

# Move On and Client Training

Clients can be supported to gain the confidence and skills they might need for independent living through pre-tenancy and life skills programmes. These aim to cover key areas to help move to, and successfully manage, a tenancy. It's obviously useful to provide support on issues which may have resulted in the breakdown of previous tenancies. Taking part in these programmes also provides evidence to potential landlords that the clients are adequately prepared to manage their own tenancy. This can be particularly useful for private sector landlords, who may have preconceptions of a vulnerable client's ability to sustain a tenancy. There's a range of pre-tenancy models available which include accredited and informal learning. These can be adapted to fit with the needs of each client.

## TOP TIPS

- Include pre-tenancy training within your Move On policies and procedures.
- Provide training and support to staff to support delivery and development of group work and pre-tenancy training programmes.
- Utilise the expertise of external agencies to develop modules.
- Embed pre-tenancy training in client Move On support planning.
- In short term accommodation, embed the delivery of key modules for Move On, such as housing options, viewing an offer and why tenancies fail. Deliver these on a rolling cycle.

- Develop tailored modules that reflect clients' preferred Move On options, such as renting in the private rented sector.
- Use client training as part of your 'tenancy ready' assessment.
- Involve clients in the planning and delivery of pre-tenancy training.
- Monitor client attendance, relevant diversity information and client feedback to develop training that is as inclusive as possible.
- Consider what incentives could be built into programmes to encourage attendance and completion.
- Promote your client training programme as part of developing Move On partnerships and pathways with landlords.
- Promote the benefits of the training programmes to clients, such as how it's likely that prospective landlords will view their involvement favourably.

## Broadway pre-tenancy training

In 2008/9 Birmingham City Council commissioned Broadway's It's Your Move (IYM), to deliver a 12 month programme to train support staff across the city to develop and deliver pre-tenancy training to clients. Over 120 staff participated and developed an online resource pack of training modules. These are available on the IYM website to download at [www.itsyourmove.co.uk](http://www.itsyourmove.co.uk)

Modules include:

- Why tenancies fail
- Dealing with debt
- Starting work
- Viewing an offer
- Setting up a bank account
- Preparing a CV
- Housing options
- Accessing safer credit
- Job searching

Broadway also delivered an accredited Train the Trainer programme which led to 20 staff achieving an Open College Network (OCN) qualification through demonstrating development of pre-tenancy modules and delivering the training to clients.

### **Birmingham It's Your Move Learning Lab**

During 2010/11 IYM will:

- Arrange a quarterly forum to discuss and present new examples of training materials and styles and provide ongoing support to fellow trainers.
- Deliver managers' briefings and information sharing sessions.
- Work with providers to identify opportunities to develop accredited client training modules.

### **Train the Trainer courses**

IYM will also be delivering Train the Trainer courses in Birmingham and at other venues across the country. If you're a Birmingham provider or staff member and want to find out more about OCN accredited training, plans for the forum, or want to register your interest in attending the forum then email

**IYMTeam@broadwaylondon.org**

or call **0207 426 9618** or **0121 675 8661**.

### **Lifeskills accredited programmes**

St Basils delivers an accredited life skills programme to young people as part of their preparation for moving to independent living. If the programme is successfully completed, young people receive an OCN qualification and a furniture package for when they move into their own home.

For more details, please contact St Basils' Life Skills Co-ordinator on **0121 772 2483**.

### **Birmingham Adult Education Services (BAES)**

BAES is one of the largest providers of adult learning opportunities in the West Midlands. BAES offers over 4,000 part time courses each year at main sites and local community venues. There are courses at a variety of levels available, including skills for life courses. Childcare is available for students taking courses which lead to a qualification.

You can get general information about all courses, by calling the Information Line on **0121 303 4318**.