

Tenant and leaseholder training 2010



**Nottingham
City Homes**



Approved
by the Customer
Care Group



Corporate member of
Plain English Campaign
Committed to clearer communication

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INVESTOR IN PEOPLE



NCHBRO12

Get involved

Welcome to the tenant and leaseholder training programme for 2010.

Once again we will be offering a range of FREE courses for you to take part in.



Most members of tenants and residents group, both newly formed and well established, can benefit from taking part in some form of training.

Training is important because it can help tenants, leaseholders and residents:

- acquire new skills, knowledge and confidence
- transfer existing skills to new situations
- share experiences and network with other tenants, leaseholders and residents
- gain credits or certificates
- keep up to date on national and local policies
- have fun!

Typical subjects include:

- committee roles
- computer courses
- tenant and leaseholder involvement
- equality and diversity
- fundraising
- assertiveness and confidence building
- plus many more.

Last year's training programme was another success with excellent feedback from people who took part.

This year we will be running popular courses again and have worked with partners to develop training opportunities and new courses. Please take a few minutes to read this booklet and book any courses that interest you.





When talking to our customers and the wider community we found that more people want to be even more involved at every level of Nottingham City Homes and know more about the company.

Our 2010 training programme will help you have an impact when you get involved and give you practical advice to assist you in your day-to-day life.

All courses are FREE to tenants and leaseholders of Nottingham City Homes and aim to be fun, informative and useful for everyone who takes part.

Support is available to assist people who have specific needs. This includes transport to courses, sign language and other language interpreters, specific equipment, help with childcare costs and information in other formats.

Refreshments are provided for all courses with lunch provided for full-day courses.

Please take time to read through our programme as there really is something for everyone.

By taking part you can build your skills, improve your knowledge and in some cases help Nottingham City Homes improve the services thousands of people receive every day.



Nottingham City Homes

Tenant and leaseholder involvement training programme 2010



Personal development

These courses are designed to help you develop your personal skills and improve your knowledge and awareness. They can also improve your access to employment.

Course title	Brief outline	Date
You can do it! – building confidence	Getting your point across with confidence can be difficult at times. Many people confuse this with being aggressive or simply getting your own way all of the time! Assertiveness is about being confident in yourself and respectful of others.	Wednesday 15th September 10.00am – 4.00pm
Conflict resolution	The course raises participants' understanding of the background to conflict and the contribution they can make to either calming or escalating the confrontation. The course has been designed to enable you to deal with and manage such challenging behaviour.	Tuesday 21st September 10.00am – 4.00pm
Communication skills	Good communication skills are important in many aspects of life. This course provides participants with the skills required to communicate effectively and to learn to listen and speak to get maximum effect.	Monday 27th September 10.00am – 4.00pm
Negotiating and influencing skills	The aims of this course are to help participants understand the principles behind effective negotiation, understand and practise key communication skills necessary for effective negotiation, understand the main tools of persuasion, and explore how to apply them in a community context, and prepare and conduct practical negotiation in meetings.	Tuesday 5th October 10.00am – 4.00pm
Presentation skills and public speaking	This workshop will look at how you can present your views better and how to give a presentation in front of others.	Tuesday 19th October 10.00am – 4.00pm
Recognising differences in people	Nottingham is a vibrant multicultural city and it is important to understand the importance of equality for all. The first step is in understanding the impact of discrimination and stereotyping. It can be helpful to know something about the laws that protect people and how we can turn diversity into real strength in our communities.	Tuesday 16th November 10.00am – 4.00pm

Safety, health and well being

These courses are designed to give health awareness and to develop useful safety skills.

