

Page1

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| 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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| Contents |  | |
| 1. Our aims and objectives | **PAGE** | 3 |
| 2. What HHTC offers |  | 5 |
| 3. The staff team |  | 7 |
| 4. The building |  | 8 |
| 5. What you can expect from us |  | 9 |
| 6. What HHTC expects from you |  | 11 |
| 7. Complaints, comments and suggestions |  | 12 |
| 8. Contact details and opening times |  | 14 |
| 9. HHTC Client agreement |  | 15 |
| 10. HHA Client agreement |  | 16 |
|  |  |  |
|  |  |  |
|  |  |  |

Page2

# Our aims and objectives

Page3

We are open to clients of Horton Housing Association who are aged 18 or over and in need of support around their training, employment and language needs.

## Our aims are to:

* Increase the skills, confidence, independence, employment and volunteering opportunities of adults with support needs, by providing training, information, advice and guidance.
* Provide clients with quality assured learning support in an easily accessible, friendly and safe learning environment.

## Our objectives are to:

* Induct clients in a way that clarifies expectations and support available**.**
* Support clients to explore their options, participate fully in their chosen activities and gain maximum benefit from them.
* Promote our services across our target areas taking into account the diversity of our client groups.
* Ensure equality of opportunity, fair access and confidentiality are maintained**.**
* Employ appropriately skilled, knowledgeable and trained staff.
* Work with partners in the housing, education, training and commercial sectors.
* 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:

Page4

* 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 more settled in the community

# What HHTC offers

Page5

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

## 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
* Staff and volunteers speak a variety of languages
* Wheelchair access

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

## English for Speakers of Other Languages (ESOL)

ESOL tutors deliver English and Welcome to the UK classes 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. Connecting Opportunities is now closed to referrals and the project is due to finish on the 31 March 2023.



## Specialist Training and Employment Programme (STEP)

STEP supports adult refugees arriving in the UK under the Government’s Managed Migration programmes. STEP helps people to find training, volunteering and work opportunities in the UK.



## STEP Forward

## STEP Forward is a female only service working with women to improve their health and wellbeing and develop skills in English, Numeracy and Financial and Digital Literacy. STEP Forward is funded through World Jewish Relief and the Department of Culture Media and Sport.

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## Volunteering

Page6

The Volunteer Services Manager and Administrator offer advice and support to people interested in volunteering at any scheme within Horton Housing. Please contact 07525 667902 if you would like to discuss volunteer opportunities.

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

# The staff team

Page7

The following staff are based at the Training Centre:

* Head of Training Services
* Training Centre Manager
* Receptionist & Administrator
* Training Centre Administrator
* Volunteers and student placements
* Housekeeper

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

* L & D Manager
* L& D Trainer
* L & D Coordinator

## STEP

* Project Manager
* Training and Employment advisers (TEA)
* ESOL Tutors

## Connecting Opportunities (CO)

* Project Manager
* Key Workers
* ESOL Tutor
* Mentor/Befriender Coordinator

**Managed Migration**

* ESOL Tutors

The Training Centre Manager has overall responsibility for the Training Centre, including all client courses and Health & Safety.

We also have a team of volunteers who wear ‘volunteer’ ID badges.

# The building

Page8

## Ground Floor:

Reception, Staff Learning and Development office, Staff training suite, the reception 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
  3. Meet at the assembly area, which is the right hand side of the car park at Eldon Lodge which is opposite the main entrance.

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 on each floor. We keep these with the reception team, the L&D team and the tutors on the first floor.

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

# What you can expect from us

Page9

## Standards of Behaviour

Training Centre staff 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 meetings
* Passing on any information that would be useful, e.g. class cancellations
* Consulting with clients, e.g. Client surveys

## 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 also more information on the notice board in the reception area.

Page10

## 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), 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.

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 below.

## 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 or 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.

# What HHTC expects from you

Page11

The Training Centre has the following rules:

* No alcohol or drugs are to be brought onto the premises
* No violent or aggressive behaviour
* No smoking other than in the designated smoking area at the side of the building
* No abuse or harassment towards other clients, staff, or visitors
* No illegal activities

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 permanent bar.

## Attendance

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

However, we ask that you let us know 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 or Keyworker to check if everything is OK. We may discuss any extra help you may need to attend classes.

