

# Training Programme



## Housing Systems

*"We always  
get staff booking on to  
a course when they know  
Housing Systems is delivering it -  
they love the fact that it is informal,  
interactive and they get practical  
answers to their questions."*

Yorkshire Housing



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## Training that gets results.....

Welcome to Housing Systems – a company dedicated to sustaining tenancies and combating poverty by providing the resources you need to maximise income and challenge benefit decisions.

We are committed to delivering high quality in-house training at a reasonable cost, designed specifically for people who work in the social housing and voluntary sectors, to help you and your colleagues become the best in your field.

Combining our experience, knowledge and support with your team's aims and objectives, we can work together to reduce arrears and support residents/tenants in their communities in this ever changing environment.

Our aim is to provide training that works – by providing the tools and information your staff need to take on Universal Credit, Housing Benefit and changes under Welfare Reform. We will work with your staff to focus on the real issues and discuss the best way forward by providing key information and practical help such as standard letters, checklists and flowcharts. By the end of the course participants will be armed with the confidence and tools to tackle everyday issues to minimise arrears and maximise your customer's income.

Contact us for more information about our courses and CPD hours.

✉ [training@housingsystems.co.uk](mailto:training@housingsystems.co.uk)

☎ 01756 796394

## Find out more.....

[www.housingsystems.co.uk](http://www.housingsystems.co.uk)

## Recent clients include:



Alliance Homes  
Group



Bracknell  
Forest Homes



CLARION  
HOUSING GROUP



Halton  
Housing Trust



Hull  
City Council



Metropolitan



Northwards Housing  
North Manchester's Council Homes



Riverside



saha

Salvation Army Housing Association



Sheffield  
City Council



wandle



*"Julia and her team are great. We love their training style.*

*Each course they deliver is designed just for us which makes it real value for money."*

Great Places Housing Group



3

Rated by  
delegates as

**98%** Excellent  
or good

Many of our clients have  
been booking training  
with us since we started in

**2005**

## Tailor-made Training

We have a variety of course outlines on our website ready to be delivered. **But we believe that the best training is tailored to your specific needs so we endeavour to provide the training that will best benefit your staff.**

You can adapt one of our course outlines or create your own from scratch! Just tell us what your team needs to know and we'll do the rest.

## Interactive Training

Our training styles make the course interactive, engaging yet fun. We use a variety of exercises during the day to reinforce learning and we look at the practical application of the knowledge gained through case studies. We ensure staff are always fully engaged and never bored!

## Training for everyone

We have courses designed for staff with every level of experience:

- Standard courses aimed at staff who require the knowledge to provide basic advice and to be able to signpost tenants for further help.
- Intermediate courses that are practical and focused on real life challenges, building on existing knowledge to provide a better level of service.
- Advanced courses for those who want a deeper knowledge of a particular part of the benefits system.

We deliver around **250** courses a year

What we offer you..... **4**

Contact us to book a course.

*"Feedback is always great because the course is relevant and delegates are encouraged to ask questions."*

Northwards Housing

*"Exceptionally knowledgeable trainer on how UC works in theory and in practice."*

*Timely and useful."*

Clarion Group

*"It has been a long time since our staff have come out of a training session with such enthusiasm - the general buzz about the team was so refreshing to hear."*

New Gorbals HA

# Universal Credit Courses

## Standard

**Universal Credit:  
The Essentials**

*"Feedback  
from your training is  
always excellent - the  
Universal Credit training  
yesterday was no different.  
Thank you."*  
Hull CC

To see the outlines for these  
sessions please go to:  
[www.housingsystems.co.uk](http://www.housingsystems.co.uk)

## Intermediate

**Reducing Rent Arrears  
through Universal Credit**

**Universal Credit -  
for Lettings Teams**

**Universal Credit -  
for Income Teams**

**Universal Credit -  
for Supported Housing**

**Universal Credit &  
Affordability Checks**

## Advanced

**UC problem areas and  
how to resolve them**

**UC Conditionality  
& Sanctions**

**Universal Credit for  
Workers**

**Universal Credit and  
EEA Nationals**

**Calculating  
Universal Credit**

Not quite what you're looking for?

Then please get in touch - these are just a sample of the courses we deliver.

We will happily put together a bespoke course just for your staff at no extra cost.

# Housing Benefit Courses

## Standard

Introduction to  
Housing Benefit

HB for Contact Centre  
Staff

*"I've worked in  
housing for over 30 years  
and this is the best benefits  
training I have ever had."*

Shoreline Housing

To see the outlines  
for these sessions  
please go to:

[www.housingsystems.co.uk](http://www.housingsystems.co.uk)

## Intermediate

Preventing arrears  
through Housing Benefit

Housing Benefit  
and Lettings

HB problem areas and  
how to resolve them

HB Update and Review

*"Great course which  
was easy to follow, really useful  
and relevant. Excellent trainer who  
answered all our questions."*

Dumfries and Galloway HP

## Advanced

Challenging Housing  
Benefit Decisions

Housing Benefit  
Overpayments

EEA Nationals  
& Housing Benefit

Advanced Housing Benefit

Not quite what you're  
looking for? Contact us.

