



Autumn Training Programme September – November 2010



Workshops for Voluntary and Community Groups In Ealing, Harrow and Hillingdon

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Information for Participants

Introduction

TIDE is managed by Ealing CVS and is now working in partnership with HAVS TLC, the funding arm of Hillingdon Association of Voluntary Service. This autumn's programme has been developed by TIDE and HAVS TLC, on behalf of the partnership. Please see pages 3, 7, and 8 for workshops at Key House (West Drayton) and Grand Union Village Community Centre (Northolt) pages 4-6.

Workshop fees are based on the number of paid staff working for your organisation. Please see the booking form for details of the fee structure.

Some workshops in this programme are **free** to participants from groups based in, or are working in the borough of Ealing. Participants from groups in other boroughs are still welcome to attend these workshops, but the normal full day fee will apply unless otherwise specified. Please see workshop details.

Participants from **statutory sector partners**, including Job Centre Plus, are welcome to attend TIDE workshops.

Booking Procedure

If you wish to attend any of the workshops in this programme, please complete and return the attached booking form, together with your payment to:

TIDE Workshops

Address: TIDE
Ealing CVS
The Lido
63 Mattock Lane
West Ealing
W13 9LA

Telephone: 020 8280 2244
Fax: 020 8280 2289
Email: rebecca@ealingcvs.org.uk

Booking can also be made online: <http://www.ealingcvs.org.uk/training>

HAVS Workshops

Address: HAVS TLC
Key House
106 High Street
Yiewsley
UB7 7BQ

Telephone: 01895 442 729
Email: tmurrell@havs.org.uk

*Places cannot be guaranteed until a completed booking form has been received.
1 booking form should be completed for each person or workshop.*

Cheques should be made payable to Ealing CVS (TIDE Workshops) and to Hillingdon Association of Voluntary Services (HAVS Workshops)

Administration

HAVS- Effective Minute Taking Skills

Workshop Aim: This course will examine the preparations needed before a meeting; clarify the purpose of minutes; explore the role during meetings; and planning after the meeting. It will look at ways to save time when note-taking and how to reduce the stress which people experience when taking minutes.

By the end of the workshop participants will be able to:

- Understand the role of minute taker
- Be aware of the different forms of minuting possible
- Be able to select the appropriate form for the context
- Develop confidence in minute taking

Suitable for: Anyone new to minute taking or who wants to refresh their skills.

Trainer: Joseph Jeffers
Date: Wednesday 6th October, 10:00-16:00
Cost: Full Day Fee payable to Hillingdon Association of Voluntary Services
Venue: Key House, Yiewsley



HAVS- Effective Report Writing Skills

Workshop Aim: This course will look at the basics of report writing, including structure, presentation and organisation. It will include practice sessions on aspects of report writing. Participants are encouraged to bring in examples of reports they have written or any material that will help them to begin writing a report.

By the end of the workshop participants will be able:

- To understand the function of reports
- To review the process of report writing
- To be able to analyse and improve one's own style
- To be able to produce concise, effective reports

Suitable for: Anyone new to report writing or who wants to develop their skills.

Trainer: Joseph Jeffers
Date: Thursday 14th October, 10:00-16:00
Cost: Full Day Fee payable to Hillingdon Association of Voluntary Services
Venue: Key House, Yiewsley



Community Engagement

Innovative Community Consultation & Involvement Skills

Workshop Aim: To provide participants with basic skills to set up and manage community consultation exercises.

By the end of the workshop participants will be able to:

- Understand the value of consulting with local communities
- Identify innovative methods used in community consultation and involvement
- Develop skills to design, facilitate and manage community consultation
- Identify success factors for effective consultation

Suitable for: Project Managers, Development Workers, Volunteers, trustees. Statutory sector staff welcome.

Trainer: Coreen Allen & Dan Paskins
Date: Monday 20th September, 10:00-16:00
Cost: FREE to Ealing Groups
Venue: Lido Centre, Ealing



Community Research Skills

Workshop Aim: To equip participants with practical knowledge and skills to design and conduct local community based research projects to support e.g. neighbourhood re-development initiatives and community consultation processes. The workshop will include case-studies of local community research projects and practical exercises using skills learned at the event.

By the end of the workshop participants will have a better understanding of:

- What community research is
- Effective research methods
- How to source local data
- How to design a community research project

Suitable for: All groups.