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

# Complaints, appeals, comments and suggestions

Page12

## 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 a member of staff 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 can ask for the complaint to be reviewed.

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 10 working days. If this is going to take longer they will let you know.

You will be given a decision in writing. A 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 a member of staff or see it on our website’s home page.

## Comments and suggestions

Page13

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 bottom of the main staircase.
* 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.

## 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

# Contact details & opening times

Page14

## 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

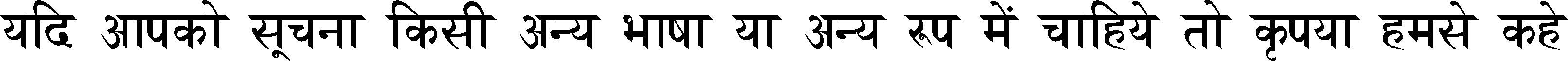
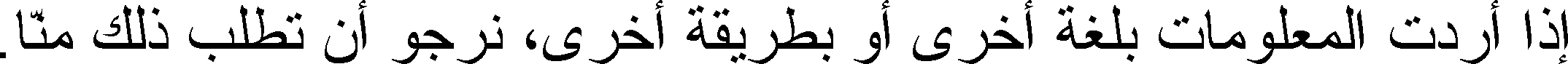
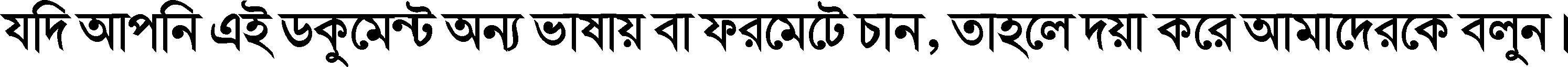
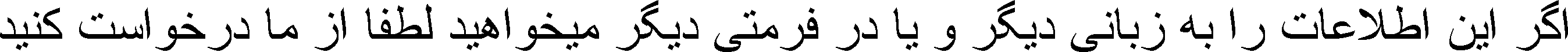
**Volunteering:** 07525 667902

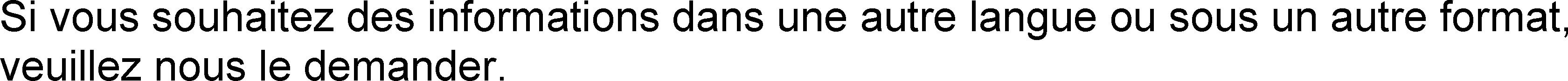
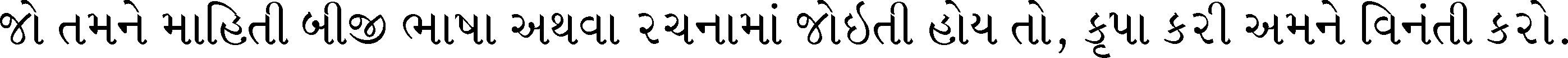
Horton Housing Training Centre is open Monday to Friday from 9.00am to 4.30pm We are closed on Saturdays, Sundays and Bank Holidays.

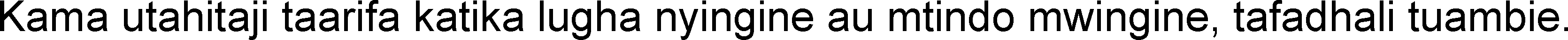
If you would like information in another language or format, please ask us.

## Urdu

**Punjabi Farsi Bengali**

**Arabic Hindi**

**Gujarati French**

**Turkish Swahili**

1. Client Agreements

Page15

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 fulfil its commitments to you as set out in the Client Information Handbook.

Your Name: Signed:

Staff Name: Signed:

Job Title:

Page16

|  |
| --- |
| **Horton Housing Client Agreement** |

**Parties to the Agreement**

The Client Support Agreement (the “Agreement”) is entered into between Horton Housing Association of 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS, hereafter referred to as “we” and “us”.

and

……………………………………………… (*insert client’s name)* of …………………………………………………………. *(insert client’s address)*, hereafter referred to as “you”.

**What is the Agreement for?**

This Agreement states how we will help and support you in meeting your learning needs. It also highlights your responsibilities, rights and other relevant information about your support and needs.

