



# Training Centre Client Information Handbook

Welcome to Horton Housing Training Centre  
(HHTC)

This booklet contains important things about  
attending the Training Centre



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# 1. Our aims and objectives

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We are open to clients of Horton Housing Association who are aged 16 or over and in need of support around their training needs.

We provide a service to people who may have been excluded from school or other services in the past, or are experiencing problems, including substance and alcohol misuse, homelessness or mental health problems.

## **Our aims are to:**

- Provide high quality training, information and advice which will enable our clients to develop new and existing skills, improve confidence and increase independence.
- Maximise potential by offering a range of cost effective, flexible and responsive programmes of activities, including work related skills, job search and volunteering opportunities.

## **Our objectives are to:**

- Engage positively with clients who are socially excluded and have difficulty in accessing mainstream education and training services.
- Deliver quality assured learning in an easily accessible, friendly, supportive and safe environment.
- Promote HHTC's services internally across the organisation and to relevant external agencies, while taking into account the diverse needs of our clients
- Provide a clear induction process for clients which sets out realistic goals and expectations.
- Encourage clients to participate in training and activities that will enable them to become 'Tenancy Ready'.
- Provide a range of learning opportunities, including flexible and appropriately tailored courses.
- Provide opportunities and training in relation to volunteering and student placements.
- Support clients to explore their options, participate fully in their chosen activities and gain maximum benefit from them.
- Employ appropriately skilled, knowledgeable and trained staff.
- Ensure equality of opportunity, fair access and confidentiality are maintained.
- Build effective working relationships with partners and stakeholders in housing, education, training and local businesses.
- Obtain and use feedback from our clients, partners and other stakeholders to implement changes and continuously improve our service.

**Outcomes we would like our clients to achieve:**

- Greater confidence to explore, choose and attend education, training and employment-related activities
- Improved skills
- Improved health and sense of well-being
- Enhanced independent living and home/money management skills
- Improved ability to compete in the job market and secure sustainable employment
- Feeling settled in the community

## 2. What HHTC offers

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We aim to provide a safe, friendly and welcoming environment and deliver training that meets your needs.

All our courses are free to access and our tutors deliver non-accredited training around a wide range of topics such as Confidence Building, Sociology, Citizenship, Assertiveness, Communication and Tenancy Ready Training.

### **Tenancy Ready Training**

This is for clients who are currently supported by Horton Housing and is delivered by either tutors in the Training Centre as a drop-in, or support workers within schemes. The training can help you move into and look after your own tenancy. The training is in several parts and once finished, you will receive a Tenancy Ready certificate. You can discuss this further with your support worker or the Training Centre Manager. Please contact 01274 753348

### **Other Courses**

You will be given up to date information on new courses. These change due to demand but below are some of the courses we deliver:

- Communication for Employment
- IT for beginners
- Living in Today
- Art Therapy
- First Aid
- Live Well
- Literacy
- Personal Development
- Health and Social Care
- Effective Money Management
- Employability
- Volunteering

### **Resources Available at HHTC:**

- Qualified staff
- Volunteers and students
- ICT learning resources
- Large computer keyboard
- Earphones
- Tablets
- Access to printed resources in different formats
- Dyslexic overlays
- A4 magnifier
- Classroom support
- Eight other spoken languages
- Wheelchair access
- Access to Job Search

We also have a number of other schemes that operate out of the training centre:

### **English for Speakers of Other Languages (ESOL)**

ESOL tutors deliver English and Cultural Orientation lessons to newly arrived refugees and other migrants, who are supported by Horton Housing.

### **Connecting Opportunities**

Connecting Opportunities works with new migrants to develop their skills and opportunities to find work and be part of the local community. Connecting Opportunities is funded through the European Social Fund and the National Lottery, through the Big Lottery Fund. Staff offer tailored support, cultural orientation, English language classes and other training. For further information or to make a referral, please contact 01274 753351



### **Specialist Training and Employment Programme (STEP)**

STEP supports adult refugees arriving in the UK under the Government's Vulnerable Persons' Relocation Scheme (VPRS) and Vulnerable Children's Relocation Scheme (VCRS). STEP helps people to find training, volunteering and work opportunities in the UK.



