explore the ways in which the sector can provide the right advice at the right time to those in housing need. It is fundamental to understand whether digital and online options can provide a way forward.

Workshop contents

- Identifying your housing advice demand
- Reviewing advice 'access' arrangements
- Identifying barriers to successful advice and support

- How to understand channel preference
- Identify the need type: Information, advice and homelessness support
- Drivers of telephone and face to face support
- The role of digital housing advice and support
- Multi-channel support strategy
- Risks of digital solutions.

Who it's suitable for

Housing Operations Managers and other key personnel at local authorities who are reviewing their service delivery and looking for a better approach to provide access to advice and support.

London: 10 November

(Trainer: Harinder Biring)

Price: Com. £120 (+ VAT),

Std. £120 (+ VAT), Con. £120 (+ VAT)

'Extremely insightful and useful training. Pitched and structured very well'

*Housing Services Manager,
The Bridge*

Making Homelessness Applications

One-day course Intermediate/CPD 5 hours

Objectives

This course provides delegates with the knowledge required to assist a client who is, or is about to become, homeless. Delegates will gain a comprehensive understanding of the processes and duties inherent in making homelessness applications.

Course contents

- Duties of the housing authority and working within a housing options/ preventions framework
- Revisiting the legal test of homelessness, eligibility, vulnerability etc
- Practical tools to support a client in making a homelessness application
- Examining what an applicant needs to show in order to get interim accommodation
- Recognising 'gatekeeping'

- Obtaining effective evidence in support of a homelessness application
- Using the Homelessness Code of Guidance

Learning outcomes

After attending this course delegates will be able to:

- identify circumstances that trigger a council's duty to start a homelessness investigation
- describe key factors governing eligibility for assistance, homelessness, priority need, intentional homelessness and local connection
- advise on the duties of local authority towards a homeless person
- gather evidence to support homelessness applications
- help clients who experience 'gatekeeping'.

Who it's suitable for

All advisers, staff and volunteers who are working with people making, or needing assistance with, homeless applications.

London: 14 October

(Trainer: Rita Parmar)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

Homelessness Law: Introductory

Two-day course Introductory/CPD 10 hours

Objectives

This course provides a comprehensive introduction to the principles, processes and duties inherent to 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 allocation. The course materials have been updated to reflect the judgements of the Supreme Court in *Hotak v Southwark LBC* and other cases (2015) UKSC 30 and *Nzolameso v Westminster CC* (2015) UKSC 22.

Course contents

- Policy options for allocations and homelessness legislation
- Legislation and the homelessness code of guidance
- Duty to make enquiries
- 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

- Discharge of the full housing duty including changes under the Localism Act 2011
- Important case law
- Review and appeal rights
- Allocation of housing

Learning outcomes

After attending this course, you will be able to:

- identify circumstances that trigger a council's duty to start a homelessness investigation
- describe key factors relating to eligibility for assistance, homelessness, priority need, intentional homelessness and local connection
- advise on the duty of a local authority towards a homeless person
- identify broad legal issues arising in the allocation of social housing.

Who it's suitable for

Anyone working in the statutory or voluntary sector who is likely to come into contact with, or needs to give housing advice to people in housing need. No prior knowledge of the legislation is needed.

London: 7–8 September, 23–24 November

(Trainer: John Shortridge in September, Tony Martin in November)

Manchester: 3–4 November

(Trainer: Mark Robinson)

**Price: Com. £407 (+ VAT),
Std. £380 (+ VAT), Con. £330 (+ VAT)**

‘Gave me everything I needed and expected, with lots of reference materials and ideas for further reading’

*Head of Student Centre,
London South Bank University*

‘Excellent,
informative tuition’

*Scheme Manager
Temporary Accommodation,
Stockport Homes*

Homelessness and Allocations Law: Advanced

Two-day course

Intermediate/CPD 10 hours

Objectives

This course covers homelessness law and new case law developments. Delegates will examine case law on allocations and the current statutory framework, and focus on the process of homelessness decision-making. Course materials have been fully updated to reflect the decisions in *Hotak v Southwark LBC* and other cases (2015) UKSC 30 and *Nzolameso v Westminster CC* (2015) UKSC 22.

Course contents

- Recap on public law issues, plus practical case studies
- Duty to make inquiries; statutory context of housing options services
- Detailed examination of eligibility, homelessness, priority need, intentionality, and local connection
- Suitability of accommodation
- Temporary accommodation duties and issues
- Reviews, appeals, and judicial review

- Housing pending review and appeal
- Housing duties including discharge of duty under the amendments brought in by the Localism Act 2011
- Allocations (approximately half a day)

Learning outcomes

After attending this course, you will be able to:

- apply public law principles of decision making in a homelessness context
- understand and apply details of a wide variety of statutory material and case law decisions
- explain and apply broad legal principles to allocations decisions made by local authorities and private registered providers.

Who it's suitable for

Homelessness officers, housing advisers and solicitors with previous training in homelessness legislation or with substantial experience. This course assumes that delegates will be familiar with the basic definition sections of Part 7 of the Housing Act 1996 as amended by the Homelessness Act 2002.

**London: 23–24 September,
18–19 November**

(Trainer: Ian Dunn)

Manchester: 29–30 October,

(Trainer: Mark Robinson)

**Price: Com. £407 (+ VAT),
Std. £380 (+ VAT), Con. £330 (+ VAT)**

‘Very good training by an experienced trainer. Interactive learning was very effective’

Caseworker, RCJ CAB (Islington)

Homelessness: Update

One-day course

Advanced/CPD 5 hours

Objectives

This seminar will provide experienced practitioners with an update on case law and other developments regarding homelessness and allocations.

Course contents

- Eligibility for assistance
- Vulnerability / priority need
- Intentional homelessness
- Discharge of duties/suitability of accommodation / out of area offers
- Local connection
- Reviews and appeals
- Links with the Children Acts and community care provision

Learning outcomes

After attending this seminar, you will be able to:

- take account of actual or impending changes in legislation or regulation
- identify current legal and policy issues affecting homeless people and those in housing need
- assess the impact of recent case law on your work and practice.

Who it's suitable for

Housing advisers and caseworkers, lawyers, housing and homelessness officers, other local authority staff and managers with a good working knowledge of housing law and practice.

London: 1 October

(Trainer: John Gallagher)

**Price: Com. £120 (+ VAT),
Std. £120 (+ VAT), Con. £120 (+ VAT)**

Challenging Homelessness Decisions

One-day course

Intermediate/CPD 5 hours

Objectives

The course provides delegates with the opportunity to explore the legal principles against which homeless decisions are judged by the court. It looks in detail at reviews under s.202 of the Housing Act 1996, as well as appeals on a point of law under s.204 of the 1996 Housing Act and the role of judicial review in the High Court.

Course contents

- Administrative decision-making
- The principles of judicial review
- Common problems and tactics
- Which decisions are reviewable under s.202 of the Housing Act 1996
- Scope and conduct of s.202 reviews
- Temporary accommodation pending review and appeal
- Appeals to the county court under s.204

‘Brilliant. An enjoyable knowledge-based course. Thanks’

*Senior Housing Options Officer,
Three Rivers District Council*

Learning outcomes

After attending this course, you will be able to:

- advise clients which procedure for challenge is applicable to different decisions
- draft review requests and review submissions
- evaluate homelessness case files in public law terms
- conduct homelessness investigations and reviews with more confidence
- advise on issues such as temporary accommodation pending review
- understand the role of the Ombudsman.

Who it's suitable for

Homelessness and housing options officers, housing advisers and housing support workers. This course assumes that delegates are familiar with the basic definition sections and duties contained in Part 7 of the Housing Act 1996.

London: 29 September, 17 December
(Trainer: Louella Crisfield)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

Homelessness and allocations law

Homelessness Vulnerability: The New Law: Seminar

One-day seminar

Intermediate/CPD 5 hours

Seminar context

This specialist one day seminar focuses on the landmark Supreme Court judgment in *Hotak & Others v Southwark LBC & Others* (2015) UKSC 30, which was handed down on 13th May 2015 and which changed the legal definition of vulnerability under English homelessness law. As well as looking at the judgment in detail, the day will also include practical issues such as writing decision letters. No-one involved in homelessness can afford to miss this seminar.

