

# The STEPS Programme



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**The STEPS programme is a structured, training and engagement programme developed specifically for the supported housing sector. It allows supported housing providers to introduce a proven tenancy training package; which can be customised to your local needs yet remain a nationally recognised qualification.**

The programme includes a unique range of tenancy training materials which can be delivered in groups, as part of key work or as through everyday tasks staff supervises in the course of their working day.

It comes complete with all the paperwork staff and clients will need to record progress, a comprehensive package of staff training and ongoing support from It's Your Move; Broadway's social enterprise specialising in tenancy training.

## How it works

At the heart of the STEPS programme is a checklist (the curriculum plan) of the key activities you, as a housing provider, believe your tenants should be able to do before they leave their service. The checklist allows the housing provider to articulate what they expect of your tenants before moving on and gives tenants a way of evidencing positive progression whilst in the service.

The tenant doesn't need to complete every activity on the plan, sessions are prioritised based on their individual needs and ability.

The basic curriculum includes 39 activities structured under the Supporting People outcome framework (see attached plan). Each of the key activities can be delivered by staff in one of three ways:



**As part of structured group learning:** the programme includes structured session plans and training materials for group sessions lasting between 20 minutes and 1 hour. The activities have been developed over a period of ten years with It's Your Move in partnership and over 120 supported housing providers nationwide.

Learning as part of a group helps tenants learn from the experience of their peers, build social networks and gain confidence in new situations.



**As part of individual key work:** the programme includes individual worksheets which can provide a structured way of discussing the topic in keywork. Each of the worksheets can be completed in one of three different ways to encourage creativity, prevent the exclusion of those with poor basic skills and allow for those who consider training to be patronising and not based in their reality.

Learning one to one helps engage those who find group learning difficult, it provides staff with a new way of discussing commonly discussed subjects in a positive way.



**Through supervised action:** the programme allows staff to complete the activities through evidenced practical action. Basic tasks such as registering with a GP, completing a community care grant and applying for housing can be recognised as learning activities.

Action learning challenges staff to consider how they can prove their tenant can successfully replicate a shared activity on their own. It reduces paperwork and seamlessly integrates current engagement activities inc. residents meetings, job clubs and other specialist training into the programme.

## Key features

Key features of the STEPS programme include:

- **Full integration with current support plans:** the programme uses your organisations support plan in place of a dedicated learning plan. The programme is regularly reviewed with as part of your needs assessment.
- **Structured evidence for Supporting People:** the programmes' activities are structured under the five Supporting People objectives. Activities completed under the programme can be reported to Supporting People and the programme submitted as a structured approach to move on as part of the Quality Assessment Framework.
- **A bespoke learning assessment:** An assessment to identify any special educational needs and the tenants' preferred learning style accompanies this programme. Tailored activities for visual, auditory and kinaesthetic learners are included in all of the client worksheets.
- **National accreditation:** the programme is accredited by the National Open College Network as a Level 1 STEP UP Award. This award is a stand alone qualification, recognised under the national curriculum framework and eligible for consideration by further educational providers.

Uniquely, the Level 1 STEP UP Award accredits the process of learning (the identification of learning goals and evidencing of two learning activities) rather than the content of the course. This allows all tenants to receive the same qualification even if the activities, like their needs, are very different.

Learners do not need to complete the whole curriculum in order to receive the qualification and should be able to receive it quickly to build their confidence.

## Delivering the programme to you

The programme can be fully customised to suit your clients and staff team.

For a small additional cost organisations can come up with their own checklist (curriculum) and have It's Your Move develop group and one to one resources on their behalf. In addition to developing their own curriculum, organisations can change:

- **The visual identify of the programme.** All materials can be rebranded to reflect your brand guidelines and not seem alien to tenants. You can name and develop a unique logo for your programme.
- **Client guidance materials/ staff guidance notes** and training materials
- **Delivery tools.** The programme includes Management tools to check supervise the roll out including a file audit checklist, posters publicising group sessions and induction briefings for new staff
- **Training materials.** The group and one to one training materials can be amended to incorporate copies of your own tenancy agreements, local housing application procedure and rent statements. Tenant information leaflets signposting local services can be added where relevant.



[www.broadwaysrealskills.org](http://www.broadwaysrealskills.org)   [realskills@broadwaylondon.org](mailto:realskills@broadwaylondon.org)   0207 710 0626