DELIVERED BY  
WORLD JEWISH RELIEF

In partnership with



This project is part funded by the EU Asylum, Migration and Integration Fund. Making management of migration flows more efficient across the European Union.

### **Volunteering**

The Volunteer Services Manager is based at the Training Centre and offers advice and support to anyone interested in volunteering at any scheme within Horton Housing. Please contact 01274 753352 if you would like to discuss volunteer opportunities.

### **Job Club**

The Training Centre runs a regular Job Club on Mondays 10.00am-12.00 noon, Wednesdays 12.00 noon-14.00pm and Fridays from 10.00am until 12.00 noon where we can assist you to search and apply for jobs. No appointment is necessary.

## 3. How to access HHTC

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You do not need any qualifications or previous experience to be able to access what we offer at HHTC.

If you have never been to the Training Centre before, and wish to attend a course or activity, then you or your support worker can ring us and book a short assessment to discuss your learning needs and what you would like to achieve. Your support worker can come along too. By doing this we can make sure you are on the activity that suits you best. You may also be asked to do a short skills assessment for some courses. This is so we can make sure you are on the right course.

We believe in working together with your support worker to help meet your goals and needs more effectively. You will be given an Individual Learning Plan, where you will be supported to record what you have learnt and see what progress you have made. You will receive a certificate whenever you complete a course.

You can bring your support worker to support you in a class. Please contact the Training Centre if you want someone else to attend with you.

Our location, contact details and opening times are in Section 9 below.

## 4. The staff team

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The following staff are based at the Training Centre:

- Head of Training Services
- Training Centre Manager
- Volunteer Services Manager
- Receptionist
- Training Centre Administrator
- Volunteers and student placements
- Cleaning Operative

### **Learning and Development (L & D)**

- L & D Manager
- L & D Assistant

### **STEP**

- Employment Managers
- ESOL Tutors

### **Connecting Opportunities (CO)**

- Senior Key Worker
- Key Workers
- ESOL Tutors
- CO Administrator

### **Gateway Protection Programme (GPP) and Vulnerable Persons' Relocation Scheme (VPRS)**

- ESOL Tutors
- GPP ETE Caseworker

The Training Centre Manager has overall responsibility for the Training Centre, including Health & Safety.

Work placement students contribute to the work of the Training Centre by supporting Training Centre staff. We also have a team of volunteers who wear 'volunteer' ID badges.



# 5. The building

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## **Ground Floor:**

Reception, Learning and Development office, Staff training suite, the Volunteer office, two training rooms, two meeting rooms and the accessible toilet are on the ground floor.

There are notice boards which show some of Horton Housing's policies and procedures in more detail. Please feel free to look at these, or ask staff to explain them. You can also visit our website [www.hortonhousing.co.uk](http://www.hortonhousing.co.uk)

## **First Floor:**

Five training rooms, the ICT Suite, two meeting rooms and toilet facilities are on the first floor. The first floor is also accessible via a lift. Please ask a member of staff for assistance if you need to use this.

## **Fire Procedure**

If you:

1. Discover a fire, sound the alarm by pushing the glass at a red call point on the wall which are labelled by call point posters.
2. Hear the alarm, leave the building by the quickest possible route and do not go back for anything

Meet at the assembly area, which is the road at the side of Eldon Lodge, the building opposite the training centre on Eldon Place.

Do not go back for anything and do not use the lift.

Staff will call the Fire Service but must not phone from inside the building unless it is safe to do so. The staff team have procedures for alerting the Fire Service; you can see this at the Fire Safety Notice Boards.

## **Health and Safety**

It is very important to co-operate with staff to follow Health & Safety procedures, for example taking part in fire drills and informing us of any accidents.