This seminar, written by experienced trainer and housing lawyer Mark Robinson, is an essential event for homelessness and housing options officers, housing advisors and lawyers. Mark believes 'no-one involved in homelessness can afford to miss this seminar'.

After attending delegates will be able to advocate for applicants, or make decisions on behalf of local authorities, in a more effective way.

Seminar aims

- To update delegates' knowledge about the new law
- To identify those aspects of the existing case-law which remain valid
- To increase delegates' confidence in advocating for clients or making decisions

Seminar contents

- How did we get here? The journey from *Pereira* to the Supreme Court
- The judgment in detail – what the Supreme Court did, and did not, say
- The new test of vulnerability
- The relevance of the 2010 Equality Act
- Putting the law into practice – making decisions and writing letters

Who it's suitable for

Anyone working in the homelessness sector; including homelessness and housing options officers, housing advisors and lawyers.

London: 14 September

(Trainer: Ian Dunn)

Dates for **Birmingham** and **Manchester** in September coming soon. Please call **0344 515 1155** or email **training@shelter.org.uk** for further information.

Price: Com. £120 (+ VAT), Std. £120 (+ VAT), Con. £120 (+ VAT)

'This training clarified the new law very well'

*Solicitor,
Islington Law Centre*

'Highly informative, an excellent course'

*Outreach Officer,
Royal British Legion*

'Excellent course'

*Housing Solutions Advisor,
Halton BC*

Over 300 delegates have attended training with us following the May judgement.

If demand continues to be high, we will schedule additional training dates.

Keep an eye on shelter.org.uk/seminars for details.

Using Housing Case Law: Better Submissions and Decisions: Seminar

One-day seminar

Introductory/CPD 5 hours

Seminar aims

This specialist seminar will guide delegates on how to analyse and use housing case law appropriately to underpin homelessness applications, investigations, decisions and reviews. It provides examples of tailored homelessness applications and decision letters and covers the importance of good records and evidence.

Seminar content

- The role of case law and case citation
- The right of appeal: s204
- Decisions that can be challenged by Judicial Review – analysis of recent case law
- Key cases that influence homelessness decision making
- Managing responses to legal representatives
- How to analyse and apply case law in written decisions and applications
- Examples of good decision or supporting homelessness letters

Learning outcomes

After attending this seminar, you will:

- understand the respective roles of legislation and case law, and why case law is so important
- understand when, why and how the courts get involved
- understand the differences between s204 Appeals and Judicial Reviews
- have examined some of the key cases which have influenced homeless decision-making
- have learnt how to get the best from reading court transcripts, including interpreting case names, references and jargon
- have learnt strategies for responding to applicants' legal representatives when case law is cited
- have looked at examples of good decision letters, which have referred to relevant case law appropriately.

Who it's suitable for

Local authority, homelessness and homelessness prevention staff, review officers, housing lawyers and advisers. A basic knowledge of housing law would be helpful but not essential. Very useful for new staff as part of induction.

London: 5 November

(Trainer: Mark Robinson)

Price: Com. £120 (+ VAT),

Std. £120 (+ VAT), Con. £120 (+ VAT)

Temporary Accommodation and the Law

One-day course

Intermediate/CPD 5 hours

Objectives

This course explains the law relating to the provision, management and termination of temporary accommodation. Particular emphasis will be placed on practical examples, giving delegates the chance to share views, opinions and their own experiences. In addition, there will be opportunities to share good practice, discuss the challenges of temporary accommodation and consider the practical application of the law.

Course contents

- An explanation of when temporary accommodation is required
- The type of accommodation that must be provided
- Housing status, security of tenure and temporary accommodation
- Rights and obligations on landlords and occupiers
- Ending temporary accommodation
- The relationship between terminating temporary accommodation and discharging homelessness duties temporary accommodation and disability discrimination
- Alternatives to temporary accommodation

Learning outcomes

After attending this course, you will be able to:

- identify the housing status of those occupying temporary accommodation
- understand the steps required to legally terminate temporary accommodation
- address practical challenges unique to this distinct area of housing
- benchmark whether services are legally compliant.

Who it's suitable for

Anyone involved in temporary accommodation, including local authority homelessness and housing options officers, allocations officers, housing managers, housing association staff, not-for-profit and private landlords, housing lawyers and advisers.

London: 3 December

(Trainer: Ian Dunn)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

Community Care and Housing

One-day course Intermediate/CPD 5 hours

Objectives

Nearly 70 years of disparate and often contradictory community care legislation has been replaced by the Care Act. The majority of the Act became law on 1 April 2015. This course looks at the philosophies that underpin the Act and provides an outline of the new legislation highlighting the most significant changes. The course will also look at the Act within the context of its potential utility in the prevention and relief of homelessness.

Course contents

- The over-riding principle of well-being (which includes suitable accommodation)
- Prevention duties
- Changes to assessments
- The new National Minimum Eligibility Criteria
- The range of possibilities when discharging duties

- Personalisation and direct payments
- Clearer obligations towards carers
- The government's response to the Dilnot Commission recommendations on the long-term funding of care
- Moves towards closer integration of health and social care
- Adult protection put on a statutory footing
- The possibility of virtually all services being 'delegated'
- Complaints and the obligation to put decisions in writing
- How resilient will the Act be in the face of any Human Rights or Equality Act challenge to services (or lack of services)?
- Will the operation of the Act be compatible with UK's commitments under the UN Convention on the Rights of Persons with Disabilities?

Learning outcomes

After attending this course, you will be able to:

- understand how to access Adult Care services
- draw conclusions on eligibility under the National Minimum Eligibility Criteria
- identify the range of possible ways that services can be provided
- understand how to challenge adverse decisions
- recognise the potential utility of the Care Act to people in housing need.

Who it's suitable for

This course will be relevant for anyone working with, or advising, vulnerable adults with support needs, carers and vulnerable homeless people. It will be particularly relevant for those with a role in preventing and relieving homelessness.

London: 16 September

(Trainer: John Macklin)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

Mental Health and Housing

One-day course

Introductory/CPD 5 hours

Objectives

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 contents

- 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
- 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
- The changes introduced by the Care Act 2014

Learning outcomes

After attending this course, you will be able to:

- understand how to access community care and specialist mental health services
- distinguish situations where there are clear rights from those subject to resources or discretion
- appreciate the increasing relevance of the Equality Act in the process of preventing and relieving homelessness
- recognise the importance of all professionals understanding their responsibilities under the Mental Capacity Act
- understand the implications of the changes introduced by the Care Act 2014 and the increased emphasis on joint working.

Who it's suitable for

Anyone involved in the provision of services, advice or support to people with mental and emotional distress.

London: 15 September

(Trainer: John Macklin)

Price: Com. £253 (+ VAT),

Std. £226 (+ VAT), Con. £171 (+ VAT)

‘Excellent course materials and delivery’

Solicitor, Greenwich Housing Rights

‘Very enjoyable and easy to follow, even with limited knowledge of this area of law’

Solicitor, LB of Lambeth

Young People, Housing and Homelessness

One-day course

Intermediate/CPD 5 hours

Objectives

This course will enable delegates to develop an understanding of youth homelessness and the legislative frameworks available to assist young people. It provides an understanding of how the legislation can be used as a platform to develop better integrated services for all young people in housing need.

Course contents

- Levels, patterns and trends of 'young single homelessness'
- Homelessness legislation
- Priority-need categories and the assessment of vulnerability
- The Children (Leaving Care) Act 2000
- Analysis of implications of House of Lords judgments on the M and G cases and the role of the Children Act
- Post M and G case law and government guidance
- The importance of protocol for assisting homeless 16- to 17-year-olds

Learning outcomes

After attending this course, you will be able to:

- understand how duties under the homelessness legislation mesh with responsibilities under the Children and Children Leaving Care Acts
- interpret how responsibilities should be divided (and at times shared)
- recognise that meshing all three legislative frameworks can become the basis for developing a fully integrated service for young people in housing need.