Trainer: Suki Kaur
Date: Monday 27th September, 10:00-16:00
Cost: FREE to Ealing Groups
Venue: GUV Community Facility, Northolt



Identifying Community Needs

Workshop Aim: To enable participants to collect information and evidence local community needs.

By the end of the workshop participants will understand:

- Where to collect information and what information to collect
- How to assess the relevance of information collected
- How to use the information collected to build a community profile

Suitable for: All groups; local residents; statutory sector staff.

Trainer: Suki Kaur
Date: Friday 15th October, 10:00-16:00
Cost: FREE to Ealing Groups
Venue: GUV Community Facility, Northolt



Representation & Participation Skills

Workshop Aim: To provide an opportunity to develop basic skills and confidence in effective community representation on partnership groups and other strategic bodies.

This workshop will help you to:

- Identify strategies to build alliance with partner organisations
- Identifying and accessing support from others
- Identifying meetings and raising agenda items

Suitable for: Anyone with an interest in representing their community.

Trainer: Linda Robinson
Date: Friday 12th November, 10:00-16:00
Cost: FREE to Ealing Groups
Venue: The Lido, Ealing



Financial Skills

Financial Skills for Beginners

Workshop Aim: To show participants how to plan for projects, and prepare and use a simple budget tool.

By the end of the workshop participants will know:

- Construct an overall financial plan for a small organisation
- Convert a budget into a cash flow projection
- Compare actual figures against budget

Suitable for: Treasurers, finance workers and project managers of small community and voluntary groups, with little or no experience of budgeting.

Trainer: Yvonne Robinson
Date: Thursday 30th September, 10:00-16:00
Cost: FREE to Ealing Groups
Venue: GUV Community Facility, Northolt



Health & Safety

Introduction to Safeguarding Children

Workshop Aim: To ensure participants are made aware of their responsibilities to protect children from harm and to promote their wellbeing.

By the end of the workshop participants will know more about:

- What safeguarding is
- Different forms of abuse
- The relevant legislation and guidance available
- How to raise concerns about children's safety and well-being

Suitable for: Staff and volunteers who work with children and young people in the third sector and faith groups.

Trainer: Halima Abouannaoul
Date: Tuesday 14th September, 10:00-13:00 **or**
Tuesday 21st September, 14:00-17:00
Cost: FREE to Ealing Groups
Venue: Lido Centre, Ealing



Emergency First Aid at Work: Level 2 Accredited

Workshop Aim: This 6 hour course provides practical first aid skills necessary to manage a patient who is, for example: breathing abnormally, is unconscious or is bleeding prior to the arrival of the emergency services. This course was introduced by the Health and Safety Executive in October 2009.

By the end of the course participants will be able to understand the:

- Role of the First Aider
- Importance of preventing cross infection, i.e. Barrier use
- Need for recording incidents and actions, Accident books etc.
- Use of First Aid Equipment
- How to administer First Aid in a range of situations, include: seizures, choking, CPR and bleeding)
- Administer CPR (Cardio Pulmonary Resuscitation)
- Appropriate First Aid for minor injuries including: small cuts, grazes, bruises, minor burns and scalds

Suitable for: Staff, trustees and volunteers. The course is also suitable for participants who wish to renew their First Aid Appointed Person's certificate.

Trainer: Terry Finnegan
Date: Monday 22nd November, 10:00-17:00
Cost: Full Day Fee + £8.75 for Certificate and First Aider Manual
Venue: Lido Centre, Ealing

ITC

Digital Communication: Using Technology in Your Pocket

Workshop Aim: To enable participants to effectively use small inexpensive digital technology to promote their organisation.

By the end of the workshop you will:

- Learn how to use mobile phones and digital cameras to record
- Learn how to save and edit clips for presentations and reports
- Save time and money by investing in inexpensive digital equipment to help get their message across
- Where to access affordable multimedia training, equipment and free software to support digital tools

Suitable for: Anyone who wants to use digital technology to enhance and promote their organisation's activities.

Trainer: Carmel Cahill & Tiyon Simpson
Date: Monday 4th October, 10:00-13:00
Cost: Full Day Fee
Venue: GUV Community Facility, Northolt

Intermediate Excel

Workshop Aim: To help you develop your skills beyond the basic features in Excel.