Course title	Brief outline	Date
Mental health awareness	This course will provide you with a general overview of mental health problems (signs and symptoms, nature and causes) and how they affect people. The types of mental illness, the importance of social inclusion and practical steps to improve your own mental health.	Thursday 23rd September 10.00am – 1.00pm
Health and safety	This course will provide volunteers and committee members with an understanding of health and safety.	Tuesday 28th September 10.00am – 4.00pm
First aid	This course is designed for people who would like to feel more confident when dealing with an accident or sudden illness.	Thursday 14th October 10.30am – 4.30pm
Stress management – avoiding burn-out	This course is intended for people who may be involved in community and/or voluntary activities, and would like to find a better and healthier balance between different aspects of their lives. When people take on too much, they can end up undermining their own health and becoming less effective.	Thursday 28th October 10.00am – 4.00pm

Housing finance, policy and law

These courses will make you more understanding and aware of policies and laws governing housing.

Course title	Brief outline	Date
Data Protection and the Freedom of Information Act	This course aims to give you a greater understanding of the data protection and freedom of information legislation, and how it is applicable in both your work and private life.	Thursday 7th October 10.00am – 4.00pm
Running your first home	This is an interactive course aimed at people of all ages. The session will appeal to all new tenants or those who may have experienced difficulties in managing their home and money.	Monday 8th November 1.00pm – 4.00pm
Housing policy and legislation – Recent developments	This course will give participants an understanding of current housing policy and relevant government legislation.	Monday 22nd November 10.00am – 1.00pm
Give Respect, Get Respect (Anti-Social Behaviour awareness)	Anti-Social Behaviour is the number one concern of tenants and residents in Nottingham. Many have first hand experience of it. It is certainly a complex social problem to which there are no easy answers. Being aware of the partnerships, new initiatives and how these link to tenants groups is part of the solution itself.	Thursday 25th November 10.00am – 4.00pm
Money matters	A basic budgeting course that will also enable you to recognise the importance of interest rates and understand how much extra you pay when you spread your payments over a long period of time.	Thursday 2nd December 1.00pm – 4.00pm
Housing finance	This workshop will look at how Nottingham City Homes provides housing, and how your rent is spent.	Wednesday 8th December 10.00am – 1.00pm

IT courses

These courses are designed to provide you with a sound base of computer skills and to give you the confidence to use them

Course title	Brief outline	Date
Beginners Microsoft Word course	This course is intended for users with no prior knowledge of Microsoft Word who want to become familiar with the basic features that the package has to offer. At the end of the course the user should be able to create a simple document.	Thursday 9th September 9.30am – 4.00pm
Intermediate Microsoft Word course	This course is aimed at users who have some familiarity with Word and are looking to become proficient in the use of some of the more advanced features that this package has to offer. Attendees should preferably have attended the Word Introduction Course.	Thursday 23rd September 9.30am – 4.00pm
Beginners Microsoft Excel course	This course is intended for users with no prior knowledge of spreadsheets who want to become familiar with the basic features that Microsoft Excel has to offer. At the end of the course the user should be able to create a simple spreadsheet and construct simple formulae.	Thursday 7th October 9.30am – 4.00pm
Intermediate Microsoft Excel course	This course is intended for users wishing to use the more powerful features of Microsoft Excel. At the end of the course the user should be able to further enhance documents, manipulate large worksheets and create charts.	Thursday 21st October 9.30am – 4.00pm
Basic Microsoft PowerPoint course	This course is intended for users who are new to PowerPoint. To enable new users, who are familiar with Windows, to learn the basic skills necessary to begin using PowerPoint.	Thursday 4th November 9.30am – 4.00pm
Intermediate Microsoft PowerPoint course	Those users who have attended the Introduction course or have a good working knowledge of PowerPoint. To further enhance documents and introduce the Intermediate features of PowerPoint.	Thursday 18th November 9.30am – 4.00pm
Microsoft Publisher course	This course is intended for those users who are new to Publisher to learn the basic skills necessary to produce a publication using Publisher.	Monday 29th November 9.30am – 4.00pm

Community growth and development

These courses will give you a greater understanding of your local community, the issues that may affect it and how you can get involved to help resolve them.