Who it's suitable for

Anyone who gives housing advice to young people, and needs to understand their rights and the legislative basis for service provision.

London: 26 November

(Trainer: John Macklin)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

'John was very passionate, engaging and knowledgeable'

*Housing and Support Adviser (Young People),
LB of Hammersmith and Fulham*

Students and Housing: Seminar

One-day seminar Intermediate/CPD 5 hours

Objectives

This seminar explores housing issues of particular concern to students and how advice can help students respond to problems and issues.

Seminar contents

- The operation of student housing accreditation schemes.
 - Different tenancies and licence possibilities for students who rent.
 - The law on joint tenancy agreements.
 - Rights of renters when renting privately.
 - Rights and security of tenure for students living in Halls of Residence.
 - Advice to students before signing a tenancy.
 - Rent deposit protection schemes and how to challenge unfair return/reductions at the end of the tenancy and sue for compensation for failure to protect the deposit.
- Characteristics of assured shorthold tenancies – including how they are created and what the landlord must do to regain possession.
 - Notices for ending ASTs and other types of tenure.
 - The law on joint tenancies for both fixed term and periodic tenancies.
 - Advising students who want to leave their accommodation early.
 - Landlord's obligation to repair properties and keep them free of nuisance and hazards.
 - The law on harassment and illegal eviction.
 - Local authority regulation of accommodation often rented by students – including HMOs.

Learning outcomes

After attending this seminar, you will be able to:

- assist private tenants, resolve disputes and enforce rights
- advise students about tenancy deposit protection schemes
- state what is different about a joint tenancy and a sole tenancy
- explain the landlord's obligations to repair properties and how these rights can be enforced
- advise students who are being harassed or have been illegally evicted.

Who it's suitable for

Student advisers and others who have contact with students and are called upon to offer advice on housing issues.

London: 2 September
(Trainer: John Shortridge)

**Price: Com. £120 (+ VAT),
Std. £120 (+ VAT), Con. £120 (+ VAT)**

Assured Shorthold Tenancies

One-day course Intermediate/CPD 5 hours

Objectives

This course provides delegates with a better understanding of assured shorthold tenancies (ASTs) which are the most common form of tenure in the private rented sector and, following localism, are being increasingly used in the social-rented sector. It examines homelessness prevention and housing advice interventions. This course also covers how to advise people entering ASTs, giving housing advisers more confidence.

Course contents

- A better understanding of ASTs including particular issues and features to effectively advise people entering and ending ASTs
- A look at PRPSHs and ASTs after the Localism Act 2011
- Examination of how and when ASTs can be used in the discharge of homelessness duties

- Review of how to achieve homelessness prevention and early housing advice interventions when clients have an AST
- A review of changes to the law in relation to deposits, s21 notices and retaliatory evictions under the Deregulation Act 2015

Learning outcomes

After attending this course, you will be able to:

- identify if a tenancy is an AST
- describe how and when ASTs can be ended
- decide if a Section 21 Notice is correct or not and how to delay or prevent homelessness where possible
- identify when an assured shorthold tenant is statutorily homeless
- understand how homelessness duties can be discharged using ASTs
- describe how PRPSHs can use ASTs

Who it's suitable for

Local authority housing options, homelessness and homelessness prevention staff, private sector landlord liaison officers, PRPSH / housing association staff, resettlement officers, student accommodation advisers, not-for-profit and private landlords, housing lawyers and advisers. A basic knowledge of security of tenure issues would be helpful but not essential.

London: 11 September, 10 December
(Trainer: Ian Dunn)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

‘Very good training, well informed and structured’

Housing Advisor, St Mungos

‘Excellent course – I feel enlightened about dealing with ASTs now. I now feel confident to discuss this subject with clients’

Guidance Officer, Affinity Sutton

Security of Tenure: Advanced

One-day course

Advanced/CPD 5 hours

Objectives

This course increases delegates' knowledge of the law relating to occupation of rented accommodation, through an examination of more intricate issues concerning security of tenure. Course materials have been updated to include Equality Act 2010 defences after *Akerman-Livingstone v Aster Communities Ltd* (2015) UKSC 15.

Course contents

- Tenancies and licences
- Termination: notice from tenant and surrender
- Joint tenancies
- Sub-tenancies
- Only or principal home
- Human rights and housing law
- Equality Act 2010 defences

Learning outcomes

After attending this course, you will be able to:

- evaluate whether a tenancy has come to an end by surrender or valid notice
- identify a sub-tenancy and advise accordingly
- identify a joint tenancy and advise accordingly
- identify the broad issues relating to a Human Rights Act 1998 or Equality Act 2010 defence to possession proceedings.

Who it's suitable for

Housing advisers or housing workers who have a good working knowledge of tenancy issues.

London: 2 December

(Trainer: Ian Dunn)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

Defending Mortgage Possession Proceedings

One-day course
Intermediate/CPD 5 hours

Objectives

This course provides a detailed understanding of the court's powers to assist mortgage borrowers in arrears. It looks at practical and legal issues that arise in defending mortgage possession proceedings in court and the court's powers to allow borrowers to remain in their homes.

Course contents

- The courts' powers under the Administration of Justice Acts 1970 and 1973 and the Consumer Credit Act 1974
- What the lender has to do under the Civil Procedure Rules (CPR) Part 55

- Pre-action protocol for mortgage possession claims – new from 6 April 2015
- The mortgage conduct of business (MCoB) rules
- Warrant suspension applications
- Costs
- Mortgage shortfalls
- Tenants of mortgage borrowers

Learning outcomes

After attending this course, you will be able to:

- identify court powers relating to mortgage possession claims
- identify borrowing regulated by the Financial Conduct Authority (FCA) and understand the implications
- understand relevant procedural rules governing mortgage possession proceedings
- advise tenants whose landlords have defaulted on their mortgages.

Who it's suitable for

Housing advisers, solicitors, debt/money advice workers, homelessness prevention officers, homelessness officers.

Note: Pre-course reading will be sent to delegates two weeks before this course.

London: 6 October
(Trainer: Mark Robinson)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

Housing Possession Actions

One-day course

Introductory/CPD 5 hours

Objectives

This course looks at the Civil Procedure Rules that advisers need to be aware of in order to deal with cases that end up in court. The course assumes no previous knowledge of the court procedure but delegates should be aware of grounds for possession for the various forms of tenancies and arguments to use to suspend a bailiff's warrant.

Course contents

- Detailed review of pre-action protocols for rent arrears possession cases
- Examine the Civil Procedure Rules that relate to housing cases such as how to fill in a defence form
- Explain Adjournments, evidence, directions, and allocation
- Overview of what happens in court and rights of audience
- Overview of a claim for possession
- Explain how to make an application to suspend a bailiff's warrant
- Identify the range of orders the Court can make

Learning outcomes

After attending this course, you will be able to:

- Confidently tackle possession cases
- Present a claim for possession
- Complete a defence form, and an application to suspend a warrant
- Advise a client on the steps of a possession case
- Advise a client on the outcome of a possession hearing.

Who it's suitable for

Housing advisers, debt workers and housing officers who are familiar with security of tenure who wish to appear in county court possession claims, at either the first possession hearing or subsequent hearings. Delegates must be familiar with notice rules and grounds for possession.

London: 27 October

(Trainer: Rita Parmar)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

Housing Possession Hearings: Practice and Procedure

Two-day course

Intermediate/CPD 10 hours

Objectives

This practical course gives an overview of the procedural rules governing possession claims. It will also help delegates to prepare for possession hearings and to appear in court on behalf of landlords or tenants. Updated to include the Pre Action Protocols in force from 6 April 2015 as well as the decision of the Supreme Court in *Akerman-Livingstone v Aster Communities Ltd* (2015) UKSC 15.