By the end of the workshop you will be able to:

- Create and use absolute cells
- Protect cells to avoid deleting formulae
- Copy a section to a Word document
- Use multiple worksheets and link formulae
- Use Paste functions (e.g. average, min and max)
- Create charts

Suitable for: Those familiar with an Introduction to Excel workshop.

Trainer: Yvonne Robinson
Date: Thursday 18th November, 10:00-16:00
Cost: Full Day Fee
Venue: The Lido, Ealing



Policy / HR

Personalisation in Ealing: A Role for VCS Service Providers

Workshop Aim: Personalisation gives people more choice and control over their lives and ensures that service users have access to appropriate information, advice and support to make good decisions about the services they need. Voluntary and community groups have a vital role to play in ensuring that a person-centred approach is at the heart of developing and delivering local social care services.

Ealing Council launched its Personalisation Programme in May 2010 and since then over 1000 older people and those with disabilities are in receipt of direct payments/individual budgets. This briefing session is for VCS groups who wish to consider how they can provide personalised social care services to individual budget holders, e.g.: young people with mental health care needs and residents in BMER communities.

By the end of the session, participants will be more familiar with:

- The Personalisation Programme strategy for Ealing
- How VCS groups can engage in providing 'personalised' services to individual budget holders
- Lessons from local Pilot schemes delivering social care services Ealing's Personalisation Programme
- Some challenges and opportunities for VCS groups to consider, eg: the role of VCS groups as budget-holders on behalf of individuals

The session will include small group discussions, a Q & A panel and presentations from:

- Ealing Council
- ECIL
- Dementia Concern Ealing (formerly Alzheimer Concern)

Suitable for: Senior Managers and trustees.

Date: Monday 18th October, 10:00-13:00

Cost: FREE to Ealing Groups

Venue: The Lido, Ealing



HAVS- An Introduction to PQASSO (Edition 3)

Workshop Aim: To ensure that participants have the basic knowledge and skills required to implement PQASSO through self-assessment within their organisations.

By the end of the two days participants will have:

- Developed their understanding of PQASSO and the self-assessment process
- Considered the necessary steps for the successful implementation of PQASSO within their organisations
- Discussed the roles and responsibilities of key stakeholders and considered ways of getting them involved in the process
- Developed their understanding of PQASSO and the self-assessment process
- Considered the necessary steps for the successful implementation of PQASSO within their organisations
- Discussed the roles and responsibilities of key stakeholders and considered ways of getting them involved in the process
- Identified the key elements to be included in the planning process for implementing PQASSO within their organisation
- A better understanding of the new PQASSO Quality Mark service

Suitable for: Trustees and Senior Managers or anyone who is taking the lead on quality for your organisation.

Trainer: Tania Murrell

Date: Thursday 21st October, 9:30-16:00 &

Thursday 4th November, 9:30-16:00

Cost: Full Day Fee payable to Hillingdon Association of Voluntary Services

Venue: Key House, Yiewsley



HAVS- An Introduction to Public Law

Workshop Aim: Exploring how to use the principles of public law to challenge unjust and unfair decision making by public bodies.

By the end of the course participants will be able to understand the:

- Definition of Public Law
- Public law wrongs
- Compact non-compliance
- Making a challenge
- Public law remedies

Suitable for: The workshops are open members of management teams and development workers from local support and development organisations and front line organisations.

Trainer: Terry Perkins
Date: Tuesday 16th November, 10:00-16:00
Cost: Full Day Fee- £40 "Early Bird Discount", £35 for the first 10 places *payable to Hillingdon Association of Voluntary Services*
Key House, Yiewsley



Fair Recruitment Practices: A framework for meeting legal requirements and best practice

Workshop Aim: This course will provide an overview to the complete recruitment process, from start to finish.

By the end of the course participants will be able to understand:

- Legislation including the new Equality Act
- Identifying recruitment needs
- Recruitment advertising and equal opportunities
- Application and short-listing
- Conducting interviews
- CRB checks and references
- Monitoring

Suitable for: Managers, trustees and staff involved in recruitment processes.

Trainer: Shirley Briggs
Date: Friday 26th November, 10:00-16:00
Cost: **FREE** to Ealing Groups
Venue: The Lido, Ealing



Working with Others

Listening Skills

Workshop Aim: This workshop will help you develop your active listening skills and improve your communication in a range of one-to-one and group situations in the work environment.