First Aid boxes are kept in reception by the Administration & L & D Teams.

If at any time you have a concern about Health & Safety or security, please tell a member of staff.

## 6. What you can expect from us

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### Standards of Behaviour

Training Centre staff, student placements and volunteers are expected to behave appropriately at all times. This includes:

- Being approachable and polite
- Explaining things clearly and checking that information is understood
- Not using language that is offensive
- Treating others with respect
- Not smoking in front of clients
- Not taking personal phone calls during classes or appointments
- Passing on any information that would be useful, e.g. class cancellations
- Consulting with clients, e.g. Client Involvement Meetings

### Fair Treatment

You can expect a fair and confidential service where you will be treated with dignity and respect. You have the right to:

- Be treated fairly
- Not be harassed or discriminated against
- Be consulted about the services we provide and about any changes we want to make to these services
- Complain if you are unhappy with the services we provide. If you want to complain you can tell a member of staff or ask to speak to a manager. You can ask for a copy of the Complaints Procedure at any time

More information about our services and your rights is available on our website [www.hortonhousing.co.uk](http://www.hortonhousing.co.uk) and staff will be happy to assist you.

### Well-being and Safeguarding

We will always do our best to make sure you are not hurt, bullied or harmed in any way at the Training Centre.

‘Abuse’ means being treated badly, taken advantage of or being forced to do things you do not want to do. It can take many forms, such as physical, verbal or psychological. Abuse can be by anyone, anywhere.

We promise that we will always take action if someone is at risk from abuse. To do this we make sure all our staff are trained to see when a person is at risk and know what to do to prevent or stop abuse.

If you think you are being abused, or if you think someone else is being abused, speak to a member of staff, or talk to the Training Centre Manager. They may need to pass on information so that you can receive the support you need. This is explained below in the ‘Confidentiality’ section.

There is more information on the notice board in the reception area.

## **Confidentiality**

We need to keep some information about you so we can contact you and help you to access the right activities and services. A law, called General Data Protection Regulations (GDPR) which replaces the Data Protection Act of 1998, says that we must keep safe and private all personal information recorded about you. You can ask to see your records any time you wish.

With your permission, it is sometimes important that staff are able to contact other people to help you to get the support you need. The law says that staff can only pass on information about you with your informed consent, except in some special circumstances, such as:

- If you are at risk of seriously hurting yourself
- If you are at risk of hurting someone else
- If you are neglecting someone in your care
- If someone else is hurting or taking advantage of you
- We are required to pass on information by law

There is more information about this in the Client Agreement and Consent Form below, and in the Client Personal Information Privacy Policy, available on request.

## **Equality and Diversity**

HHTC aims to provide equal, fair access and provision of services to all applicants and clients. We aim to eradicate discrimination and unfairness on any grounds including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

We are committed to developing an organisational culture, which values people from all sections of society and the contribution that each individual can make. We recruit and train staff to make sure that they understand and are sensitive to particular needs of clients from minority ethnic communities and other disadvantaged groups.

# 7. What HHTC expects from you

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The Training Centre has the following rules:

- No alcohol or drugs are to be brought onto the premises
- No violent or aggressive behaviour
- No abuse or harassment towards other clients, staff, or visitors
- No illegal activities
- Clients will not be able to attend the class that day if it is felt that their use of illegal substances or alcohol will prevent learning or disrupt the class

Failing to follow these could result in a bar for a certain length of time. If you are barred for more than one week you have the right to appeal against the decision. You will be told about this if the need ever arises. If you want more information just speak to a member of staff.

Discriminatory behaviour such as racist language will not be tolerated and will be challenged by staff and may result in a bar.

## **Attendance**

We understand that sometimes things happen that make it impossible to attend your course or activity.

However, we ask that you or your support worker let us know on the day if you are unable to come for your class. This is so we can inform the tutor, and make the best use of our resources.

If you do not attend your class, we may contact your Support Worker to check if everything is OK. We may discuss any extra help you may need to attend classes.