Course contents

- Overview of the civil procedure rules (CPR)
- Possession claims for rented and mortgaged property under CPR 55 Part I
- Accelerated procedure under CPR 55 Part II (assured shorthold tenants)
- Drafting basic claims for possession
- Adjournments, evidence, directions, and allocation
- The range of orders the court can make

- Housing benefit issues and Pre Action Protocol for rent arrears
- Enforcement of possession warrants
- Warrant suspension applications
- Setting aside possession orders and executed warrants
- Rights of audience
- Advocacy and addressing the court (including small group exercises)
- Overview of legal costs

Learning outcomes

After attending this course, you will be able to:

- identify detailed procedural rules governing possession proceedings under the CPR
- complete essential documents including a claim form, particulars of claim, and an application to suspend a warrant
- present a claim for possession in court, or present a defence to a claim.

Who it's suitable for

Housing advisers, debt workers and housing officers who are familiar with security of tenure who wish to appear in county court possession claims, either for the landlord or the tenant, at either the first possession hearing or subsequent hearings. Delegates must be familiar with notice rules and grounds for possession.

Note: Pre-course reading covering claims for possession, particulars of claim, defences, and an overview of the CPR will be sent to delegates two weeks before the course.

**London: 15–16 September,
8–9 December**

(Trainer: Mark Robinson)

Manchester: 22-23 September

(Trainer: Mark Robinson)

**Price: Com. £407 (+ VAT),
Std. £380 (+ VAT), Con. £330 (+ VAT)**

‘Mark always makes
the training relevant
to your individual needs’

Housing Advisor, Barnsley MBC

Equality Act Defences to Possession Claims: Seminar

One-day seminar Intermediate/CPD 5 hours

Seminar context

Increasing numbers of tenants in the social/council housing sector have comparatively limited security of tenure (introductory tenants, starter tenants, demoted tenants, and non-secure tenants). Others can face possession proceedings on mandatory grounds, including ground 8 and the “absolute” ground for possession based on serious anti-social behaviour.

This practical, “hands on” seminar highlights two additional lines of defence – public law arguments based on the landlord’s decision making process, and defences under the 2010 Equality Act – which are often successful in practice despite the decisions of the higher Courts about proportionality defences.

Seminar content

- Is it illegal to evict a disabled tenant?
- What reasonable adjustments do social landlords have to make?
- Is an Equality Act proportionality review required before starting a possession claim?

- When is an eviction discriminatory under the 2010 Equality Act?
- What is the relevance of the public sector equality duty under the 2010 Equality Act
- Case management issues under the Civil Procedure Rules
- Key Court decisions
- Practical exercises and case studies.

Learning outcomes

After attending this seminar, you will be able to:

- identify potential public law defences
- evaluate when and how an occupier may be protected by the 2010 Equality Act
- confidently advise clients on this area
- apply the law in a practical context
- know what evidence to obtain and questions to ask.

Who it’s suitable for

Housing advisers, housing officers and solicitors working with starter, introductory, demoted and/or non-secure tenants in the local authority and social housing sectors.

Also advisers from other voluntary agencies advocating for or representing clients facing eviction action. Please note: working knowledge of the provisions of the 1985/1988/1996 Housing Acts which govern these tenancy types, will be assumed.

London: 5 October
(Trainer: Mark Robinson)

**Price: Com. £120 (+ VAT),
Std. £120 (+ VAT), Con. £120 (+ VAT)**

Tackling Antisocial Behaviour and Harassment

One-day course

Intermediate/CPD 5 hours

Objectives

This course explores antisocial behaviour in a housing context and provides delegates with an overview of legal and other remedies available to landlords and residents.

Participants will look at good practice in managing cases effectively, and consider practical strategies that landlords can use to minimise antisocial behaviour and harassment. The course also considers changes to the law following the Anti-Social Behaviour, Crime and Policing Act 2014.

Course contents

- Preventing antisocial behaviour in social housing
- Overview of the Anti-social Behaviour, Crime and Policing Act 2014
- Mediation and acceptable behaviour contracts
- Multi-agency working and data sharing
- Possession action where the issue is antisocial behaviour, including recent changes to the possession grounds
- New Civil Injunctions (replacing ASBOs and ASBIs)
- The law on nuisance
- The 'respect agenda'
- Good practice in the gathering of evidence

Learning outcomes

After attending this course, you will be able to:

- consider the viability of measures for preventing antisocial behaviour
- know when, and how, access to mediation or acceptable behaviour contracts is appropriate
- seek injunctions
- pursue possession actions, where the issue is antisocial behaviour
- decide whether or not the complaint is nuisance
- manage antisocial behaviour cases more effectively
- appreciate the need for multi-agency working, especially with regard to evidence gathering and assistance in pursuing legal remedies.

Who it's suitable for

Frontline housing staff and housing managers, staff responsible for developing antisocial behaviour strategies, and advisers and support workers.

London: 19 November

(Trainer: John Shortridge)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

'Very informative and enjoyable course, excellent presentation style. [Our trainer John was] very interesting, clearly enthusiastic and knowledgeable'

*Technical Advice Support Officer,
Age UK*

▲
Harassment, disrepair and estate management

Private Rented Sector: Harassment and Illegal Eviction

One-day course

Introductory/CPD 5 hours

Objectives

This course will equip delegates with practical and legal remedies to help tackle the problem of illegal eviction and harassment in the private rented sector, in the context of the Government's drive for homelessness prevention and Shelter's campaign against rogue landlords.

With the benefits changes taking effect many local authorities are reporting how illegal evictions have risen. Many tenants face a decrease in the amount of housing benefit being paid whilst rent levels continue to rise. As such, the chances and probabilities of illegal evictions occurring have grown and many local authorities and other organisations are preparing by learning what they can do to combat the illegal loss of a home.

Course contents

- Who is protected from illegal eviction
- Local authority powers and civil remedies
- Practical immediate measures that can be taken
- Criminal and civil legislation:
 - Protection from Eviction Act 1977
 - Criminal Law Act 1977
 - Protection from Harassment Act 1987
 - injunctions
 - civil proceedings: causes of action and damages.
- How to take a statement
- Forcible re-entry
- The new provisions regarding retaliatory evictions.

Learning outcomes

After attending this course, you will be able to:

- negotiate with landlords without alienating good ones
- take fast, immediate and effective action to prevent or reinstate illegal evictions
- develop a strategic approach to responding to an increase in illegal evictions.

Who it's suitable for

Local authority officers with responsibility for dealing with illegal evictions, tenancy relations officers and housing advisers who have a basic knowledge of security of tenure. Also suitable for legal advisers responding to claims of illegal eviction and harassment.

London: 1 September

(Trainer: Roger Barton)

**Price: Com. £253 (+ VAT),
Std. £226 (+ VAT), Con. £171 (+ VAT)**

'[Roger was] an excellent trainer. Thank you for a great course and great advice'

*Housing Enforcement Officer,
Cambridge City Council*

Housing Conditions: Legal Liabilities and Maintenance

Two-day course

Intermediate/CPD 10 hours

Objectives

This course provides an overview of the legal framework covering housing disrepair and conditions, using real cases. Participants will receive an introduction to the powers and duties of local authorities under the Housing Act 2004 to deal with accommodation that's in poor condition.

Course contents

- What is meant by disrepair (and limitations)
- Repairing obligations and liabilities of landlords
- Basic rights of tenants with respect to disrepair
- Overview of the remedies that are available and how they apply and can be used in different circumstances
- Statutory nuisance and use of the Environmental Protection Act 1990
- What local authorities can achieve and self-help remedies
- The housing health and safety rating system and enforcement under the Housing Act 2004

- Introduction to legislation applicable to houses in multiple occupation under the Housing Act 2004
- Basic framework on the financial assistance that local authorities may provide under new powers
- Group work on case studies and advising clients

Learning outcomes

After attending this course, you will be able to:

- understand the legal liabilities arising from a lack of maintenance
- identify what is 'disrepair' and its significance
- understand options and possible routes of action to deal with housing conditions, and where to apply them
- provide advice on how to secure legal remedies for housing condition problems.

