

moving *forward*

with free short courses for you



2018/19

 The Gateshead Housing Company
Working with Gateshead Council

Welcome



We want our customers to have the best opportunities to develop their skills and knowledge in order to maintain a healthy and happy lifestyle.

Offering a range of free courses which focus on your health and wellbeing helps us to achieve this. In this programme you will find courses linked to physical, mental and financial health, all designed to help you feel better.

Providing these courses also supports the company's wider vision of providing quality homes and customer focused services in Gateshead and being an innovative housing provider, inclusive, valuing diversity and being passionate about what we do.

We offer a range of support to help people attend our training, including reimbursement of travel costs and interpreting services. If you need any support please ask for more information when booking your place.



Our trainers

We work with a number of local trainers and housing experts to deliver our courses. Read more about them here:

Digital Voice for Communities

We offer hands-on opportunities for people of all ages and abilities to use digital activities and skills to improve their lives. Since 2007 our social enterprise team has motivated and empowered individuals and community groups to cross the 'digital divide'.



The 4Cs - 'Climate Change Community Champions' is a Gateshead based charity with a mission to develop environmentally responsible communities by promoting ethical living and raising awareness of sustainable solutions and technologies.

The project is run entirely by volunteers from different cultures including young people, families, single adults and international students.





Traincon Learning – Our aim is to offer a selection of training that is accessible to all staff, volunteers, carers, families and communities. We do this by supporting our learners and adapting our teaching styles to suit their needs. In order for individuals to learn they need to enjoy what they are experiencing and we aim to make our training as enjoyable and interactive as possible.

TPAS – We are England’s leading tenant engagement experts, dedicated to improving tenant engagement standards across the country. We bring tenants, landlords and contractors together through a wide range of services, independent and impartial advice, support, consultancy and training.

Rezvan Golestani – Over the past year I have delivered the ‘Healthy Cooking on a Budget’ course and it’s been really rewarding as I’ve been able to help people understand that you can still eat healthily even if you’re on a tight budget. The course is aimed at people who have little to no experience of cooking.



2Way Tenancy Solutions – Our aim and objective is to prevent homelessness caused by tenants’ inability to pay rent and by a need to avoid an increase of rent arrears by landlords. Importantly we aim to work with clients to ensure they achieve financial confidence.

Testimonials

See what our customers have said about our courses:

I have been a tenant with the housing company for 15 years and in that time have attended several Moving Forward courses including Effective Meeting Skills, Mindfulness, Managing Stress and Gardening. I have really enjoyed taking part in these courses and meeting other friendly tenants and leaseholders. I look forward to attending more courses next year!

Flo Wood (Tenant)



I attended the basic digital training course last year and then went on to do the follow-on session and haven't regretted it. I'm 71 years old and was terrified of tablets and technology but my fears were unfounded.

The trainers were excellent! If you are afraid like I was please don't be, you will get a great deal out of it and have nothing to lose but so much to gain!

Norma Harrison (Tenant)

Over the last few years, I've found myself taking a variety of Moving Forward courses. I really enjoyed them and they've brought me many benefits, especially helping to improve my communication and social skills. The training has also led to me joining a customer focus group and a workshop, making a contribution to develop the housing company's Corporate Plan, as well as a variety of other projects. I would definitely recommend the training, especially if you're someone who is looking for a way to improve your employment prospects or your potential in general.

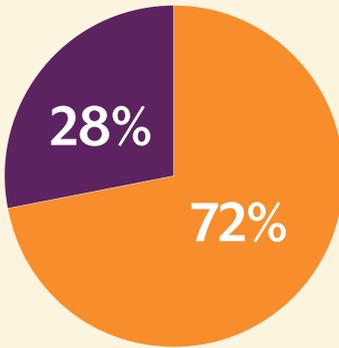
Alan Guest (Tenant)



Last year

See how our training looked in 2017/18*:

Split by gender



Female



Male

Satisfaction



Very satisfied with course content



Course met expectations



Very or fairly satisfied with the trainer



Apply skills gained from course

* based on data from those attendees who completed an evaluation form at the end of their course.