If you do not attend two classes without letting us know, we may give your space on the course to someone on the waiting list. We will contact you to let you know if this has happened.

The training centre phone number is 01274 753348

## **Standards of Behaviour**

Clients are expected to behave appropriately at all times. This includes:

- Not using language that is offensive
- Treating others with respect
- Only smoking in designated areas
- Not being late for an appointment or class
- Not taking personal phone calls during classes or appointments
- Passing on any information that would be useful, e.g. being unable to attend through illness or running late

# 8. Complaints, appeals, comments and suggestions

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## Complaints

If you are not happy with any service offered by HHTC or Horton Housing, please let us know by speaking to a member of staff. You can bring someone with you to help you do this if you like.

If you are still not happy after this stage or if the informal stage is not appropriate, then you should make a formal complaint. This can be done verbally or in writing. This will then be logged and investigated and you will be informed of the outcome and/or any action taken. If you are still not happy, it can be reviewed by a senior manager.

A full copy of our Complaints Procedure is on the Training Centre website and we will be happy to give you a printed copy if needed.

## Appeals

If you receive a decision you are not happy with, you have the right to appeal against it. To 'appeal' means that you would like someone to look at the decision again. Things you can appeal against include:

- Exclusion (barring you) from HHTC
- A course assessment decision (see below for further details regarding this)

If you think the decision made is wrong, you can ask the Training Centre Manager or your support worker to explain it to you. The Training Centre Manager will arrange to meet with you to explain the decision.

If, after the meeting, you think the wrong decision has been made, you have one month to say you are not happy and want the decision looked at again.

A senior manager (who was not involved in making the decision you have been given) will look at your appeal. They will usually make a decision within five days. If this is going to take longer they will let you know.

You will be given a decision in writing. Your support worker, another member of staff, or someone from another organisation who is helping you, will explain the decision to you if you do not understand it.

For a full copy of Horton Housing's Appeal Policy and Procedure please ask your support worker or see it on our website's home page.

## **Comments and suggestions**

At Horton we love to hear from you. What you tell us about how we run our services helps us do it better. If you have any comments, suggestions or ideas let us know.

We will write this down and keep you informed about how we have used your idea.

### **There are lots of ways for you to have your say:**

- You can tell any member of staff or your support worker, if you have one.
- You can fill in a 'Comments, Compliments and Complaints' postcard and post this in the comments box located at the entrance to the Training Centre.
- You can take part in our yearly Client Survey.
- Training Centre staff will also help you to 'have your say' about anything that you feel is important about your learning.
- You can attend our Client Involvement Meetings

## **Be Involved**

Everyone has a choice about whether they want to be involved or not and *how* they want to be involved. Part of this means thinking about any barriers that may put people off becoming involved and how we can overcome them. We can help with:

- Providing training opportunities for clients who wish to be involved
- Help build skills, confidence and self-esteem
- Volunteering

## 9. Contact details & opening times

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### Horton Housing Training Centre

Bewick House  
16 Eldon Place  
Bradford  
West Yorkshire  
BD1 3AZ  
01274 753348  
Email: [hortontraining@hortonhousing.co.uk](mailto:hortontraining@hortonhousing.co.uk)

**STEP programme:** 01274 753349  
**Connecting Opportunities:** 01274 753351  
**Volunteering:** 01274 753352

Horton Housing Training Centre is open Monday to Friday from 9.00am to 5.00pm  
We are closed on Saturdays, Sundays and Bank Holidays.

If you would like information in another language or format, please ask us.

### Urdu

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

### Punjabi

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

### Farsi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید

### Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

### Arabic

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

### Hindi

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

### Gujarati

જો તમને માહિતી બીજી ભાષા અથવા રચનામાં જોઈતી હોય તો, કૃપા કરી અમને વિનંતી કરો.

### French

Si vous souhaitez des informations dans une autre langue ou sous un autre format, veuillez nous le demander.

### Turkish

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

### Swahili

Kama utahitaji taarifa katika lugha nyingine au mtindo mwingine, tafadhali tuambie.