Who it's suitable for

Housing advisers and other housing advice workers who have a basic knowledge of the law on security of tenure.

London: 24-25 September

(Trainer: Steve Battersby)

Price: Com. £407 (+ VAT),

Std. £380 (+ VAT), Con. £330 (+ VAT)

'Very informative training. Steve had excellent presentation style and rapport with delegates'

*Trainee Project Manager,
Amicus Horizon*

Disrepair and Conditions: Inspecting a House

Two-day course

Intermediate/No CPD hours

Objectives

This course provides an introduction to basic terminology used in housing construction, providing an insight into the places in buildings where problems can arise. The course provides information on what to look for, and how to identify and record deficiencies including disrepair in dwellings. Delegates will conduct an inspection, putting what they have learnt into practice and report on the conditions found. The course also looks at the legal context of house inspection liabilities and the way of identifying hazards in residential accommodation under the Housing Act 2004 (the Housing Health and Safety Rating System).

Course contents

- Reasons why it is necessary for housing to be inspected
- Legal provisions relating to deficiencies in housing
- How traditionally constructed houses are built
- Some information on modern forms of construction
- Common problems in housing
- Reporting on and describing accommodation and deficiencies
- Carrying out an actual inspection and preparing a report of defects

Learning outcomes

After attending this course, you will be able to:

- understand why proper inspection of homes is important within the legal context
- carry out a basic inspection of a property and report on matters found
- identify and report on deficiencies in housing with confidence
- understand some of the most common terminology
- understand the different forms of dampness and their causes.

Who it's suitable for

Anyone working in housing or related fields who needs to inspect properties, communicate their findings from the inspection and prepare an inspection report. Previous experience of house inspection or report writing is not required.

Note: As the course involves an inspection of a property which may be in poor condition, delegates should come dressed appropriately. Delegates will travel to the inspection site by public transport on day two. A map and full instructions will be provided.

London: 20–21 October

(Trainer: Steve Battersby)

**Price: Com. £407 (+ VAT),
Std. £380 (+ VAT), Con. £330 (+ VAT)**

‘Very well delivered course.
Interactive and enjoyable’

Housing Law Specialist, Evelyn 190 Centre

Benefits and welfare reform

Introduction to Universal Credit

One-day course
Intermediate/CPD 5 hours**Objectives**

This practical course provides a complete introduction and overview of Universal Credit. It includes how amounts are worked out, claimed and paid.

Course contents

- Background and government aims
- Who can claim Universal Credit?
- Effect on the wider system
- How amounts are worked out
- Universal Credit elements
- The effect of income and work
- Claims, payments and changes in circumstances
- The single monthly payment and safeguards
- The Benefit Cap

- Work related requirements and claimant obligations
- Tackling sanctions

Learning outcomes

After attending this course delegates will:

- understand the background to Universal Credit and why it is being introduced
- know who is eligible for Universal Credit including how the 'gateway conditions' operate
- know how Universal Credit affects the wider benefits system
- know how the 'cultural aspects' of Universal Credit affect claimants who continue to receive a payment from the old system
- understand how Universal Credit amounts are worked out

- be able to understand a typical Universal Credit award letter
- be able to help people who cannot manage a single monthly payment of benefit
- understand work-related conditions for Universal Credit and how to deal with sanctions
- be able to advise people affected by the cap on total benefit
- be able to initiate an appeal
- have access to advice regarding any Universal Credit question for 12 months after the course.

Who it's suitable for

Anyone who works with claimants of working age. Delegates should have a working knowledge of the wider benefits system.

London: 30 October
(Trainer: David Stickland)

**Price: Com. £150 (+ VAT),
Std. £150 (+ VAT), Con. £150 (+ VAT)**

This course is being run in partnership with The Benefits Training Company. It includes access to 12 months ongoing advice and support from The Benefits Training Co, via phone and email.



Benefits and welfare reform

Universal Credit: The Housing Element

One-day course Intermediate/CPD 5 hours

Objectives

This practical course provides a complete introduction to and overview of the Universal Credit Housing Element including how entitlement is worked out, claimed and paid.

Course contents

- Universal Credit and Housing Element basic eligibility rules
- Assessment of rents for tenants of social landlords
- Assessment of rents for tenants of private landlords
- Specified supported accommodation
- Owner-occupiers and support for mortgage interest
- Non-dependants and housing costs contributions
- Treatment of income and capital
- Work allowances

- Calculation examples
- Claims, payments and changes in circumstances
- Using the alternative payment arrangements
- Overpayment recovery, absence and two home rules

Learning outcomes

After attending this course delegates will:

- be aware of the basic eligibility conditions for Universal Credit
- understand the liability for housing costs rules for the UC Housing Element
- know how different types of rent are treated within the UC Housing Element
- know how housing costs for owner-occupiers are treated within UC
- have gained an understanding of the treatment of income and capital rules within UC Housing Element

- be clear about service charges, non-dependant deductions and the under occupancy rules within UC Housing Element
- understand the temporary absence and two homes rules in UC Housing Element
- understand the definition of specified supported accommodation and when tenants can continue to get Housing Benefit
- be aware of how changes in circumstances affect UC and the Housing Element and how to deal with overpayments
- be able to help tenants who have difficulties managing the single monthly payment
- understand how the UC Housing Element is calculated for people in and out of work
- have access to advice regarding any course-related question for 12 months after the course.

Who it's suitable for
Anyone who works with tenants or homeowners of working age.

London: 1 December
(Trainer: David Stickland)

**Price: Com. £150 (+ VAT),
Std. £150 (+ VAT), Con. £150 (+ VAT)**

This course is being run in partnership with The Benefits Training Company. It includes access to 12 months ongoing advice and support from The Benefits Training Co, via phone and email.



Benefits and welfare reform

Benefits for EEA Nationals

One-day course
Intermediate/CPD 5 hours**Objectives**

This practical course provides a complete understanding of when a European Economic Area national is entitled to welfare benefits and tax credits.

Course contents

- Who is covered by European Union law?
- Non-contributory benefits
- Means tested benefits
- Factors relevant to habitual residence
- Right to reside – summary
- Genuine and effective work
- Retaining worker/self-employed status

- Other rights: jobseeker, family member status
- Croatian nationals
- Derivative right to reside
- Self sufficiency
- Permanent rights
- Checklist

Learning outcomes

After attending this course delegates will:

- know who is covered by European Union law
- understand the different residence tests for different benefits
- know which groups have a right to reside

- be able to advise on the main factors that are relevant in establishing habitual residence
- understand residence rights for workers, self-employed people and people with retained worker status
- understand who has rights as a family member or carer
- know when someone has a permanent right of residency
- understand the additional restrictions which affect Croatian nationals
- be aware of recent developments in legislation and how European nationals are affected
- have access to advice regarding any course-related question for 12 months after the course.

Who it's suitable for

Anyone who works with non-British European nationals. However, delegates do require a working knowledge of the benefits system.

People who are completely new to the benefits system are advised to attend our 'Introduction to Welfare Benefits' course (see page 35) beforehand.

London: 15 December
(Trainer: David Stickland)

**Price: Com. £150 (+ VAT),
Std. £150 (+ VAT), Con. £150 (+ VAT)**

This course is being run in partnership with The Benefits Training Company. It includes access to 12 months ongoing advice and support from The Benefits Training Co, via phone and email.



Benefits and welfare reform

Introduction to Welfare Benefits

One-day course
Introductory/CPD 5 hours**Objectives**

This practical course provides a complete introduction to the benefits and tax credits system.

Course contents

- Factors that affect entitlement
- The structure of the benefits and tax credits system
- Benefit authorities
- Benefit definitions – who can claim each benefit?
- Benefits for different client groups
- Understanding means tested benefits
 - Claiming the right means-tested benefit
 - Possible better-off situations
 - Understanding amounts

- Making successful claims and getting paid
- Using the appeals system effectively
- The impact of welfare reform

Learning outcomes

After attending this course delegates will be able to:

- understand how the benefits system is structured and the differences between contributory, non-contributory and means tested benefits;
- know who can claim each of the benefits which make up the system;
- have an awareness of the principles behind means testing and how the benefit authorities work out entitlement;
- know which benefits can be paid at the same time and those which cannot;

- be able to complete basic benefit checks to ensure people are claiming their likely entitlements;
- be able to advise people on how to make claims and how to challenge decisions;
- have an awareness of welfare reform and how the benefits system is likely to change;
- have access to advice regarding any benefits-related question for 12 months after the course.

