

Autumn 2019 Programme of Benefits & Housing Training organised by GIPSIL in association with Jana Elles and Heather Collins, both specialist trainers and consultants – basic course details below and full details attached.

Our experience shows a lack of local and affordable benefits training for staff at a time of great change through welfare reform and increasing client need. The courses cost £55 per place and full details, including our cancellation policy, are on the booking forms attached. We are happy to host the training where there is sufficient demand so feel free to forward this email across your networks. Any queries should be directed to myself or Carole.Denton@gipsil.org.uk in the first instance and we will endeavour to get back to you as soon as possible. If you wish to opt out of these emails, just let me know and I will remove you from the training contact list.

GIPSIL Training Programme Autumn 2019

Welfare Benefits Overview: This course is a comprehensive introduction and overview covering how the benefits system works.

Thursday 12th September 19, 9.30am – 3.30pm

Universal Credit: Overview of conditions of entitlement and common issues with Universal Credit.

Thursdays 19th September 19 & 5th December 19, 9.30am – 3.30pm

Homelessness, including the Homelessness Reduction Act 17

Friday 4th October 19, 9.30–3.30pm

Sickness & Disability Benefits Course: Employment Support Allowance, Universal Credit and Personal Independence Payments

Thursday 10th October 19, 9.30am – 3.30pm

Paying the Rent: UC rent element & Housing Benefit.

Thursday 17th October 19, 9.30am – 3.30pm

Essential Housing Law for Support Workers

Friday 18th October 19, 9.30–3.30pm

Universal Credit & Work: workseeking, sickness & sanctions.

Friday 8th November 19, 9.30am -3.30pm

Challenging Benefit Decisions.

Thursday 14th November 19, 9.30am -3.30pm

Assured Shorthold Tenancies.

Friday 15th November 19, 9.30–3.30pm

Benefits and Coming to the UK: Overview of benefits and entitlements for persons from abroad, including EEA nationals.

Thursday 21st November 19, 9.30–3.30pm

Please let us know if you have an interest in other benefit or housing courses and we will do our best to source if there is sufficient demand.

Best wishes.

Sarah and Carole



Welfare Benefits Overview

Friday 12th September 19

9.30am – 3.30pm

Suitable for general advice workers and support workers

Course content: This course is a comprehensive introduction to how the benefits system works, looking broadly at the different types of benefits - means tested, contribution based and disability benefits. The course assumes little or no previous knowledge of benefits. It begins at the beginning, but will help you to understand how different types of benefit fit together and to give you the knowledge and confidence to help your clients with common benefits problems. It is therefore suitable both for new and more experienced workers.

Methods: A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

Tutor: **Jana Elles** has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients

Cost: £55 per place

Cancellation Policy: Cancellations can be made without penalty up to 3 weeks in advance of the training date. Cancellations within 3 weeks of the scheduled training date will be charged at the full fee of £55, although we are happy to accept other trainees in place of the original delegate. GIPSIL reserves the right to cancel any training course up to 2 weeks in advance of the scheduled training date in the case of low booking levels.

Venue: GIPSIL Community Support Centre, 1 Woodfield Court, LEEDS, LS8 3NT

For further details contact sarah.duffy@engageleeds.org.uk or carole.denton@gipsil.org.uk tel: 0113 2481301

To book: Please complete your details below & forward this form to carole.denton@gipsil.org.uk or sarah.duffy@engageleeds.org.uk. Alternatively, return by post to: Carole Denton, GIPSIL, The Old Fire Station, Gipton Approach, LEEDS, LS9 6NL.

Participant name/s:
Address:

Organisation:

Contact Email:

Contact Telephone:

Invoicing details if different from above, inc. purchase order/ref no. (if necessary):



Universal Credit Overview

Thursday 19th September 19

Thursday 5th December 19

9.30am – 3.30pm

Suitable for general advice workers and support workers

Course content: This one day course provides a clear overview of Universal Credit. By the end of the day you will know broadly how UC works, who needs to claim UC, how it fits with other benefits and what problems could arise. It will also look at what you can practically do to help your clients to successfully claim and manage a UC claim.

Methods: A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

Tutor: **Jana Elles** has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients

Cost: £55 per person

Cancellation Policy: Cancellations can be made without penalty up to 3 weeks in advance of the training date. Cancellations within 3 weeks of the scheduled training date will be charged at the full fee of £55, although we are happy to accept other trainees in place of the original delegate. GIPSIL reserves the right to cancel any training course up to 2 weeks in advance of the scheduled training date in the case of low booking levels.

Venue: GIPSIL Community Support Centre, 1 Woodfield Court, LEEDS, LS8 3NT

For further details contact sarah.duffy@engageleeds.org.uk or carole.denton@gipsil.org.uk tel: 0113 2481301

To book: Please complete your details below & forward this form to carole.denton@gipsil.org.uk or sarah.duffy@engageleeds.org.uk. Alternatively, return by post to: Carole Denton, GIPSIL, The Old Fire Station, Gipton Approach, LEEDS, LS9 6NL.