# 10. Client Agreement

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This agreement is between you and Horton Housing Training Centre:

Start date: \_\_\_\_\_

I understand what is expected from me and what I can expect from the Training Centre, as set out in the Client Information Handbook. This includes how I behave towards staff and other clients and how I can expect staff to behave towards me.

Yes

No

By signing this agreement, I agree to abide by the rules of the Training Centre and give permission for information about my support needs to be shared with my support worker as required.

By signing this agreement, the Training Centre agrees to fulfill its commitments to you as set out in the Client Information Handbook.

Your Name: \_\_\_\_\_ Signed: \_\_\_\_\_

Staff Name: \_\_\_\_\_ Signed: \_\_\_\_\_

Job Title: \_\_\_\_\_



## How We Use Your Information – Client Consent Form

### Why we collect and store your data

To be able to help you we will need to collect and record details about your needs and your housing, support or care. These details may contain your personal and sensitive data. We also use the data for statistical purposes, without identifying anyone, to make sure our services are fair and easy to access, and to meet funding requirements.

To comply with the Data Protection Act (1998) we must tell you how we use this data and ask for your permission. By signing this form, you are providing your permission for us to process your data for the purposes described here. For the purposes of the Data Protection Act Horton Housing Group is a Data Controller. Horton Housing Group includes Horton Housing Association, Chartford Housing Limited, Bradford BASE and Horton Housing Support Limited. There is more information below.

### Where we store your data

The record of your housing, support or care will be stored in shared electronic data management systems accessed by staff employed by Horton Housing Group.

Paper records or copies of your data may also be kept and will be stored securely by the service working with you. Records will also be kept safe in transit, such as when staff are out of the office working with you or on your behalf.

### Permission to store your data

**Yes - I/We give my/our consent to Horton Housing Group recording sensitive personal information about me/us**

**No – I/We do not give my/our consent to Horton Housing Group recording sensitive personal information about me/us**

**Yes, I understand that on occasion information may need to be shared with Approved Contractors for progressing repair orders or work.**

<input type="checkbox"/> <b>Name(s) :</b>			
<b>Signature(s):</b>		<b>Date:</b>	

**Yes, I understand that CCTV images may be recorded in clearly signed locations.**

### ***What is personal and sensitive data?***

Personal data is information that can be used to identify you. This may include your name, date of birth, address, telephone number etc. Sensitive data is information related to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions. It may also include images recorded on CCTV systems.

We must make sure that the data we hold is accurate and up to date. You can ask to see the data that we hold about you. You can also see our Client Personal Information Privacy Policy.

### ***How long will you store my data?***

We will only keep your personal data as long as needed for the purposes set out here, under the terms of our Confidentiality & Data Protection Policy. When no longer needed, our Policy says that we will review and delete records, unless there is some special reason for keeping them.

### ***What is a Data Controller?***

A Data Controller is someone who is responsible for your data and who must make sure that your data is processed according to the law. For example, they are responsible for making sure that the information held about you is accurate and that it is kept secure.

### ***Can I withhold my consent?***

Yes. We will not record your information unless you provide your consent. However, this may impact on our ability to offer services to you.

We will not share your information with anyone else without your consent, unless required to do so by law. This is covered in more detail in the main part of the Client Handbook. One exception to this is where we need to share relevant information with our Approved Contractors for the purpose of progressing repair orders or work.

### ***Complaints handling procedure***

Horton Housing has a Complaints Procedure, full details of which are available on request, or in the main part of the Handbook, or on our website.

### ***CCTV***

Where the organisation uses CCTV signage will be clearly displayed. The Association's CCTV will NOT record audio information nor will it be used in any area where you would normally expect privacy, such as changing rooms or bathrooms.

### ***Contractors***

On occasion we may need to share limited information about an individual with our Approved Contractors in order to progress repairs or other work order. This will be done through an automated mechanism in the organisation's electronic data management system.