

Introduction to social housing

hqn
training

Autumn workshops 2017

Tuesday 17 October 2017 – London

Tuesday 28 November 2017 – Birmingham

This course aims to give frontline housing staff a working knowledge of the context in which they operate and how we have arrived there. It will give delegates insight into the development of social housing as a sector and profession, and highlight current key operational concerns and external influences on service delivery.

Key elements of the training include:

- Locating social housing: understanding tenure in the UK
- Who provides social housing? Who is it for?
- Changing demographics and new challenges for the sector
- What is social housing and how did it develop? The Victorian philanthropists and early state intervention
- From the welfare state to a business focus: the reconfiguration of tenants as customers
- Housing management under the spotlight: delivering core services in context – key functions, key concerns

- Understanding service delivery: generic versus specialist working arrangements
- Social housing: professional concerns
- Who funds social housing and how are we accountable?

Who should attend?

All staff, board members and resident representatives new to the housing sector or wishing to update their knowledge in the rapidly changing housing world.

Our trainer:

Michael Guest has extensive housing experience and expertise gained working within housing organisations, in consultancy, training, teaching and a variety of professional roles with the Chartered Institute of Housing. He is well known for his approachable and participative style of training, ensuring that it is effective for delegates whatever their role, and that learning is retained and can be applied to those roles.

DELEGATE FEES

- £250.00 for one delegate
- £225.00 per delegate if you make two bookings at the same time
- £200.00 per delegate if you make three or more bookings at the same time

Prices include refreshments and lunch, and are subject to VAT at the applicable rate.

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TIMINGS

Registration	9.30am
Start	10.00am
Finish	4.00pm

WHO ARE WE?

Fast, practical guidance on everything to do with housing. HQN provides high-quality advice, tailored support and training to councils, ALMOs, housing associations and other housing providers.

Find out more about us and our network membership by visiting www.hqnnetwork.co.uk or call us on 0845 4747 004.