Participant name/s:

Organisation:

Address:

Contact Email:

Contact Telephone:

Invoicing details if different from above, inc. purchase order/ref no. (if necessary):



Homelessness, including the Homelessness Reduction Act 17

Friday 4th October 19, 9.30am – 3.30pm

Suitable for general advice workers and support workers

Course content: An overview, setting out the duties which local authorities have in relation to homeless people. This session includes the amendments introduced by the Homelessness Reduction Act 2017.

Methods: will include direct trainer teaching; group discussion; exercises and example case studies, as well as the opportunity for questions. Course materials will be given to each participant.

Trainer: Heather Collins has over 25 years' experience working in the housing and homelessness sector. She has approaching 15 years' experience working in frontline services ranging from direct access hostels, tenancy sustainment, resettlement, and housing casework, for various charities and organisations, including St Mungo's, Crisis and Shelter. For the past 10 years, Heather has worked for Shelter as a trainer delivering training for the NHAS with the aim of enabling frontline providers to deliver good quality housing and homelessness advice and support and facilitate the prevention of homelessness.

Cost: £55 per place

Cancellation Policy: Cancellations can be made without penalty up to 3 weeks in advance of the training date. Cancellations within 3 weeks of the scheduled training date will be charged at the full fee of £55, although we are happy to accept other trainees in place of the original delegate. GIPSIL reserves the right to cancel any training course up to 2 weeks in advance of the scheduled training date in the case of low booking levels.

Venue: GIPSIL Community Support Centre, 1 Woodfield Court, LEEDS, LS8 3NT

For further details contact sarah.duffy@engageleeds.org.uk or carole.denton@gipsil.org.uk tel: 0113 2481301

To book: Please complete your details below & forward this form to carole.denton@gipsil.org.uk or sarah.duffy@engageleeds.org.uk. Alternatively, return by post to: Carole Denton, GIPSIL, The Old Fire Station, Gipton Approach, LEEDS, LS9 6NL.

Participant name/s:

Organisation:

Address:

Contact Email:

Contact Telephone:

Invoicing details if different from above, inc. purchase order/ref no. (if necessary):



Sickness & Disability Benefits Course:

Employment Support Allowance, Universal Credit and Personal Independence Payments

Thursday 10th October 19

9.30am – 3.30pm

Suitable for general advice workers and support workers

Course content:

This course will help you if your clients rely on sickness or disability benefits. It will give you a broad understanding of who can still get ESA, how UC treats people who are sick and how someone's sickness or disability is assessed by ESA, UC and PIP. It will examine the main problem areas and give you knowledge and confidence to help your clients to claim and keep these benefits.

Methods: A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

Tutor: **Jana Elles** has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients.

Cost: £55 per place

Cancellation Policy: Cancellations can be made without penalty up to 3 weeks in advance of the training date. Cancellations within 3 weeks of the scheduled training date will be charged at the full fee of £55, although we are happy to accept other trainees in place of the original delegate. GIPSIL reserves the right to cancel any training course up to 2 weeks in advance of the scheduled training date in the case of low booking levels.

Venue: GIPSIL Community Support Centre, 1 Woodfield Court, LEEDS, LS8 3NT

For further details contact sarah.duffy@engageleeds.org.uk or carole.denton@gipsil.org.uk tel: 0113 2481301

To book: Please complete your details below & forward this form to carole.denton@gipsil.org.uk or sarah.duffy@engageleeds.org.uk. Alternatively, return by post to: Carole Denton, GIPSIL, The Old Fire Station, Gipton Approach, LEEDS, LS9 6NL.

Participant name/s:
Address:

Organisation:

Contact Email:

Contact Telephone:

Invoicing details if different from above, inc. purchase order/ref no. (if necessary):



Paying the Rent: UC rent element & Housing Benefit

Thursday 17th October 19

9.30am – 3.30pm

Suitable for general advice workers and support workers

Course content:

This course is for anyone who supports people in rented accommodation. It looks in detail at when someone can claim UC or HB to help with their housing costs, how they are assessed and paid, and what you can do to help your clients safeguard their home.

Methods:

A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

Tutor: **Jana Elles** has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients.

Cost: £55 per place

Cancellation Policy: Cancellations can be made without penalty up to 3 weeks in advance of the training date. Cancellations within 3 weeks of the scheduled training date will be charged at the full fee of £55, although we are happy to accept other trainees in place of the original delegate. GIPSIL reserves the right to cancel any training course up to 2 weeks in advance of the scheduled training date in the case of low booking levels.