Feedback comments from attendees;



**‘Venue and trainer very relaxed and lovely.
Really enjoyed it, nice pace and length of time’**
– Gardening



**‘Thank you for today I have really enjoyed it and the info
will help me with this condition’**
– Diabetes Awareness



**‘It was presented in simple terms, made easy for service
users to understand’**
– Mental Health Awareness



‘I love doing courses and can pass on my skills to others’
– Call Push Rescue (CPR)



‘Excellent course, excellent tutor and very enjoyable’
– Mindfulness



‘Very good course. Was able to be fully involved’
– Manage Your Stress



**‘Good teacher to keep learning new things.
Safe environment not getting bullied’**
– Healthy Cooking on a Budget

Our courses



Gardening: Annuals and perennials

Exploring the characteristics and maintenance of each to include seed sowing.



Thursday 3 May 2018



11am-1pm



Dementia Awareness

Dementia affects not only the individual with the diagnosis but the people around them too. Being aware of the effects and managing them as effectively as possible helps give a better understanding of this condition.



Thursday 24 May 2018



11am-1pm



Diabetes Awareness

This workshop helps you to understand what Type 2 Diabetes is and the effects it has on the body. There will also be key information about the truths and myths surrounding this sometimes complex condition.



Wednesday 13 June 2018



11am-1pm



Gardening: Cuttings for beginners

Introducing different methods of taking cuttings and exploring other effective propagation techniques.



Thursday 21 June 2018



11am-1pm



Understanding Universal Credit

Are you affected by Universal Credit? Perhaps you are struggling to understand how it all works? Our new course will help you get to grips with Universal Credit and give you skills to successfully manage your claim.



Thursday 28 June 2018



10am-1pm



Mental Health Awareness

This course defines what is meant by the term mental health and helps you recognise the signs, symptoms and risk factors to maintain positive mental wellbeing.



Thursday 19 July 2018



11am-1pm



Spot the Scam

This useful course will help you recognise a scam and ensure you're not targeted online or on your doorstep.



Wednesday 25 July 2018



2pm-4pm



Mindfulness

Here you will learn some simple relaxation techniques to apply to your daily lifestyle, help improve your mental health and wellbeing and practise feeling more connected with what is happening around you.



Thursday 9 August 2018



11am-1pm



Call Push Rescue

This course teaches you CPR and other emergency lifesaving skills. You will watch a DVD film tutorial to demonstrate CPR skills then practise them on resuscitation manikins. This training includes: CPR, Child CPR and Recovery position.



Thursday 23 August 2018



1pm-3pm



Nutrition and Health Awareness

This course will help you understand what nutrition is and why it is important to our health and wellbeing. You will also learn what a healthy balanced diet is, how to understand food labelling and look at the healthy eating plate. Sources of information and support for healthy eating will also be provided in the session.



Thursday 6 September 2018



11am-1pm



Confidence Building

This will help you build your confidence in a range of situations including your day-to-day lifestyle, helping you to be clear and assertive when communicating with others and giving you the skills to help you deal with difficult situations.



Thursday 20 September 2018



10am-4pm



Gardening: Autumn and winter in the garden

We will look at autumn and winter garden maintenance and plants that stand out through the season.



Thursday 27 September 2018



11am-1pm



Manage Your Stress

Here you will learn a range of ways to help manage your stress day to day, including how to recognise the first signs, different types of anxiety, what can trigger it and how stress can affect your mental health and wellbeing.



Thursday 4 October 2018



11am-1pm



Assertiveness Skills

Identify your own level of assertiveness, increase your understanding of what being assertive is and develop the necessary skills and knowledge to apply this in your day to day life.



Thursday 18 October 2018



10am-4pm



Diabetes Awareness

This workshop helps you to understand what Type 2 Diabetes is and the effects it has on the body. There will also be key information about the truths and myths surrounding this sometimes complex condition.



Wednesday 14 November 2018



11am-1pm



Understanding Health Improvement

This brief workshop highlights how you can improve your health by carrying out a range of simple techniques and making small changes to your lifestyle. You will also find out more information about health and wellbeing to help you broaden your knowledge in this area.



Monday 26 November 2018



11am-1pm



Spot the Scam

This useful course will help you recognise a scam and ensure you're not targeted online or on your doorstep.



Thursday 6 December 2018



11am-1pm



The Principles of Physical Activity

This session will look at what physical activity is, what its benefits are and what we mean by sedentary behaviour. We will also look at practical safety when exercising. Half of this session will involve an element of physical activity to suit the ability of the group. Please wear appropriate clothing.