**What staff must do**

* Listen to your needs.
* Treat you with respect at all times.
* Give you information about how we do our work.
* Make sure that information about you is kept private and accurate.
* Let you see information we keep about you.
* Behave professionally at all times (this is explained in more detail in your Client Handbook).
* Make sure you have advice from other people and services if and when you want it.
* Explain to you how to make a complaint if you are unhappy about your support.

**Your personal data – why we need it**

To be able to help you and provide you with a service, we will need to collect, record and process details about your learning needs. 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.

For more information on how we manage your information and details about your rights, please read our Client Privacy Notice, which is available on our website [www.hortonhousing.co.uk](http://www.hortonhousing.co.uk). You can also request a copy of this from your Support Worker or Tutor.

**What is personal and special category data?**

Personal data is information that can be used to identify you. This may include your name, date of birth, address, etc. Special category data is sensitive 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.

We also ask for some ‘special category’ data for monitoring purposes to ensure that we provide fair access to our services, and to ensure that you receive any necessary support in these areas. For the same reasons we also ask for ‘criminal offence’ data (e.g. cautions, convictions, statutory orders etc.).

We must make sure that the data we hold is accurate and up-to-date, and you can ask to see the data we hold about you. **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**How we use your photograph**

If you are a client at Horton Housing training Centre, staff sometimes ask if we can take photos for promotional events, or to show the good work you have been doing. We will always ask your permission first and you will need to agree to that before you are photographed.

**How we will treat you**

We will ensure that you are treated fairly and with dignity throughout your period with us at Horton Housing training Centre. Below is a list of the rights which you can exercise with us:

* The right to be treated fairly.
* The right not to be harassed or discriminated against.
* The right to be consulted about the support we provide and about any changes we want to make to your support.
* The right to complain if you are unhappy with the support we are providing. If you want to make a complaint, please inform your Support Worker or ask to speak to their Manager. You can also ask for a copy of our Complaints Procedure at any time.

More information about our services and your rights can be found in the Client Handbook or by visiting our website [www.hortonhousing.co.uk](http://www.hortonhousing.co.uk). You can also speak to your Support Worker or any member of staff.

**How we protect your information**

Your personal information and the record of your housing, support or care will be stored in our shared electronic data management systems, accessed by staff employed by us.

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

**How long we store your information**

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, we will review and delete records, unless there is some special reason for keeping them.

**How we share your information**

Data protection regulations require us to keep information about you secure, private and accurate. Where necessary, your information will not be shared without your knowledge. In some special circumstances we must give out information about you without your knowledge. Such circumstances may include:

* If you are at risk of 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 may need to contact other people and share or receive information about you with them. For example, when we need to contact the DWP to assist you with a benefit query. These may include:

* Utility companies

Page 17

* Housing providers/landlords/supported lodging hosts
* Benefit Offices (Job Centre/DWP)
* Social Services
* Medical professionals e.g. Doctor, Nurse, Health Visitor
* Drug and alcohol services or treatment agencies
* Police - including for the purposes on obtaining risk information
* Probation/Youth Offending Team
* Other professional e.g. your Social Worker, CPN
* Training, education or employment organisations
* Family
* Friends
* Funders
* Charitable organisations e.g. if applying for grants
* Other Horton Housing colleagues

**How we use CCTV**

We sometimes use CCTV for the purposes of crime prevention and detection, and where we do, signage will be clearly displayed. Horton Housing’s CCTV will NOT record audio information nor will it be used in any areas where you would normally expect privacy.

**If you’re not happy with how we handle your personal information**

We have a Complaints Procedure, full details of which are available on request, in the Client Handbook, or on our website.

We have a Data Compliance Manager who can be contacted at [datacompliance@hortonhousing.co.uk](mailto:datacompliance@hortonhousing.co.uk) or by contacting Head Office on 01274 370 689.

You also have the right to complain to the Information Commissioners Officer if you are unhappy with how we have handled your data. Speak to your Support Worker or a member of staff for more information.

More information about our services and your rights can be found in the Client Handbook or by visiting our website [www.hortonhousing.co.uk](http://www.hortonhousing.co.uk). You can also speak to any member of staff.

**This Agreement is made between Horton Housing and You**

This Agreement starts on / /  *(insert the date the service starts)*

**For Horton Housing Association: For You:**

Name………………………………….. Name…………………………………….

Date……………………………………. Date………………………………………

Signature………………………………. Signature…………………………………

Job title…………………………………

Page 18