Course title	Brief outline	Date
Getting involved in your community	This workshop looks at how and why we want you to be involved, what opportunities there are in the voluntary sector, and how we can support you in this.	Monday 13th September 10.00am – 4.00pm
Funding for community activities	This session will cover the different funding streams available for community activities. This course will go back to basics and will cover project planning, examples of application forms and practical exercises.	Thursday 30th September 1.00pm – 4.00pm
How to run a successful meeting	Does your group or committee find it difficult to come to agreements and make decisions? This course aims to give you the knowledge to help you make your meetings more effective and save you time. Ideal for new or experienced committee officers and others who would like to develop some skills in this area.	Monday 11th October 10.00am – 4.00pm
How to promote your group	Many community groups struggle to attract new volunteers. There are usually a regular group of people who meet up to try and make things happen. Getting new people interested is part of the survival of any group. Finding out how to market your group to the local community is a key to success.	Tuesday 26th October 10.00am – 1.00pm
Developing effective newsletters	This is a must for people who want to learn about the basics of developing effective newsletters. The focus will be on developing informative and interesting content for a newsletter and encouraging contributions from a range of people. Starting from the basics of why you want a newsletter the course will enable you to develop planning and writing skills to make you more able to contribute to and produce newsletters for your group.	Wednesday 10th November 10.00am – 1.00pm

Committee skills

We are happy to arrange any of the below Committee Skills training for any recognised association at a venue and time that is suitable for the group.

Course title	Brief outline
Chairing skills	Chairing meetings is probably the most important function for any group. It is not easy! It is a balancing act between being friendly, welcoming and inclusive and being strict about time and keeping to the agenda. Chairs need to be good at listening, welcoming people and summing up. Good Chairs do not do most of the talking but are clear and firm! Come and learn more about chairing.
Committee skills	Giving your time to be on a committee of a community group can be very rewarding. It can also be quite daunting if you are not sure what your responsibilities are or what your role is. This session will answer any questions and explain what your role is.
Secretary skills	Good minutes and an organised meeting really do support a group to have a good productive meeting. Taking minutes is not easy. It requires listening and writing down the most important bits. Some people just like to receive minutes rather than attend a meeting and so they form an important part of communication. The role of the secretary is a very important one and is sometimes not fully understood. Being clearer about the responsibilities and learning some of the skills needed will be a great bonus for any group.
Treasurer skills	To develop the skills of existing Treasurers, and also to provide guidance to those wishing to fulfil the role in the future.

All of the courses listed will be held in the Tenant and Leaseholder Resource Centre, 14 Hounds Gate, Nottingham, NG1 7BA

Most of our courses are held in our Tenant and Leaseholder Resource Centre

It is fully equipped with all the latest SmartBoard technology, and has computers with full internet access available for use by any tenant, leaseholder or member of a recognised community group.



Why not come along and have a look...



External training providers



Alison Baldwin

Alison Baldwin is an IT Training Consultant with over 17 years experience in the delivery of desktop applications. Training courses range from an introductory to an advanced level, including floor walking and training workshops where Alison is available to answer questions and sort out any problems.

Framework

Framework's mission is to help homeless and vulnerable people by providing high quality housing, support, prevention and training services. They enable people to live independent lives by offering choice and opportunity.

Website: www.frameworkha.org

John Wayte

John Wayte is a first aid instructor with over 25 years experience in the delivery of first aid courses and as a first aider. Training courses range from the four hour emergency through to the four day first aid at work. John's knowledge of first aid comes from working in the Fire Service and St John's Ambulance. He will answer any first aid questions.

e-mail: johnnyrr15@hotmail.com

Richard Knightsbridge Associates

Formed in 1994, Knightsbridge Management Associates is a UK Management and Business Skills training consultancy based in the East Midlands. Their reputation and success has been built on the provision of high quality, affordable and focused management and business skills training across the public, private, not for profit and voluntary sectors. All of their in-house workshops are individually tailored to meet specific customer requirements. They never commence any programme without first visiting you and confirming your needs. The emphasis of all of their workshops, both in-house and open, is to provide participants with enjoyable training, which is both easy to understand and as jargon free as possible.

Website: www.knightsbridgeassociates.co.uk





Booking details

Please read the booking details below before you send us your booking form as it contains important information. The booking form can be found on page 13.