Venue: GIPSIL Community Support Centre, 1 Woodfield Court, LEEDS, LS8 3NT

For further details contact sarah.duffy@engageleeds.org.uk or carole.denton@gipsil.org.uk tel: 0113 2481301

To book: Please complete your details below & forward this form to carole.denton@gipsil.org.uk or sarah.duffy@engageleeds.org.uk. Alternatively, return by post to: Carole Denton, GIPSIL, The Old Fire Station, Gipton Approach, LEEDS, LS9 6NL.

Participant name/s:
Address:

Organisation:

Contact Email:

Contact Telephone:

Invoicing details if different from above, inc. purchase order/ref no. (if necessary):



Essential Housing Law for Support Workers

Friday 18th October 19, 9.30am – 3.30pm

Suitable for support workers and general advice workers

Course content: This course will cover the essential elements of housing law most relevant to support work staff, including the importance of identifying housing status and an overview of related possession proceedings, covering required notices and documentation.

Methods: will include direct trainer teaching; group discussion; exercises and example case studies, as well as the opportunity for questions. Course materials will be given to each participant.

Trainer: Heather Collins has over 25 years' experience working in the housing and homelessness sector. She has approaching 15 years' experience working in frontline services ranging from direct access hostels, tenancy sustainment, resettlement, and housing casework, for various charities and organisations, including St Mungo's, Crisis and Shelter. For the past 10 years, Heather has worked for Shelter as a trainer delivering training for the NHAS with the aim of enabling frontline providers to deliver good quality housing and homelessness advice and support and facilitate the prevention of homelessness.

Cost: £55 per place

Cancellation Policy: Cancellations can be made without penalty up to 3 weeks in advance of the training date. Cancellations within 3 weeks of the scheduled training date will be charged at the full fee of £55, although we are happy to accept other trainees in place of the original delegate. GIPSIL reserves the right to cancel any training course up to 2 weeks in advance of the scheduled training date in the case of low booking levels.

Venue: GIPSIL Community Support Centre, 1 Woodfield Court, LEEDS, LS8 3NT

For further details contact sarah.duffy@engageleeds.org.uk or carole.denton@gipsil.org.uk tel: 0113 2481301

To book: Please complete your details below & forward this form to carole.denton@gipsil.org.uk or sarah.duffy@engageleeds.org.uk. Alternatively, return by post to: Carole Denton, GIPSIL, The Old Fire Station, Gipton Approach, LEEDS, LS9 6NL.

Participant name/s:
Address:

Organisation:

Contact Email:

Contact Telephone:

Invoicing details if different from above, inc. purchase order/ref no. (if necessary):



Universal Credit & Work: work seeking, sickness & sanctions

Friday 8th November 19

9.30am – 3.30pm

Suitable for general advice workers and support workers

Course content: UC aims to encourage claimants into full time work. This course looks at what work seeking people have to do to keep their UC, what happens if they cannot seek work - for example if they have ill health - and at how working affects their UC. The day examines the UC work 'conditionality' rules to enable your clients to better manage their claim and at the impacts of your client failing to do what they are supposed to do. If you help people on UC this course will help you by looking at simple, practical steps that you can do to help them manage their claim.

Methods: A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

Tutor: **Jana Elles** has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience means her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients

Cost: £55 per place

Cancellation Policy: Cancellations can be made without penalty up to 3 weeks in advance of the training date. Cancellations within 3 weeks of the scheduled training date will be charged at the full fee of £55, although we are happy to accept other trainees in place of the original delegate. GIPSIL reserves the right to cancel any training course up to 2 weeks in advance of the scheduled training date in the case of low booking levels.

Venue: GIPSIL Community Support Centre, 1 Woodfield Court, LEEDS, LS8 3NT

For further details contact sarah.duffy@engageleeds.org.uk or carole.denton@gipsil.org.uk tel: 0113 2481301

To book: Please complete your details below & forward this form to carole.denton@gipsil.org.uk or sarah.duffy@engageleeds.org.uk. Alternatively, return by post to: Carole Denton, GIPSIL, The Old Fire Station, Gipton Approach, LEEDS, LS9 6NL.

Participant name/s:

Organisation:

Address:

Contact Email:

Contact Telephone:

Invoicing details if different from above, inc. purchase order/ref no. (if necessary):



Challenging Benefit Decisions

Thursday 14th November 19

9.30am – 3.30pm

Suitable for general advice workers and support workers

Course content:

This practical course explores what DWP decisions can be challenged, when and how. It covers a range of strategies and options, from preventing poor decisions, asking for a supersession, negotiating the mandatory reconsideration maze through to how the appeal system works and how to prepare for an appeal.

Methods:

A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

Tutor: Jana Elles has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients.

