

Strategic Housing Partnership **Step Up Briefing Note – July 2011**

Pilot Outcomes

Step Up was funded through CLG grant for a two year period, ending March 2011 but has now been mainstreamed as a CSM product. Its outputs during the last year (to March 2011) include:

- Trained 1256 Frontline workers, community champions and housing advisors across the city
- Delivered across sectors; voluntary, statutory homeless, NHS, Probation, Social Services, Housing Providers, Support Providers, Libraries, Sure Start
- Engaged 93 organisations in Step Up Training

Post April 2011

Since April 2011 and the transfer of Step Up to City South Manchester Housing Trust, the focus has been upon taking Step Up from a free training product, to a commissioned and procured business product. The original modules have been revised and streamlined from five modules to three modules. Content has been revised and updated in line with emerging government agendas and needs of the sector.

From the initial pilot modules, three remain;

- 1. Housing Options**
- 2. Employment & Training**
- 3. Everybody's Job** – an updated version of frontline worker training with an emphasis upon skills in information, advice & guidance techniques to assist customers effectively with the changes taking place.

These modules reflect the most popular of the pilot, the most relevant to target sectors and the most commercially viable and scalable products.

Given the financial constraints on our target customers, we are developing an e-learning package with our partners which will be interactive. E-learning offers flexibility to organisations and is competitively priced. Once this has been sufficiently developed, key stakeholders will be invited to test the product to ensure that it is meeting key outcomes.

The opportunity will also be available for face to face training (traditional training) to allow the discussion and learning process to be interactive in recognition that some themes and are more suited to face to face delivery such as Information, advice and guidance skills.

Marketing

The launch of the Step Up products will take place in October. The Step Up website will also be updated at this time to promote the new product range. Communication will take place before this date to advise of the launch details. A branding refresh has also been undertaken to enhance the Step Up product.

Consultation

Initial consultation has taken place upon the revised Step Up modules. However, now that the modules have been devised it is envisaged that a wider consultation will follow with key stakeholders, both existing and new, especially with the e-learning content.

Welfare Reform Commission

Step Up have received a commission from Manchester City Council to deliver training to registered providers and community organisations on the changes taking place in welfare benefits and the impact upon customers. These courses will be accredited. The aim of this commission is to provide information and guidance to Registered Provider staff and community organisations to ensure that customers are updated of the changes taking place and staff are able to signpost customers effectively to prevent crisis.

The modules will include;

1. **Mental Health Awareness Training** – an understanding of mental health, how it manifests and referral processes to support customers with mental health issues.
2. **Money Matters** – income maximisation, transition from benefits to Universal Credit, assisting and promoting financial capability, signposting to a range of financial services such as Credit Unions. Prevention of debt.
3. **Welfare Reform** – Knowledge of Universal Credit, impact of IB re-assessment, changes to benefit system. Understanding and utilisation of referral process to refer complex cases to CAB & CLAS. This module will be broken down into a set of modules which cover different themes.

This commission also includes a Partnerships Research Co-ordinator who will be a resource for registered providers, providing information, and Quality Assurance across the sector. This post is currently being recruited to and will commence by September. This is a one year post.

Timeline

Further information upon the scope and remit of the Welfare Reform training will be released once agreed with Commissioners.

It is anticipated that the training will commence in October/November 2011.

As with the previous Step Up funding, the places available on the training are limited. Step Up will receive strategic priority from the Commissioner and will allocate places on that basis. However, it is envisaged that initial targeting will be to RP staff and then will be targeted to voluntary organisations and community leaders at Year 2.

Outstanding Issues

Following the close down of delivery of the Pilot phase, Step Up is due to receive £8,000 from the underspend of the Step Up pilot as agreed by the Step Up Board via the Housing Access Team at Manchester City Council. This payment was due to be paid via the Strategic Housing Partnership.

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