We will happily put together  
a bespoke course just for  
your staff at no extra cost.

## Housing Benefit Courses 6

email: [training@housingsystems.co.uk](mailto:training@housingsystems.co.uk) tel: 01756 796394

# Other Benefit Courses

## Standard

Introduction to  
Welfare Benefits

Benefits for Older People

Benefit Essentials  
at Sign Up

Not what you're looking for?

Then please get in touch -  
these are just a sample of  
the courses we deliver.

We will happily put together  
a bespoke course just for  
your staff at no extra cost.

## Intermediate

Maximising Income to  
Reduce Arrears

Welfare Reform:  
What you need to know

Benefits for ill health /  
disability

Benefits and Supported  
Housing

## Advanced

PIP: Claims and Payments

Benefits for Young People

Challenging Found Fit  
Decisions

To see the outlines for these  
sessions please go to:  
[www.housingsystems.co.uk](http://www.housingsystems.co.uk)

*"I didn't realise there  
were so many changes ahead.  
Really glad I came - I feel prepared to  
help my tenants."*

Alliance Homes

Everyone says how much they love our training and the fact that we tailor each session to the needs of the group.

We aim to make a difference.

And everyone agrees that's exactly what our training does.

We give delegates useful information and practical tips related to their everyday work that benefit both their residents and their organisation.



***"Brilliant training. Well presented by a knowledgeable trainer who answered all our questions.***

***The course was aimed at housing staff and covered issues I was not aware of.***

***Will help me minimise the impact of Universal Credit on my tenants."***

Riverside Housing Group

***"The trainer had a vast knowledge and understanding of benefits.***

***Every question we asked was answered.***

***A very enjoyable day and excellent training session."***

A2 Dominion

## What clients say about our training

Contact us to book a course.

# Meet the team

Our trainers deliver over 250 courses a year.

We all have an interactive training style which is engaging, informative and enjoyable.

Our courses are run in-house - all you need to do is provide the venue and the delegates!

We can deliver to any sized group but a group of up to 16 people works best for each person to individually get the most out of the training.

We tailor each course to meet your aims and the needs of the group.

We will discuss with you the level of abilities of the course delegates and will design each course to ensure that everyone is involved.

**Julia Service** has been a benefits trainer for over 20 years. She has worked in a variety of roles in social housing and the voluntary sector.

**Glenys Harriman** has been presenting training courses for over 25 years. She is a qualified teacher, and worked for the CAB prior to moving into housing.

**Jane Crawford** is an experienced trainer with an extensive knowledge of benefits & has worked for DWP, a Local Authority & in social housing.

**Janet Monks** is an experienced benefits adviser and trainer. She has worked in social housing, as a MacMillan welfare adviser, and at the CAB.

**John Thorpe** has been a benefit adviser for over 15 years for both local authorities and a social housing provider and is an experienced trainer.

**Pamela Hewitt** is a Welfare Benefits Adviser at a Local Authority and has been a benefits trainer for over 15 years.

**Jill Dearden** is a qualified trainer with over 10 years experience of training in both the private and public sector.

***"Fantastic training - just what we needed."*** Devon & Cornwall HG

## Fees

All our courses are run in-house and tailored to your precise needs. We offer real value for money - book a full day's course for 16 delegates and the cost will work out at less than £60+vat per delegate. For more information please see our website.

We are also happy for you to share the cost of running the course by inviting participants from other organisations in your area.

Or why not consider 'hosting' a course: where you provide the venue and suitable refreshments in exchange for two free delegate places?

## Payment

Payment can be made by BACS or by cheque.

## Cancellations

We understand that sometimes a training date will need to be re-arranged - please see our website for booking terms and conditions.

## Booking a course

For an informal chat or to book a course please contact us:

✉ [training@housingsystems.co.uk](mailto:training@housingsystems.co.uk)  
☎ 01756 796394.

We will discuss your learning requirements with you and agree an outline and date to suit you.

***"I would highly recommend  
Housing Systems as trainers,  
the courses are great and we  
always learn something new"***

*Progress Housing Group*



## Our Training Will.....

- Increase staff efficiency by giving them the knowledge, skills and confidence they need.
- Equip staff with up-to-date information about ever-changing rules and regulations.
- Inform staff of any future benefit changes that will affect their work and advise them on how to prepare tenants to minimise any impact and maximise any opportunities.
- Help you fulfil your aims by tailoring each course to you, considering your organisation's purpose, size and staff.
- Provide real value for money.

## Other Services.....

As well as our training courses, we provide a comprehensive and up-to-date information website, newsletter and email query service - if you would like to know more about these services please contact us for our information pack:  
[info@housingsystems.co.uk](mailto:info@housingsystems.co.uk)

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Housing Benefit made simple

hbnotes

ucnotes

Keep informed on Welfare Reform

Company Registration: 3028972  
VAT Registration: 734 0185 55