Financial inclusion training for social landlords

Winter workshops 2012

In the current economic climate, people on the lowest incomes are often those who find it hardest to cope.

Many are unable to access appropriate financial services such as affordable credit, banking and insurance. Those that do have access to these services often lack the capacity to make the most of them. Robbing Peter to pay Paul becomes more likely; housing staff need to be proactive if they are not to be behind the pack of debt collectors arriving on their estates.

Addressing financial exclusion should be a key part of any successful social landlord's business plans, helping to maximise income, prevent arrears and sustain tenancies. To help you to meet this challenge, we present our new one-day, in-house course for everyone involved in financial inclusion. This top-rated course has been designed by Tony Newman, lead Associate of HQN's specialist Rent and Income Excellence Network, with input from the country's top performers on financial inclusion and leading social researchers.

ABOUT THE COURSE

The course will comprise **practical workshops**, focused on helping you to improve the lot of people in **the community**, especially the poorest households. Topics include:

- Raising debt awareness and prevention
- Accessing affordable credit and ethical financial services
- Identifying and dealing with loan sharks
- Avoiding fuel poverty, and coping with rising food and energy bills
- Using digital inclusion initiatives to address financial exclusion
- Reducing evictions
- Action planning and setting service standards that enhance customer focus
- Measuring success and meeting the expectations of the inspectors.

If you want to provide a top quality, value for money housing service, can you afford to miss this training?

Tuesday 21 February 2012 | Manchester
Thursday 23 February 2012 | London

hqn training

Financial inclusion training for social landlords

Winter workshops 2012

WHO SHOULD ATTEND?

Everyone involved in financial inclusion, including housing officers, income and rent arrears officers, homelessness prevention and housing aid staff, welfare teams, estate management staff, customer services staff, money management and welfare benefit advisers, financial inclusion officers and support workers.

WHAT WILL THEY LEARN?

This training is an ideal way to kick-start your financial inclusion strategy or to take your existing strategy to the next level. The course will help delegates to achieve operational excellence and sustained performance improvement by helping them to:

- Recognise the main causes of financial exclusion
- Understand the impact on the business, customers and communities
- Know how to prevent and minimise arrears
- Implement practical techniques for helping people to access appropriate financial services
- Measure success and build upon it
- Understand how top performers in the field achieve operational excellence
- Action planning – make a positive difference to the organisation, customers and communities.

ABOUT THE TRAINER

Tony Newman

The workshop will be led by HQN trainer and consultant Tony Newman, who manages HQN's specialist Rent and Income Excellence Network. Tony's wealth of experience in income management and financial inclusion is recognised across the sector and he has worked with many of the UK's top performers. He helped to research and develop HQN's highly regarded financial inclusion toolkit.

The workshop will feature practical tips, case studies from top performers and the opportunity to identify and build upon your current practices.

hqn training

Financial inclusion training for social landlords

Winter workshops 2012

How to book

Online: For our online booking form, go to: www.hqnetwork.co.uk/forthcoming_events

By post: Complete this form and send it to: HQN Limited, Rockingham House, St Maurice's Road, York YO31 7JA

By fax: Fax us on 0845 4747 006 *(a fax transmission will secure a firm booking if places are available)*

PLEASE DO NOT SEND ANY PAYMENT! We will confirm your booking and send an invoice to you.

We are considering introducing credit card payments for delegate places - would you be likely to use this option? Yes ☐ No ☐

Who are we?

HQN Limited is a housing consultancy and training company providing high-quality advice and support to councils, ALMOs, housing associations and other housing providers. Our subscription service, The Housing Quality Network, has around 650 members, who are kept up to date on policy and best practice via briefings, workshops and our electronic information bank. We also run specialist networks for practitioners on a range of housing issues and provide interim and project management services. To find out more, visit our website at www.hqnetwork.co.uk, or call us on 0845 4747 004.

Delegate fees

The cost of this event is £250.00 for one delegate (plus VAT at the applicable rate).
Discounts are available on multiple bookings – £225.00 per delegate (two bookings) (plus VAT at the applicable rate).
£200.00 per delegate (three or more bookings) (plus VAT at the applicable rate).
The fee includes refreshments, lunch* and an information pack.

Booking Form

Please state which venue(s) you wish to book for *(tick boxes required)* Manchester | 21 February ☐ London | 23 Febraury ☐

		Fee payable (incl. VAT)
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
Delegate name	Position	£ :
Email address		
To enrol additional delegates, please photocopy this form.	**TOTAL**	£ :

Name of person making booking	Order no.
Organisation	
Job title	
Email address	Tel no.
Invoicing address	
	Postcode

Bookings: Bookings are subject to HQN Limited's conditions dated 23 February 2005, a copy of which can be obtained from our offices, free of charge.

Cancellations and substitutions: A full refund will be given if a cancellation is made 28 calendar days or more prior to the event, and a 50% refund if a cancellation is made 15-27 calendar days prior to the event. We regret that no refund can be given if a cancellation is made 14 calendar days or less before the event. Cancellations must be made in writing, and will be acknowledged by HQN Limited. There is no refund for non-attendance, but delegates may be substituted at any time.

Guarantee: As with all our events, our guarantee is that if a delegate attends this event and for any reason does not find it worthwhile, we will refund their delegate fee in full. To take advantage of this guarantee, the delegate fee must be paid in full prior to the date of the event.

* Please let us know if a delegate has any particular needs, including dietary, and we will do everything possible to meet their requirements.

hqn training

Rockingham House | St Maurice's Road
York | YO31 7JA
Telephone | 0845 4747 004
Fax | 0845 4747 006
Internet | www.hqnetwork.co.uk
Email | hqn@hqnetwork.co.uk

HQN Limited Registered in England Reg No. 3087930