

Client workbooks are an innovative and engaging way of embedding tenancy training with clients traditionally excluded from group training.

Over the last ten years It's Your Move have worked with over 150 front line organisations to embed high quality and interactive tenancy training. Time after time we have met staff who struggle to persuade floating support clients to engage in a group scenario and unwilling to engage in anything apart from mandatory key work interventions.

In 2009 IYM developed a set of five client workbooks specifically for these two client groups. It was our intention to design materials which:

1. **Could be integrated into normal key work:** each worksheet was designed to take a maximum of twenty minutes and allow time for practical support. They allow support workers to cover important and reoccurring issues in an different way
2. **Were participative:** Our workbooks include a wide range of participatory activities and games for the client and staff to complete together; they allow the client to share their own experience rather than rely solely of 'fictitious case studies' or staff lecturing clients which many resent. The workbooks allow practical activities such as searching for a job or submitting a housing allocation to be evidenced as part of the programme
3. **Were not a test:** Our workbooks are exam papers and cannot be completed by clients alone. The paperwork received by the client doesn't even include questions, the onus is on the staff to explain the exercises in a way which a client will understand.

Client workbooks are a way of enabling important conversations in an engaging and interactive way.

How it works

The client workbook series comprises of five workbooks, each covering one of the five Supporting People Outcome areas. Each workbook includes six separate worksheets which can be completed individually or in sequence. They cover the following areas:



Money Workbook > Achieving Economic Wellbeing

Worksheets on weekly budgeting; methods of saving money; reading a bank statement; interest rates; reading utility bills and different methods of paying bills



Job Workbook > Enjoy and Achieve

Worksheets on identifying personal skills; job search skills; composing a CV/application form; applying for a job; personal presentation and basic skills



Healthy Workbook > Be healthy

Worksheets on registering for a GP; basic food groups ; cooking a meal ; sell by dates; emotional wellbeing and the impact of drugs/alcohol on tenancy sustainment



Move On Workbook > Stay Safe

Worksheets on the benefits of different tenures; reading housing adverts; applying for accommodation; producing a move on checking; sourcing furniture; tenancy agreements; common tenancy problems and reading utility meters.



Community Workbook > Make a Positive Contribution

Worksheets on the role of the key worker; personal rights/responsibilities; making a positive impact on your community; improving communication; offensive language and the impact of prejudice/bullying

Each workbook includes three distinct documents; one for the client; one for the support worker and one including all the additional training resources you will need. All these materials are packaged into individual files for you to print or quickly prior to the session.

Key features

Key features of the STEPS programme include:

- **Our patented Cog Learning System:** Each of the worksheets can be completed in one of at least three different ways allowing staff to deliver the worksheet in a way which appeals to their client and multiple times, if appropriate.

The staff guidance give three different set of instructions for each worksheet. The instructions are targeted at three distinct types of learners; visual (those who appreciate pictorial manifestations and some writing); auditory (those who may traditionally avoid written work but are comfortable to talk about their own experience) and kinaesthetic (learners who appreciate practical tasks which advance their move on i.e. researching furniture recycling).

- **A standard approach to literacy:** Our materials are designed to be targeted at by Level 1 learners but we acknowledge (like in life) that the functional numeracy needed for some activities i.e. calculating interest may be above this. In this way our materials are a way of you identifying and supporting basic skill issues before they need to be practically applied.

Clients with poor skills are not excluded from the activities, all the activities can be completed through a conversation recorded by the staff member. This sheet to be used with clients for whom English is not their first language and with clients who may react badly to overly educational activities.

- **Integrated Assessment:** Simple basic skills assessments, a learner behaviour contract and learning styles questionnaire are all available to help you introduce the programme to clients.
- **Level 1 OCN Accreditation:** Completing all six worksheets in one workbook allows staff to enter the client for a Level 1 OCN Accredited Award. Staff simply need to submit a completed initial assessment (inc. basic client details) and completed copies of the worksheets to It's Your Move.
- **Affordable Introductory Training:** The client materials are available free of charge to staff attending IYM's 1 day "Becoming a Learning Practitioner" course. The course is available for as little as £50 per person and can be delivered in house for up to 25 staff. Organisations wishing to roll the course out across their whole organization should contact IYM about becoming a licensed provider. A licensed provider pays for ongoing staff training over two years, updates to the workbooks and reduced learner registration costs.

Information on the Learning Practitioner course is available at www.realskills.org

Delivering the programme to you

The programme can be fully customised to suit your clients and staff team. We can be commissioned to produce additional activities where necessary or provide you with them off the shelf to get started as soon as possible.

To help you integrate the programme we provide:

- **Thorough staff training.** The client materials are available free of charge to staff attending IYM's 1 day "Becoming a Learning Practitioner" course. The course is available for as little as £50 per person and can be delivered in house for up to 25 staff. Organisations wishing to roll the course out across their whole organization should contact IYM about becoming a licensed provider. A licensed provider pays for ongoing staff training over two years, updates to the workbooks and reduced learner registration costs.

- **Free online hosting:** All the materials can be hosted on a secure part of our website for your staff to download and print from different venues. Hosting the materials online helps speed up unreliable computer networks. We will update the online materials at least every six months.
- **Client guidance materials/ staff guidance notes**
- **Delivery tools.** The programme includes Management tools to check supervise the roll out including a file audit checklist and induction briefings for new staff

Please contact Real Skills for more information and advise on how to introduce the programme with your clients.