Cost: £55 per place

Cancellation Policy: Cancellations can be made without penalty up to 3 weeks in advance of the training date. Cancellations within 3 weeks of the scheduled training date will be charged at the full fee of £55, although we are happy to accept other trainees in place of the original delegate. GIPSIL reserves the right to cancel any training course up to 2 weeks in advance of the scheduled training date in the case of low booking levels.

Venue: GIPSIL Community Support Centre, 1 Woodfield Court, LEEDS, LS8 3NT

For further details contact sarah.duffy@engageleeds.org.uk or carole.denton@gipsil.org.uk tel: 0113 2481301

To book: Please complete your details below & forward this form to carole.denton@gipsil.org.uk or sarah.duffy@engageleeds.org.uk. Alternatively, return by post to: Carole Denton, GIPSIL, The Old Fire Station, Gipton Approach, LEEDS, LS9 6NL.

Participant name/s:
Address:

Organisation:

Contact Email:

Contact Telephone:

Invoicing details if different from above, inc. purchase order/ref no. (if necessary):



Assured Shorthold Tenancies

Friday 15th November 19

9.30am – 3.30pm

Suitable for general advice workers and support workers

Course content: This course will explain the key features of assured shorthold tenancies, including deposit protection and required, supporting documentation. It will provide an overview of related possession proceedings, covering requisite notices.

Methods: will include direct trainer teaching; group discussion; exercises and example case studies, as well as the opportunity for questions. Course materials will be given to each participant.

Trainer: Heather Collins has over 25 years' experience working in the housing and homelessness sector. She has approaching 15 years' experience working in frontline services ranging from direct access hostels, tenancy sustainment, resettlement, and housing casework, for various charities and organisations, including St Mungo's, Crisis and Shelter. For the past 10 years, Heather has worked for Shelter as a trainer delivering training for the NHAS with the aim of enabling frontline providers to deliver good quality housing and homelessness advice and support and facilitate the prevention of homelessness.

Cost: £55 per place

Cancellation Policy: Cancellations can be made without penalty up to 3 weeks in advance of the training date. Cancellations within 3 weeks of the scheduled training date will be charged at the full fee of £55, although we are happy to accept other trainees in place of the original delegate. GIPSIL reserves the right to cancel any training course up to 2 weeks in advance of the scheduled training date in the case of low booking levels.

Venue: GIPSIL Community Support Centre, 1 Woodfield Court, LEEDS, LS8 3NT

For further details contact sarah.duffy@engageleeds.org.uk or carole.denton@gipsil.org.uk tel: 0113 2481301

To book: Please complete your details below & forward this form to carole.denton@gipsil.org.uk or sarah.duffy@engageleeds.org.uk. Alternatively, return by post to: Carole Denton, GIPSIL, The Old Fire Station, Gipton Approach, LEEDS, LS9 6NL.

Participant name/s:
Address:

Organisation:

Contact Email:

Contact Telephone:

Invoicing details if different from above, inc. purchase order/ref no. (if necessary):



Benefits & Coming to the UK

Thursday 21st November 19

9.30am – 3.30pm

Suitable for general advice workers and support workers

Course content:

This course is aimed at advisers who help people who have recently been abroad or who do not have British nationality. The day covers the main presence and residence conditions, Public Funds restrictions and the special rules for EU nationals - right to reside and EU co-ordination rules. The course concentrates on means tested benefits and covers the restrictions for EU work seekers.

Methods:

A mixture of tutor input, discussion among participants and practical exercises. A course pack will be given to each participant.

Tutor: **Jana Elles** has worked as a generalist advice worker for well over twenty years, and as a Welfare Rights specialist for ten. She has delivered training nationally for LASA and Citizens Advice, and latterly to advice centres, support agencies and housing associations. Although legally trained, her ongoing advice work experience mean her training is accessible and clear. Jana will provide detailed information combined with practical tips for getting the best from the benefits system for your clients.

Cost: £55 per place

Cancellation Policy: Cancellations can be made without penalty up to 3 weeks in advance of the training date. Cancellations within 3 weeks of the scheduled training date will be charged at the full fee of £55, although we are happy to accept other trainees in place of the original delegate. GIPSIL reserves the right to cancel any training course up to 2 weeks in advance of the scheduled training date in the case of low booking levels.

Venue: GIPSIL Community Support Centre, 1 Woodfield Court, LEEDS, LS8 3NT

For further details contact sarah.duffy@engageleeds.org.uk or carole.denton@gipsil.org.uk tel: 0113 2481301

To book: Please complete your details below & forward this form to carole.denton@gipsil.org.uk or sarah.duffy@engageleeds.org.uk. Alternatively, return by post to: Carole Denton, GIPSIL, The Old Fire Station, Gipton Approach, LEEDS, LS9 6NL.

Participant name/s:

Organisation:

Address:

Contact Email:

Contact Telephone:

Invoicing details if different from above, inc. purchase order/ref no. (if necessary):