

NEW  
ONLINE  
COURSES

# The Learning Lounge

## Live Programme



January – March 2021



# Welcome

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**2020 has been a challenging time where we've all been forced to adapt and to learn new skills, knowledge and approaches.**

Building from this will be key and our learning lounge offers you that opportunity. Working differently has made us explore the full range of opportunities that technology provides to interact with one another while not sharing the same space. We have discovered that we can be together while apart and remain connected and learning from each other in new ways.

Our knowledge and learning prospectus uses the technology we have all become familiar with in recent months, such as video conferencing and webinars, to compensate for being unable to serve up more traditional training in person. Each session is interactive, fast paced and participatory as well as using the most up to date evidence and research from across the sector.

Most importantly our new menu of training, includes new ingredients, drawing on what we have learned since March 2020, as an organisation and as a sector.

You will find respected and popular favourites plus brand new options such as Media & Communications in a Crisis strategy.

This learning programme is co-designed with people who have learned through experience what works and what does not, built on decades of practice, insight and, in some cases, prior lived experience of accessing services.

To find out how we can help you to meet your current knowledge and learning requirements from staff training to seminars or breakfast briefings contact us at:

**Call** 0141 420 7272

**Email** [allin@homelessnetwork.scot](mailto:allin@homelessnetwork.scot)

**Web** [homelessnetwork.scot/events](https://homelessnetwork.scot/events)

## Impact

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### **People First**

People having choice and control and building from their own strengths and successes.



### **At Home**

Increasing housing options and understanding that settled housing, as quickly as possible, is our right and the best base to build and live our lives.



### **No Wrong Door**

Imagining a future where people are helped earlier and never left on their own to navigate the system.



### **Good Vibes**

Designing our interactions in a way that dispel myths and share power.

# Courses

All courses are 10am — 1pm unless otherwise stated

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**NEW**


## Communications and Media in a Crisis [SC-01]

This new course is an introductory look at developing a communications strategy for public and third sector organisations. Covering topics including:

- how to engage with mainstream and online media
- How to engage with journalists
- Creating and maximising a digital profile
- The importance of getting your message and brand recognition out there
- How to build a communications strategy
- How to increase your company profile.
- Communication in a crisis
- Digital communications

**Date** 26 January 2021 | 1 x 3 hour session | Online | **Fee** HNS Member £50\* / Non Member £65\*

**Delivered by** Martin Gavin, Head of External Relations

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## Building relationships when supporting people at home [SC-02]

This course will learn more about designing and delivering support alongside people who are staying in their own home. It will examine the pivotal role of the relationship between the support worker and tenant and learn coaching techniques to help people to sustain tenancies and build strong links with their community. With the emphasis on using a person-led, asset based and trauma informed approach, this session will explore the key ingredients to supporting people at home.

**Date** 25 & 27 January 2021 | 2 x 3 hour sessions | Online | **Fee** HNS Member £50\* / Non Member £65\*

**Delivered by** Peter Anderson, Training Lead & Derek Holliday, Peer Development Worker

+ VAT at the current rate



### Tools, Tips & Techniques for Involving people in your service [SC-03]

Often individuals and communities who don't have a common, collective voice and are typically underrepresented in consultation and the development of services. This introductory course is for both front line practitioners and those in strategic roles. This interactive course looks in depth at:

- Considerations when engaging those who use our services
- Practical tools for engagement
- Common barriers to engagement and how to avoid them
- How to create a safe and friendly environment for participation
- Creating equal relationships and boundaries
- When and where? Opportunities for engagement are everywhere, how to find them

**Date** 1 February 2021 | 1 x 3 hour session | Online | **Fee** HNS Member £50\* / Non Member £65\*

**Delivered by** David Kidd, Change Lead & Michelle Major, Change Lead



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### Closer to Home: a place-based approach to preventing homelessness [SC-04]

There is already a network of services and systems for people who live and work with homelessness after it has happened. But this is often too late and sometimes too slow. All homelessness starts in a community, so a place-based approach to preventing it happening in the first place is key. The course will connect the causes and drivers of homelessness with the local knowledge and services that can provide an early warning approach using a simple 2-point technique. This course is designed for community planning partnerships, community councils, and the wealth of community-based services, groups and networks. It is also for housing and homelessness organisations who are taking a place-based approach to their work.