Thursday 24 January 2019



11am-1pm



Call Push Rescue

This course teaches you CPR and other emergency lifesaving skills. You will watch a DVD film tutorial to demonstrate CPR skills then practise them on resuscitation manikins. This training includes: CPR, Child CPR and Recovery position.



Thursday 14 February 2019



2pm-4pm



Effective Meeting Skills

This course will help to give you the skills and confidence to effectively take part in meetings and get the most out of them. You will also learn what to expect from attending meetings at the housing company, how to improve your listening skills and how to handle difficult situations in a meeting.



Thursday 28 February 2019



10am-4pm



Understanding Differences in People

Here you will learn how to recognise and respect differences among people in your community, value the diversity around you and challenge stereotyping you may witness. You will also learn about the company's approach to equality and diversity.



Thursday 21 March 2019



10am-4pm

If any of these courses are on a date and time you cannot make, please get in touch and we will try to arrange an additional course at a time that suits you.

More courses for you*

Digital Training

We will continue to deliver basic digital training across Gateshead to help you cross the 'digital divide' and give you the skills and confidence to access online services.

The training will broadly look at accessing the housing company online, sending and receiving emails and attachments, using social media to reduce the risk of social isolation and generally 'surfing' the Internet.



Healthy Cooking on a Budget

This basic practical session will give you the confidence to make quick, simple and healthy food that will help to improve your diet without going over your budget.

Aimed at people who have little to no experience of cooking, you will see how much you could be saving even if you make a simple meal, whether it's in an oven or a microwave!



How to Manage Your Money

Receive useful advice on how to effectively manage your money by learning how to prioritise your payments and understand more about savings, borrowing and different types of credit.

This course will also cover information about utility providers and ensuring you aren't paying more than you should be on your gas and electricity bills.



Safeguarding Awareness

Attending this short course will provide you with a basic awareness of safeguarding, what actions or support is available and how to report a concern if you are worried about someone in your community.

The course will also cover the different types of abuse and neglect that can occur and give you a basic understanding of safeguarding practices.



* These courses will be arranged providing there is enough demand to deliver a session.

Stay connected



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www.twitter.com/gatesheadhc



Watch us at:

www.youtube.com/user/GatesheadHousingCo



Find out more about us at:

www.gatesheadhousing.co.uk

Join us on social media to keep an eye out for more course information and to see what else is going on across Gateshead.

Register today!

If you would like to attend any of our courses, you will need to register your interest in advance. You can do this in a number of ways shown below:

- ✉ Complete the form on pages 19 and 20 and return to:
Customer Involvement Team, Freepost Plus RTHH-ZJHY-KYKS,
The Gateshead Housing Company, Civic Centre, Regent Street,
Gateshead, NE8 1JN. No stamp is needed.

 www.gatesheadhousing.co.uk/moving-forward/

 Call 0191 433 5357

 Email involve@gatesheadhousing.co.uk

 Text 'INVOLVE' with your name to 0762 480 4167

You can also view our Facebook and Twitter for more information on courses and other activities happening in the community that you may be interested in.

 www.facebook.com/gatesheadhousingcompany

 [@gatesheadhc](https://twitter.com/gatesheadhc)



Booking form

Title: Mr/Mrs/Ms/Miss/Other _____

First name: _____

Surname/family name: _____

Address: _____

_____ Post code: _____

Home tel: _____

Mobile: _____

Email: _____

Please tell us here if you have any specific requirements, for example, dietary requirements or interpreter services.

How did you find out about our courses?

Have you already been on a Moving Forward course?

Yes No If yes which courses _____

Please tick the courses you'd like to attend and a member of the Customer Involvement Team will contact you with further details.

- Gardening: Annuals and perennials** - Thursday 3 May 2018, 11am-1pm
- Dementia Awareness** - Thursday 24 May 2018, 11am-1pm
- Diabetes Awareness** - Wednesday 13 June 2018, 11am-1pm
- Gardening: Cuttings for beginners** - Thursday 21 June 2018, 11am-1pm
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- Effective Meeting Skills** - Thursday 28 February 2019, 10am-4pm
- Understanding Differences in People** - Thursday 21 March 2019, 10am-4pm
- Digital Training**
- Healthy Cooking on a Budget**
- How to Manage Your Money**
- Safeguarding Awareness**