How to book

Decide on the course(s) that you want to attend and fill in the booking form attached or contact the Involvement Team.

We will send you further information including a map approximately one week before the course.

Cancellation policy

If you need to cancel your booking for any reason, please give us as much notice as possible. This will allow us the time to find someone to go in your place.

Our aim is to make sure that the courses run as planned. However, there may be times when, due to circumstances beyond our control, we have to alter or cancel the course. Should this be the case we will give you as much notice as possible.

Quality

We aim to provide good quality training, run by experienced and qualified speakers in accessible and comfortable venues.

If you are dissatisfied with the course please contact us to discuss your concerns, and make sure you fill in your feedback forms. This will help us make sure that our future training is organised efficiently, have interesting programmes and offer good value to those taking place.

Help us to help you

We recognise that we may need to offer some participants extra support to make sure everyone gets the most from the course. Please indicate on the booking form, in as much detail as possible, any kind of help you may need.

Let us know if you need to bring a carer with you or if you require particular building access. Also, let us know if you have any particular dietary requirements. We will do our best to meet your needs.





Nottingham City Homes' policy

To make sure our training is conducted in a suitable environment, Nottingham City Homes reserves the right to ask an individual to leave an event if they are causing distress to delegates or anyone else connected with the course.

This relates to all forms of harassment including, racial, sexual, verbal or physical. Should any problems occur, please bring them to our attention as soon as possible.

Insurance

Nottingham City Homes will make sure that all venues used for our courses hold sufficient Public Liability Insurance.

All other insurance, including travel to and from the venue, is the responsibility of the individual delegate, either through private or employers insurance.

Publicity

Photographs taken at our training will be used in our publicity.

If you would not like us to use a photograph you are featured in for publicity purposes, please state this on the booking form.

If you are interested in any training sessions please contact:



Tenant and Leaseholder Involvement Team
14 Hounds Gate
Nottingham
NG1 7BA



0115 9157380

Minicom: 0115 915 7447

Fax: 0115 915 7414

Text: INVOLVE to 80800



gettinginvolved@nottinghamcityhomes.org.uk



Other external training providers



Age Concern

Training courses for all aspects of the voluntary sector.

Website: www.ageconcern.org.uk

Begin

An impartial information and advice service that can help find the right course to help you improve your basic education.

Website: www.begin.org.uk

Chartered Institute of Housing

Professional body for people working in housing. Training, conferences and distance learning.

Website: www.cih.org

Community Accounting Plus

Training in basic accounts and finance.

Website: www.caplus.org.uk

Enable

Nottingham and Nottinghamshire Voluntary and Community Sector Learning and Skills Consortium. Established to enable voluntary organisations and community groups to effectively engage in the development and delivery of the local learning and skills agenda.

Website: www.enable.uk.net

Care Training East Midlands

Offers accredited qualifications in adult literacy and numeracy, fully funded. The nationally recognised qualifications are completed through Learndirect and are completely free to people over the age of 19 who have lived in the UK for three years or more.

Website: www.ctem.com

Learn Direct

Offer advice to adults on training and learning opportunities.

Website: www.learndirect.co.uk

TPAS

TPAS offers an extensive range of training and conference opportunities for people interested and involved in tenant and community engagement.

Website: www.tpas.org.uk

Trafford Hall – National Tenants Resource Centre

Provides training and residential accommodation. Bursaries are available for expenses.

Website: www.traffordhall.com

Train to Gain

The Government's flagship training scheme.

Website: www.traintogain.gov.uk








Training request form



We are committed to empowering our tenants and leaseholders to become more involved in our decision making. As part of this we aim to provide a range of free training opportunities.