By the end of the workshop you will be able to:

- Define what listening is and why it's important
- Demonstrate the use of open and closed questions
- Explain the importance of body language in the listening process
- Demonstrate techniques for better listening to challenge speakers
- Develop an action plan to improve your listening skills

Suitable for: All groups.

Trainer: Heather Matthews
Date: Wednesday 20th October, 10:00-16:00
Cost: **FREE** to Ealing Groups
Venue: The Lido, Ealing



Counselling Skills

Workshop Aim: This course is for people who want to use counselling skills to increase their effectiveness with other colleagues or clients/users of the service. It will provide flexible and adaptable tools which will help them to relate empathically to others.

By the end of the workshop participants will be able to:

- List the differences between counselling skills and counselling
- Identify at least three current approaches to counselling
- Use different questioning styles
- Understand and make use of empathic listening and responding
- Understand the use and limitations of confidentiality

Suitable for: Anyone whose role involves supporting others including; carers, support workers and advocates.

Trainer: Claire Villaruel
Date: Monday 25th October, 9:30-15:00
Cost: Full Day Fee
Venue: The Lido, Ealing

Giving Information and Advice

Workshop Aim: To raise awareness of the knowledge and skills required to provide information, advice and guidance to support service users to overcome barriers.

By the end of the workshop participants will be more familiar with:

- The role of an information and advice giver
- How to access local, regional and national information to meet the needs of service users
- Steps that can be taken to ascertain service users' problems
- How to ensure service user confidentiality when working with other local providers
- Routes to further training and IAG accreditation

Suitable for: Information and advice givers delivering front-line services in community and statutory sector organisations.

Trainer: Benson Chinezura
Date: Thursday 4th November, 10:00-16:00
Cost: FREE to Ealing Groups
Venue: The Lido, Ealing



Advocacy for Others

Workshop Aim: To introduce participants to the basic skills required to effectively advocate on behalf of others.

By the end of the workshop participants will be familiar with:

- What advocacy is and how it works
- How advocacy can support service users by giving them a voice and promoting their views and interests
- How advocates can help build partnership between service users and practitioners
- Skills required to provide an effective advocacy service
- Identify strategies for working with people with multiple needs

Suitable for: Staff, volunteers and anyone who provides one-to-one or group support to others, including: health and social care workers and housing and education advisors.

Trainer: Linda Ann Kelly & Jan Weight
Date: Friday 5th November, 10:00-16:00
Cost: Full Day Fee
Venue: The Lido, Ealing

Supporting People into Work

Workshop Aim: To enable you to support your service users to gain the skills, confidence and information that will help them to move into employment.

By the end of the workshop you will be able to:

- Identify ways to support your service users to overcome barriers to employment
- Support service users to write an effective CV
- Give advice about interview techniques and how to deal with difficult situations
- Signpost service users to sources of job related information, such as in-work entitlements
- Support service users to develop confidence and knowledge that will assist them to systematically plan their job search and move into employment

Suitable for: Anyone who works with unemployed people.

Trainer: Benson Chinezura
Date: Tuesday 30th November, 10:00-16:00
Cost: FREE to Ealing Groups
Venue: The Lido, Ealing



Prevent Violent Extremism: Basic Intervention Skills for Frontline Workers

Workshop Aim: Participants on this workshop will develop basic skills to identify and support young people at risk of becoming involved in extremist activities or groups.

By the end of the workshop, participants will have a better understanding of:

- Counter-terrorism landscape in the UK
- The role of frontline service providers in contributing to Ealing's Prevent agenda
- How individuals become radicalised
- How to identify a vulnerable person in the community (what are the vulnerability factors?)
- Key issues, challenges and priorities facing the Muslim communities in Ealing
- How to develop and target diversionary activities to young people vulnerable to extremist groups or activities
- Local intervention tools, e.g.: mediation and information-sharing

Suitable for: VCS project and community development workers; trustees and volunteers; housing advice and youth workers; probation staff and police.