**Date** 15 February 2021 | 1 x 3 hour session | Online | **Fee** HNS Member £65 / Non Member £80

**Delivered by** David Kidd, Change Lead & Michelle Major, Change Lead



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### Participation in Procurement (for local authority staff) [SC-05]

This is for local authority commissioning teams and others who want to involve lived experience in the service commissioning process. This session will use a solution-focused approach to explain about local needs, aspirations and assets; clarify where and how to begin when involving lived experience in procurement; explore the benefits and impact of involving lived experience; understand what works and what doesn't - from people with lived experience.

**Date** 22 & 24 February 2021 | 2 x 3 hour sessions | Online | **Fee** HNS Member £65\* / Non Member £80\*

**Delivered by** Peter Anderson, Training Lead & David Kidd, Change Lead

+ VAT at the current rate

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### A Day in the Sun: Homeless Legislation in Scotland [SC-06]

This course looks in detail at existing and recent Housing and Homelessness Legislation in Scotland and how it connects to create a world-leading safety net for people experiencing or at risk of homelessness. This starts from the foundation 1987, 2001 and 2003 Acts – progressing right up to changes in local connection, intentionality and the Unsuited Accommodation Order during 2019-21. Delegates will examine pieces of legislation, while identifying and analysing local challenges in implementing. Using current data and analysis, this is an interactive and participatory course which will broaden participant’s knowledge and understanding of Housing and Homelessness Legislation.

**Date** 10 March 2021 | 1 x 3 hour session | Online | **Fee** HNS Member £30\* / Non Member £45\*

**Delivered by** Claire Frew, Policy & Impact Manager

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### Rough Guide to Homelessness Policy in Scotland [SC-07]

This course explores the current national and local policy infrastructure that underpins the legislation. Since 2017, the influence of the Homelessness and Rough Sleeping Action Group (HARSAG) and the Scottish Parliament’s Inquiry on Homelessness has led to the Scottish Government/COSLA High-Level Plan to End Homelessness and 32 local Rapid Rehousing Transition Plans. Presented in a rough guide format, this innovative course will broaden knowledge and understanding of current policy to prevent, alleviate and ultimately end homelessness in Scotland.

**Date** 22 & 29 March 2021 | 2 x 3 hour session | Online | **Fee** HNS Member £30\* / Non Member £45\*

**Delivered by** Maggie Brunjes, Chief Executive & Claire Frew, Policy & Impact Manager





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## Delivering Support in a Digital Environment [SC-08]

Every year the Government sets ambitious targets to significantly reduce the number of people who experience digital exclusion, but until recently online portals were seen as little more than passive providers of information, with digital engagement and support reserved for only the most tech-savvy. While advances in technology, the proliferation of devices and communication channels, and the greater availability of data for a 24/7 on-demand public have made digital support more accessible, COVID-19 made supporting people digitally a necessity. This Innovative course will introduce the participant to the use of digital support as both a complement and an alternative to historic support systems by:

- Exploring the range of digital tools available, their uses and benefits
- Sharing learning from services which use digital technology historically —Samaritans, Fellowships, help lines etc
- Sharing tools and tips for maximising digital contact and engagement;
- Identifying what to do when something feels wrong?
- Exploring best practice in digital safety for staff and clients
- Reading between the lines - interpreting problems without body language?
- Exploring how to use technology as a client diary.

**Date** 25 March 2021 | 1 x 3 hour sessions | Online | **Fee** HNS Member £50\* / Non Member £65\*

**Delivered by** Martin Gavin, Head of External Relations & Ginny Cooper, Change Lead



+ VAT at the current rate

**All in**

**0141 420 7272 | [homelessnetwork.scot](https://homelessnetwork.scot)**

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