Please tick the box applicable to you:

-  I am a Nottingham City Homes tenant
-  I am a Nottingham City Homes Leaseholder
-  Other (please state) _____

Individual details:

Last name: _____ First name(s): _____

Address: _____

Please tell us which group you are a member of – ie local contact, tenants and residents association, area panel, forum or tenants and leaseholders congress

Telephone number: _____ E-mail address: _____

Request details:

Course/training requested: _____

Title of course: _____

Training date(s): _____

Individual requirements: _____





How did you find out about this training?: _____

Additional information:

What will you be able to do better as a result of this training? _____

How will your knowledge/skills improve? _____

Authorisation of Tenant and Leaseholder Involvement Officer:

Signed: _____ Date: _____

Please tick this box if you would not like your photograph used in publications

Please return completed forms to:

Tenant and Leaseholder Involvement Team
Nottingham City Homes, 14 Hounds Gate, Nottingham NG1 7BA

Tel: 0115 9157380

Fax: 0115 9157414

Or e-mail to: gettinginvolved@nottinghamcityhomes.org.uk





If you are unable to read this publication, please contact your area housing office or call us on 0845 330 3131. We can arrange for an interpreter to explain it to you, or send you a spoken word version on tape or CD. If neither of these are suitable, we can translate this publication into your chosen language. We can also provide it in large print.

Chinese (Cantonese)

如果你不能夠閱讀這刊物，請聯絡你的地區房屋辦公室，或致電 0845 330 3131。我們可以安排一位翻譯員去為你解釋，或寄送一份口述版本的錄音磁帶或光碟給你。如果這兩者都不適合，我們可以把這刊物翻譯成你所選擇的語言。我們也可以用大字體提供。

Kurdish (Sorani)

ئەگەر پێت ناکرێت ئەم بڵاوکرراویە بخوینیتەوه، تکایە پەیوەندی بە نوسینگەی نیشتمانی کردنی ناوجەیی خۆت بکە بانیشت ئەلمفۆنی ژمارە 0845 330 3131 بکە. ئێمە دەتوانین زمانوهر گێزێکت بۆ داوین بکەین بۆ روون کردنەوهی ئەمە، یان چاڵێکی بە دەنگت بۆ بنێرین لەسەر شریتی کاسێت بانیشت لەسەر سی دی. ئەگەر هیچ لەمانە گونجاو نیە بۆت، ئەوه ئێمە دەتوانین ئەم بڵاوکرراویە بگۆزینە زماڤی پەسەندکر او ی خۆت. هەر وها ئێمە دەتوانین بە پیتی گەورەش داوین بکەین.

Czech

Pokud si nejste schopni tuto publikaci přečíst, prosím kontaktujte bytový úřad pro Vaši oblast nebo nám zavolejte na 0845 330 3131. Můžeme zařadit tlumočnicka, který Vám to vysvětlí, nebo Vám můžeme zaslat namluvenou verzi na kazetě nebo CD. Pokud ani jeden ze způsobů není vhodný, můžeme tuto publikaci přeložit do Vámi vybraného jazyka. Můžeme ji také poskytnout ve velkém písmu.

Polish

Jeżeli nie potrafisz Pan/Pani przeczytać tej publikacji, prosimy skontaktować się z Pana/Pani lokalnym housing office lub zadzwonić pod numer 0845 330 3131. Możemy zorganizować tłumacza, który objaśni Panu/Pani treść tej publikacji lub wysłać Panu/Pani mówioną wersję na kasecie audio lub na płycie CD. Jeżeli żadna z powyższych opcji Panu/Pani nie odpowiada, możemy przetłumaczyć tą publikację na wybrany przez Pana/Panią język. Możemy również przekazać Panu/Pani wersję drukowaną dużą czcionką.

French

Si vous ne parvenez pas à lire cette publication, s'il vous plaît contacter votre bureau de logement de secteur ou appelez-nous sur 0845 330 3131. Nous pouvons nous charger pour qu'un interprète l'explique à vous, ou vous envoyez une version parlée sur une bande ou un CD. Si ni l'un ni l'autre de ces derniers ne convient, nous pouvons traduire cette publication dans votre langue choisie. Nous pouvons également la fournir en grande copie.

Portuguese

Caso não consiga ler esta publicação, favor entrar em contato com o housing office (departamento de habitação) de seu bairro ou telefone para 0845 330 3131. Podemos arranjar um intérprete para explicar, ou enviar uma versão falada em fita ou CD. Se nenhuma dessas opções lhe forem convenientes, podemos traduzir esta publicação no idioma de escolha. Também disponível versão escrita em letras grandes/ impressão maior.