Who it's suitable for

This course provides an essential introduction for people who are either new to benefits work or require a refresher.

London: 9 December
(Trainer: Will Hadwen)

**Price: Com. £150 (+ VAT),
Std. £150 (+ VAT), Con. £150 (+ VAT)**

This course is being run in partnership with The Benefits Training Company. It includes access to 12 months ongoing advice and support from The Benefits Training Co, via phone and email.



Benefits and welfare reform

Housing Benefit and Discretionary Housing Payments

One-day course

Introductory/CPD 5 hours

Objectives

This practical course provides an understanding of who is eligible for Housing Benefit and how amounts are worked out, claimed and paid.

Course contents

- Factors that affect Housing Benefit entitlement
- Eligibility rules for Housing Benefit
- Rent liability – what it means
- Eligible rent
- ‘Non-income’ factors which reduce Housing Benefit entitlement
- How income is assessed
- How income reduces Housing Benefit entitlement

- The amount the government says you need to live on
- The Benefit Cap
- Making successful claims and getting paid
- Backdating rules
- Discretionary Housing Payments
- be aware of the most common problem areas and possible solutions
- have an understanding of how Housing Benefit will change, including the effect of Universal Credit
- have an awareness of how the Discretionary Housing Payment scheme is managed locally and how to make effective applications
- have access to advice regarding any course-related question for 12 months after the course.

Learning outcomes

After attending this course, you will:

- be able to advise people on their eligibility for Housing Benefit
- have gained an understanding of how Housing Benefit is calculated
- be aware of changes in circumstances that affect entitlement
- know how to make a claim and when payment should start

Who it's suitable for

Anyone who works with tenants of a council, housing association or private landlord.

London: 6 October

(Trainer: David Stickland)

**Price: Com. £150 (+ VAT),
Std. £150 (+ VAT), Con. £150 (+ VAT)**

This course is being run in partnership with The Benefits Training Company. It includes access to 12 months ongoing advice and support from The Benefits Training Co, via phone and email.



Housing Benefit: The Problem Areas

One-day course

Intermediate/CPD 5 hours

Objectives

This practical course focuses on the more complicated areas of Housing Benefit and how to challenge decisions effectively.

Course contents

- The evidence requirement and claims processing
- The exempt accommodation rules
- Non dependant deductions – typical decision making errors
- Under occupancy – taking in a boarder/lodger and other options
- Temporary absence rules
- Two homes rules
- Tackling overpayments
- Challenging decisions – reviews, supersessions and appeals

Learning outcomes

After attending this course delegates will:

- be able to advise on the claims process including the evidence requirements
- understand the exempt accommodation rules
- be aware of typical errors made by Housing Benefit decision makers when assessing claims which include a non-dependant is present
- understand the most effective options for social landlord tenants affected by an under-occupancy reduction
- understand the temporary absence and two homes rules for Housing Benefit
- know when a Housing Benefit overpayment is non-recoverable
- be able to challenge decisions effectively using supersessions, revisions and appeals
- have access to advice regarding any course-related question for 12 months after the course.

Who it's suitable for

Anyone who works with tenants of a council, housing association or private landlord.

Delegates should have either already attended an introductory course (such as on page 36), or have a good working knowledge of the Housing Benefit system.

London: 19 November
(Trainer: David Stickland)

**Price: Com. £150 (+ VAT),
Std. £150 (+ VAT), Con. £150 (+ VAT)**

This course is being run in partnership with The Benefits Training Company. It includes access to 12 months ongoing advice and support from The Benefits Training Co, via phone and email.



Debt and money management

Introduction to Debt Advice

One-day course
Introductory/CPD 5 hours**Objectives**

This practical course provides an overview of the debt advice process and helps staff support tenants and service users with debt problems.

Course contents

- Overview of the debt advice process
 - Slippery slope of insolvency
 - Different forms of credit
 - Liability for debt
 - Emergency action
- Priority and non-priority debt
- Contacting the creditor
- Income maximisation
- Filling out a financial statement
- Expenditure levels
- Negotiating with priority creditors
- Pro-rata calculations

- Strategies for non-priority creditors
- Common problems when dealing with creditors
- National resources – online, face to face and telephone

Learning outcomes

After attending this course delegates will:

- understand the process of effective debt management
- know which debts are priority and which are non-priority
- have an overview of liability for debt including the Statute of Limitations Act;
- understand how to effectively maximise income
- know how to prepare a financial statement
- be able to calculate pro-rata offers to creditors
- understand how to deal with common problems with creditors

- know what national resources (including face to face, telephone and online) are available to help clients deal with debt and when it is appropriate to refer to them
- have access to advice regarding any debt question for 12 months after the course.

Who it's suitable for

Anyone who works clients with debt problems.

London: 25 November
(Trainer: Michael Chambers)

**Price: Com. £150 (+ VAT),
Std. £150 (+ VAT), Con. £150 (+ VAT)**

This course is being run in partnership with The Benefits Training Company. It includes access to 12 months ongoing advice and support from The Benefits Training Co, via phone and email.



Debt and money management

Arrears Management: The Impact of Universal Credit and Welfare Benefit Reform: Seminar

One-day seminar

Intermediate/CPD 5 hours

Seminar context

The Welfare Reform Act and the introduction of Universal Credit are dramatically changing how welfare benefits are delivered. The housing element of Universal Credit will be paid directly to claimants and it will be essential that residents have the ability to budget and manage their money to ensure they do not incur rent arrears.

Seminar aims

This seminar considers whether rent arrears are inevitable, and whether changes may need to be made to Rent Arrears policy. It helps housing staff understand the welfare benefit changes and how they will likely impact on their residents; how to assist residents who have no budgeting skills and/or have significant debt; and how to assist them to maintain their tenancies and respond to rent arrears.

Seminar contents

- Universal Credit and Welfare Reform including the Welfare Reform and Work Bill 2015
- Welfare Reform changes in April 2013 including the 'under occupation' rules and the household benefit cap
- The introduction of Universal Credit and its implications for residents and landlords
- The importance of residents budgeting and managing their money
- The importance of digital inclusion
- Rent arrears policy, and if it is inevitable that there will be an increase in evictions
- Exemptions from some of the Welfare Reform changes
- How the courts may react to any increase in Possession Claims
- Financial inclusion and financial exclusion
- The principles of budgeting and managing money
- What housing providers should be considering to help residents

Learning outcomes

After attending this seminar, you will be able to:

- understand how Universal Credit and Welfare Reform will impact on your residents
- understand how Universal Credit and Welfare Reform may impact on rent arrears
- understand whether Universal Credit and Welfare Reform will involve changes to Rent Arrears policy
- consider the help and support that may be needed for residents in order to minimise rent arrears
- consider the impact of Universal Credit and Welfare Reform on strategy and policy.

'Very clearly explained and well presented'

Income Recovery Team Leader, LB of Enfield

Who it's suitable for

Housing officers, rent arrears officers, income recovery officers, revenue protection officers, support officers, or anyone advising or supporting residents to maintain their tenancy.

London: 17 September, 16 December

(Trainer: Stuart Freeman)

Manchester: 30 September

(Trainer: Stuart Freeman)

September dates:

Price: Com. £99 (+ VAT), Std. £99 (+ VAT), Con. £99 (+ VAT)

December date:

Price: Com. £120 (+ VAT), Std. £120 (+ VAT), Con. £120 (+ VAT)

'The most informative course I have attended on Universal Credit so far'

Housing Liaison Coordinator, Look Ahead

Collaborative Working in Housing: Good Practice Workshop

One-day workshop

Intermediate/No CPD hours

Workshop aims

This practical workshop will help delegates develop effective partnerships to reduce homelessness in their local areas and enable them to work actively with other partners to address local needs.