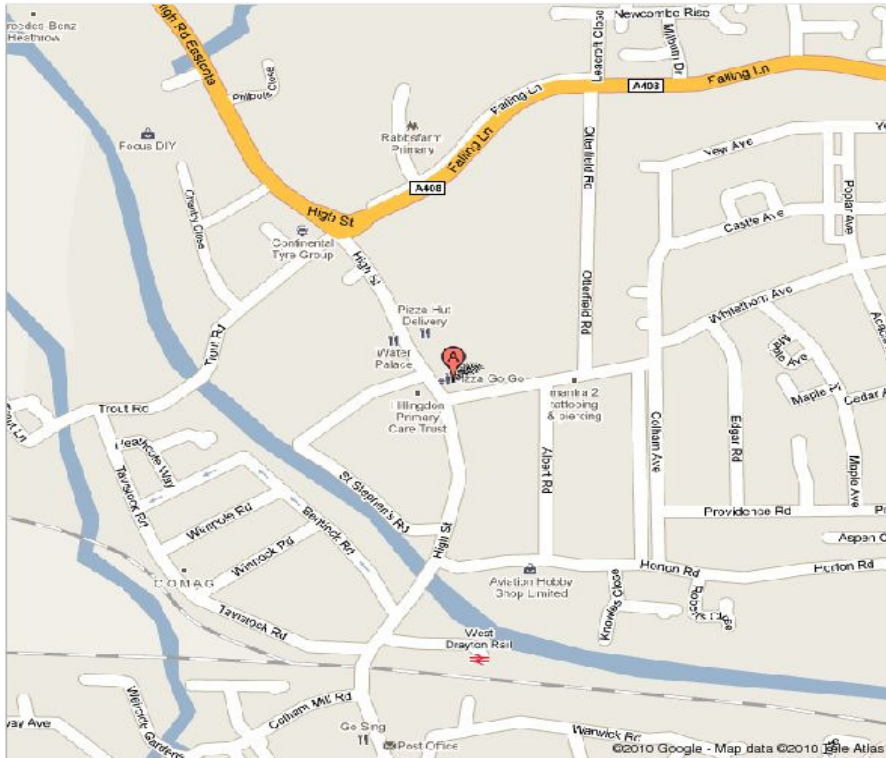
Trainer: Susan Hayward and Rahma Elmi
Date: Wednesday 1st December, 10:00-16:00
Cost: FREE to Ealing Groups
Venue: The Lido, Ealing



Addresses & Site Maps

The Lido, 63 Mattock Lane, Ealing, W13 9LA

Key House, 106 High Street, Yiewsley, UB7 7BQ



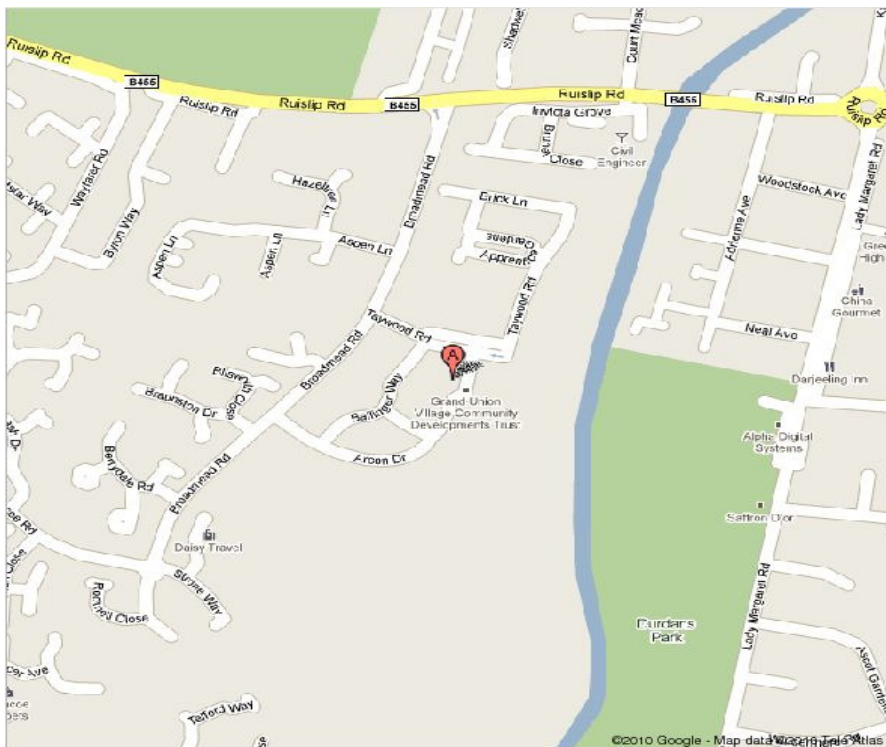
Bus
222, U1 U3, U5

Trains
West Drayton 5 mins walk

Car
M4 – Exit at Junction 4. Follow signs for West Drayton until you reach the High Street.
M25 – Exit at Junction 15 onto the M4 towards Heathrow. Exit at Junction 4 and follow directions above for M4.