Gujarati

તમે આ પ્રકાશન વાંચવામાં અસમર્થ હોવ, તો તમારા વિસ્તારના આવાસન ઓફિસનો સંપર્ક કરવા કે 0845 330 3131 પર અમને કોલ કરવા વિનંતી. અમે તમને તે સમજાવવા દુભાષિયાની ગોઠવણ કરી શકીએ, અથવા ટેપ કે સીડી પર બોલેલા શબ્દોની આવૃત્તિ તમને મોકલી શકીએ. આ બંને માંથી કોઈપણ તમને યોગ્ય ન હોય, તો અમે તમારી પસંદગીની ભાષામાં આ પ્રકાશનનું ભાષાંતર કરી શકીએ. અમે તેને મોટી પ્રિન્ટમાં પણ પૂરું પાડી શકીએ.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਪੜ੍ਹਿਕਾ ਨਹੀਂ ਪੜ੍ਹ ਸਕਦੇ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਆਪਣੇ ਇਲਾਕੇ ਦੇ ਹਾਉਸਿੰਗ ਆਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਉਨ੍ਹਾਂ ਨੂੰ 0845 330 3131 ਤੇ ਫੋਨ ਕਰੋ। ਅਸੀਂ ਤਰਜਮਾਨੀ ਦੇ ਲਈ ਇਕ ਇਨਟਰਪ੍ਰੇਟਰ (ਦੁਬਾਸੀਏ) ਦਾ ਇੰਤਜ਼ਾਮ ਕਰ ਸਕਦੇ ਹਾਂ ਜਾਂ ਫਿਰ ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਭੇਜ ਸਕਦੇ ਹਾਂ। ਜੇ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕੋਈ ਵੀ ਉਚਿਤ ਨਹੀਂ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਇਹ ਟ੍ਰਾਂਸਲੇਟ ਕਰਵਾ ਸਕਦੇ ਹਾਂ। ਅਸੀਂ ਇਹ ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਵੀ ਮੁਹੱਈਆ ਕਰ ਸਕਦੇ ਹਾਂ।

Hindi

यदि इस पत्रिका को पढ़ने में आपको कठिनाई महसूस होती है तो कृपया अपने इलाके के हाउसिंग वफतार से इस नंबर पर संपर्क करें, 0845 330 3131। इसे समझने के लिये हम दुभाषीय का प्रवन्ध कर सकते हैं, या टेप अथवा सीडी पर वर्ड या कहे शब्द को भी भेज सकते हैं। इनमें से यदि कोई भी उचित नहीं है, तो इसे हम आपकी पसंद की भाषा में ट्रान्सलेट कर सकते हैं। इसे बड़े प्रिन्ट में भी प्रदान किया जा सकता है।

Urdu

اگر آپ کو اس دستاویز کو پڑھنے میں مشکل پیش آ رہی ہے تو براہ مہربانی اپنے ایریا ہاؤسنگ آفس سے رجوع کریں یا پھر فون نمبر: 0845 330 3131 کے بارے میں آپ کو سمجھانے کیلئے ہم آپ کے لیے مترجم رابطہ کریں۔ اس دستاویز میں دی گئی معلومات کے بارے میں آپ کو سمجھانے کیلئے ہم آپ کے لیے مترجم فراہم کر سکتے ہیں یا پھر ان تحریری معلومات کو آپ کی زبان میں ٹیپ یا سی ڈی پر ریکارڈ کر کے مہیا کر سکتے ہیں اگر یہ سب آپ کے لیے موزوں نہیں ہے تو ہم اس دستاویز کو آپ کی اپنی زبان میں تحریری طور پر مہیا کر سکتے ہیں۔ یہ دستاویز بڑے حروف میں بھی مہیا کی جاسکتی ہے۔



Nottingham City Homes
14 Hounds Gate
Nottingham NG1 7BA

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www.nottinghamcityhomes.org.uk