Workshop contents

- Building effective partnerships
 - Partnership definition
 - Benefits of partnerships
 - Characteristics of effective partnerships
 - Theory of collaborative advantage
 - Identifying core business/goals
- Identifying partners
 - Partnership process and the three key principals for partnership working
- Scoping
 - Resource mapping
 - Partner analysis
- Stakeholder analysis
 - Influence-interest grid

- Defining roles within partnerships
- Securing commitment
- Good partnership practice
 - Three circles model
 - Managing people
 - Monitoring task/process
 - Evaluating outcomes
- Conflict resolution
 - Challenges of partnerships
 - Prevention of conflict
 - Handling of conflict

Learning outcomes

After attending this workshop, you will be able to:

- define partnership working terms
- state the benefits and barriers to successful partnerships
- identify key, relevant stakeholders including:
 - understanding the rationale of partnering with both private and public sector organisations
 - 'scoping' potential partnerships by asking five pertinent questions

- engage and consult with those stakeholders by:
 - adhering to the three main principles of effective partnerships
 - identifying the key players in the partnerships
 - undertaking a structured partnering process
- scope potential partners by:
 - undertaking a partnership risk assessment
 - creating a resource map
 - carrying out a stakeholder analysis
 - securing their commitment
- getting the most from partnerships by:
 - working from an action plan
 - clearly defining roles and responsibilities
 - understanding and using effective Service Level Agreements
 - using collaborative language
 - monitoring and managing the partnership
 - resolving disputes.

Who it's suitable for

Any professional who is responsible for the formulation and maintenance of local partnerships.

London: 6 November

(Trainer: Rob Hammond)

**Price: Com. £120 (+ VAT),
Std. £120 (+ VAT), Con. £120 (+ VAT)**

Leadership and management

Leadership Skills: Workshop

One-day workshop

Intermediate/No CPD hours

Objectives

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.

Workshop contents

- 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.

Learning outcomes

After attending this workshop, you will be able to:

- identify leadership styles and practical leadership skills
- avoid leadership mistakes
- increase interpersonal skills by adapting and responding to team members personal styles
- use strategies for team members who are change resistant
- inspire courage through times of change
- identify actions towards effective leadership in your own teams.

Who it's suitable for

People in all working environments who want to improve their leadership skills by adapting to others' ways of working and inspiring confidence.

London: 6 October

(Trainer: Rob Hammond)

**Price: Com. £120 (+ VAT),
Std. £120 (+ VAT), Con. £120 (+ VAT)**

'Really stimulating and encouraging. Appreciate the further reading as well.'

Assistant Manager, Brighton YMCA

Aggressive and Difficult Behaviours: Workshop

One-day workshop

Intermediate/No CPD hours

Objectives

To equip participants with the skills and knowledge they need to avoid confrontational situations with difficult and aggressive clients and to enable them to use creative, effective strategies to calm a difficult and/or aggressive client when necessary.

Workshop contents

- 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

Learning outcomes

After attending this workshop, you will be able to:

- define conflict, particularly three points relevant to dealing with it
- identify the nine stages of conflict escalation
- identify what circumstances and behaviours increase the risk of conflict occurring or escalating
- recognise at least 10 warning signs of conflict occurring or escalating
- describe at least five reasons why people become difficult or aggressive
- use at least five strategies to calm difficult situations and prevent escalation
- use at least three strategies to deal with situations where aggression is escalating
- apply knowledge and strategies through the use of case studies.

Who it's suitable for

Housing officers, housing support workers, and new or experienced advisers who need strategies to deal with the aggressive and/or difficult behaviour exhibited by their clients.

London: 3 September, 3 December
(Trainer: Rob Hammond)

September date:
Price: Com. £99 (+ VAT),
Std. £99 (+ VAT), Con. £99 (+ VAT)

December date:
Price: Com. £120 (+ VAT),
Std. £120 (+ VAT), Con. £120 (+ VAT)

'Informative, insightful and engaging training with relevant examples that can be applied to real situations.'

PSO, West Yorkshire Probation Service

Setting Professional Boundaries: Workshop

One-day workshop

Introductory/No CPD hours

Objectives

Anyone who works with vulnerable people is affected by professional boundaries including risks around personal disclosure, dealing with gifts and keeping ourselves and our families safe. This event will focus on the importance of setting and keeping healthy boundaries and how to identify situations before things go wrong. It will look at good practice with lots of real examples and an opportunity to share ideas about working safely while not losing the human touch.

Workshop contents

- Defining professionalism
- Professional behaviours
- Differences between our personal and professional lives/relationships
- Cultures and values
- Workshop: testing and discussing boundaries
- Codes of conduct, policies and procedures

Learning outcomes

After attending this workshop, you will be able to:

- comprehend legislation
- respect client safety
- distinguish good working practices
- recognise your own boundaries.

‘Very insightful training – a lot of interesting ideas and approaches.’

*Assistant Health Support Worker,
St Mungo’s Broadway*

Who it’s suitable for

Anyone working with or employing staff or volunteers who work with vulnerable people in a community, residential or advice service setting.

London: 12 November

(Trainer: Rob Hammond)

**Price: Com. £120 (+ VAT),
Std. £120 (+ VAT), Con. £120 (+ VAT)**

‘What a wonderful trainer!...
I look forward to more.’

*Supported Housing Officer,
Stonewall Housing*

Skills for Managing Client Expectations and Giving Advice: Workshop

One-day workshop

Introductory/No CPD hours

Workshop context

This in-depth workshop will provide an opportunity to explore how best to maximise a telephone based relationship with callers seeking housing advice. The focus is on fostering an empathic connection through self-awareness and interpersonal skills.

Workshop contents

- Using a structured approach when carrying out a telephone interview
- Employing active listening skills in order to help your client explore their situation
- Showing empathy to your client in order to help them understand their situation
- Utilising questioning and summarising skills in order to progress the interview
- Giving information clearly within the constraints of a telephone call
- Dealing with angry and distressed callers
- Ending a call assertively

Learning outcomes

After attending this workshop, you will be able to:

- understand the 'real' needs of callers
- explore how to genuinely connect with callers
- distinguish between being functional and empathetic
- appreciate your own hooks and biases with some callers
- maximise effective communication styles
- maintain assertiveness
- end calls effectively.

Who it's suitable for

Any staff who provide telephone based advice/guidance and who may also deal with distressed and/or angry callers.

London: 17 November

(Trainer: Rob Hammond)

**Price: Com. £120 (+ VAT),
Std. £120 (+ VAT), Con. £120 (+ VAT)**

Young People and Anger Management: Workshop

One-day workshop

Introductory/ No CPD hours

Workshop aims

This course offers teachers, trainers or youth support workers a framework and practical approach to delivering anger management sessions to young people.

Participants will develop an understanding of how anger is triggered and experienced by young people and use this understanding to feed into exercises and discussions for delivery in a group or one-to-one training context.

Workshop contents

- Definition and stereotypes of anger
- Overview of non-assertive behaviours: advantages and disadvantages
- Defining and coaching young people in assertiveness
- The ABC Model
- Challenging thinking errors
- Confusing fact and opinion: how it causes aggression
- Exercise to help manage bullying
- Practical exercises and a template framework that can be used and adapted for coaching, providing support or training in various contexts.

Learning outcomes

After attending this workshop, you will be able to:

- define anger as it pertains to young people
- recognise triggers for anger specific to young people
- apply a model for how beliefs affect behaviour
- address and change thinking errors that lead to anger
- assist young people in becoming more assertive
- use at least two strategies for assisting young people in dealing with criticism and anger from others
- deliver a support session to assist young people in dealing with bullying.

Who it's suitable for

Advisers, teachers and trainers working in both the statutory and voluntary sector with young people who may have issues with anger management.