A40 (Western Avenue) – Exit at A437 signposted Hillingdon. Follow signs to West Drayton until you reach the High Street.

GUV Community Facilities, 1st Floor, Weaver House, Higham Mews, Northolt, UB5 6FP



Bus
120, 282, E6, E7, E9, E10

Tube
Greenford (Central Line)
Northolt (Central Line)

Car
A40, M4



WORKSHOP PROGRAMME BOOKING FORM

Please write in capitals and use one booking form per course/participant



WORKSHOP TITLE: _____

WORKSHOP DATE: _____

Booking conditions:

- (1) TIDE cannot confirm places without a completed booking form.
- (2) Cancellations must reach our office in writing ten days before the date of the course; if the cancellation is made less than ten days before the course, no refund will be made. We will accept a colleague taking your place if we are informed and a booking form completed. Unfilled places will not be refunded.
- (3) TIDE reserves the right to alter any advertised dates, venues and/or trainers, where necessary.

<p>Participant's name:</p> <p>Job Title:</p> <p>Status: Paid Staff <input type="checkbox"/> Volunteer <input type="checkbox"/> Management <input type="checkbox"/> Trustee <input type="checkbox"/> Cttee member <input type="checkbox"/></p> <p>Organisation:</p> <p>Address:</p> <p>Telephone:</p> <p>Fax:</p> <p>E-mail:</p>	<p>LUNCH WILL BE PROVIDED ON OUR FULL DAY COURSES.</p> <p>Please state any special requirements you may have (e.g. Wheelchair access, large printouts etc)</p> <p>Please state whom your organisation primarily serves:</p> <p>Refugees <input type="checkbox"/> Ethnic Minorities <input type="checkbox"/> ESOL speakers <input type="checkbox"/> People with Disabilities <input type="checkbox"/> Homeless <input type="checkbox"/> Ex-offenders <input type="checkbox"/> Substance Misusers <input type="checkbox"/> Women <input type="checkbox"/> Older people <input type="checkbox"/> Children/Young People <input type="checkbox"/> Other</p>
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Fees are based on size of organisation (please tick)	<i>Course fees per person</i>	
	<i>Half Day</i>	<i>Whole Day (more than 5 hours)</i>
<input type="checkbox"/> No paid staff	£10.00	£20.00
<input type="checkbox"/> 1 paid staff	£20.00	£30.00
<input type="checkbox"/> 2-4 paid staff	£30.00	£40.00
<input type="checkbox"/> 5+paid staff	£35.00	£70.00
<input type="checkbox"/> Statutory organisations	£60.00	£100.00

I enclose a cheque for £ payable to **Ealing CVS (TIDE Workshops) or Hillingdon Association of Voluntary Services (HAVS Workshops)**

<p>Monitoring Details (please circle as appropriate)</p> <p>Area you work/volunteer: Ealing / Harrow / Hillingdon / Other</p> <p>Are you : Employed – Retired – Student – Unemployed - Unwaged</p> <p>Gender: Male / Female</p> <p>Are you disabled: Yes / No</p> <p>Age group: 18-25 , 26-35 , 36-45 , 46-59 , 60+</p>	<p>Ethnic Origin</p> <p>White British <input type="checkbox"/> White Irish <input type="checkbox"/> Other White..... Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Other Asian: Black Caribbean <input type="checkbox"/> Black African <input type="checkbox"/> Other Black: Chinese <input type="checkbox"/> Middle Eastern <input type="checkbox"/> Mixed Race <input type="checkbox"/> Other Ethnicity:.....</p>
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You do not have to provide all of the details in this section, but please complete as much as you feel able to, to assist us in providing statistical information to our funders. We will not pass information about you to anyone outside TIDE.

I hereby authorise TIDE to record the information provided on this form and to use it for monitoring purposes.

Participant's Signature