London: 29 October
(Trainer: Tracy Maylath)

**Price: Com. £120 (+VAT),
Std. £120 (+VAT), Con. £120 (+VAT)**

'Tracy was fantastic...
She had great knowledge
and held the attention
of everyone'

*Student Support Coach,
North Hertfordshire College*

'Great to come away with so
many practical activities to
use with young people'

*Youth Homelessness Officer, East Northants
Community Services*

Resilience and Mindfulness: Workshop

One-day workshop

Intermediate/No CPD hours

Objectives

This workshop will equip you with the tools and techniques to build and maintain high levels of personal resilience and support peers to create their own personal coping strategies for managing increased workloads and demands on their capacity.

Workshop contents

- Definition of resilience
- Why resilience is so important in the current economic climate
- Benefits of resilience in the workplace
- Self assessment of your current resilience levels
- Key techniques to increase your resilience including purpose, perseverance and self-reliance
- The development and science behind the concept of mindfulness
- How to incorporate mindfulness techniques of 'present centredness' and de-cluttering into your working practice

A range of techniques will be covered, including activities that will allow you to apply the concept of mindfulness and the opportunity to practice a short meditation. Participants will be encouraged to approach the session with an open mind and try as many techniques as they feel comfortable to do so.

Learning outcomes

After attending this workshop, you will be able to:

- define 'resilience' and state the benefits in the workplace
- identify potential obstacles to maintaining a high level of personal resilience
- state the key skills required to build resilience
- identify your personal resilience levels
- install tools and techniques to increase your resilience levels
- construct an action plan to help maintain and improve your resilience levels
- reflect on how you can support peers and staff to develop their resilience levels.

Who it's suitable for

Anyone looking to develop strategies to support their resilience levels including those who manage and need to support staff being put under increasing pressure to deliver more with less.

London: 28 October

(Trainer: Annie Clarke)

Price: Com. £120 (+ VAT),

Std. £120 (+ VAT), Con. £120 (+ VAT)

How to book

Venues, trainers and timings

All London courses are held at our new training venue: 4 Garrett Street, EC1Y 0TY. Manchester courses are held at the YHA, M3 4NB.

All courses run from 10am – 4.30pm with an hour lunch break. Please note: We do not provide lunch on our courses.

Trainers' profiles can be viewed on the trainers' page of our website. Occasionally trainers are subject to change, although we do our best to avoid this.

Booking and payment

You can book online at shelter.org.uk/training and pay securely by credit card or request an invoice.

Alternatively, complete the booking form on page 48.

Full payment is required 10 working days prior to the start of the course. In the event that full payment has not been received, we reserve the right to refuse your attendance on the course.

Please note: as of 1 October 2014 all training fees are subject to VAT at 20%.

Our BACS details are:

Bank: Lloyds TSB City Branch
Account name: Shelter Trading Ltd
Account number: 01170002
Sort Code: 30-00-02

Special offers

10% multiple booking discount

Make three or more bookings and receive a 10% discount. This applies to bookings made at the same time, by the same authorising manager.

Confirmation and joining instructions

We will email you written confirmation and joining instructions within 10 working days of receiving your booking. This will include a venue map and directions. Please contact us if you do not receive this.

Waiting lists

If the course is full, we will inform you that we have placed you on the waiting list and will contact you if a space becomes available. We will not process your payment unless your place is confirmed, or you have advised us of another date that you wish to attend.

Delegate cancellations

Once you have booked your course you will be subject to a £35 cancellation charge if you advise us of your cancellation request in writing, at least 11 working days before the start date. The full course fee will be forfeited if a cancellation is made less than 11 working days prior to the course commencing.

You are welcome to send a colleague in your place at no additional cost.

Transfers to other courses

If you wish to transfer to another course or a later date, a £35 transfer fee will apply, if notification is received in writing more than 11 working days prior to your original course start date. If notification is received in writing less than 11 working days prior to the course commencing, a £60 fee will be payable.

Course cancellations

Shelter Training reserves the right to cancel courses up to 10 working days before the start date. Regrettably, if we do have to cancel a course we cannot refund any expenses incurred, eg travel tickets or accommodation costs. We will refund your course fee.

Course fees

Concessionary rate (Con) applies to local authorities, registered charities, CLS advice and law centres.

Standard rate (Std) applies to housing associations and other social landlords, statutory organisations, including HM Prisons, academic institutions and health services.

Commercial rate (Com) applies to all commercial organisations including barristers and solicitors in private practice.

Contact details

Please contact us by email at training@shelter.org.uk or by phone on **0344 515 1155**.

Please note: All our training venues are fully accessible by wheelchair (with the exception of any site visits). Hearing-aid loops and training notes in larger print format are available if requested prior to the course start date.

Please visit our website shelter.org.uk/training for available dates on all our public courses.

Booking form: public courses

Please complete and return to the address below. Alternatively, book quickly and easily online at shelter.org.uk/training
By completing this form you are agreeing to the booking conditions and cancellation charges outlined on page 47.

Authorising manager

Name _____
Position _____
Department _____
Organisation _____
Address _____
Postcode _____
Tel _____
Fax _____
Email _____

Rate

Commercial Standard Concessionary
(see page 47 for details)

Course bookings

Delegate 1

Position _____
Department _____
Address (if not as before) _____
Postcode _____
Tel _____
Email _____
Course _____
Date _____ City _____
Fee £ _____ +20% VAT £ _____

Multiple booking discount: 10%
(only if booking three courses)

Total fee £ _____

Delegate 2

Position _____
Department _____
Address (if not as before) _____
Postcode _____
Tel _____
Email _____
Course _____
Date _____ City _____
Fee £ _____ +20% VAT £ _____

Multiple booking discount: 10%
(only if booking three courses)

Total fee £ _____

Delegate 3

Position _____
Department _____
Address (if not as before) _____
Postcode _____
Tel _____
Email _____
Course _____
Date _____ City _____
Fee £ _____ +20% VAT £ _____

Multiple booking discount: 10%
(only if booking three courses)

Total fee £ _____

Please state if you have any specific requirements, eg wheelchair access, loop system (we do not provide lunch on our courses):

Payment

Final fee payable £ _____

Cheque – make payable to Shelter Trading

or BACS – see page 47

or Invoice

or Credit card – please ensure we have your email address so we can send you a link to pay securely online.

Invoice to be sent to (if appropriate)

Name _____
Position _____
Department _____
Organisation _____
Address _____
Postcode _____
Tel _____ Fax _____
Email _____

Please return form

By post to Shelter Training, 4 Garrett Street,
London EC1Y 0TY

By fax to 0344 515 2907.

Do not fax cheque payments.

Shelter training

Take advantage of our unique expertise in housing, homelessness and benefits issues through our programme of short courses, or improve your skills in the workplace with our personal development training. All our courses are suitable for those working in housing and the not-for-profit sectors and are delivered by specialists.

shelter.org.uk/training

Shelter seminars

Get an up-to-the-minute insight into housing, homelessness and benefits developments with Shelter's conferences and seminars. Our events are designed and delivered by experts, cover the latest legislation and topical issues, and offer you the opportunity to exchange ideas and experiences with other professionals.

shelter.org.uk/seminars

Any profits made by Shelter Training and Publications are used to fund the work of Shelter, the housing and homelessness charity.

Shelter room hire

Shelter's training centre has a range of fully equipped rooms that you can adapt for a variety of events, from meetings and workshops, to courses and conferences. Our venue is situated in central London, has easy access from major stations and is competitively priced, offering a convenient and affordable setting for your event.

shelter.org.uk/roomhire

Shelter publications

Shelter publications cover a range of housing-related issues produced in easy-to-use formats. Our essential resources include handbooks and guides and an online housing law tool. Shelter publications keep housing professionals up to date and informed on the latest thinking in the housing sector.

shelter.org.uk/publications

Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services. And we campaign to make sure that, one day, no one will have to turn to us for help.

We're here so no one has to fight bad housing or homelessness on their own.

Please support us at shelter.org.uk

Until there's a home for everyone

t: 0344 515 1155
f: 0344 515 2907
training@shelter.org.uk
shelter.org.uk/training

Shelter