



herefordshire housing

>People >Homes >Communities

## Involving Our Customers: Skills and Training



Creating quality choices for communities

# friendly

# forward



## Skills and Training

Learning a new skill or hobby can be enjoyable, challenging and rewarding and we firmly believe that we all benefit by keeping our brains active and succeeding at new things.

At HHL we offer a range of training, activities and personal development opportunities for our residents. We deliver courses and sessions in conjunction with local and national providers to give our customers access to some of the best trainers and qualifications available.

Courses are generally held at our community rooms around the county or at our new resource centre The Learning Box @Brierley Court, Hereford. The courses are designed to meet the needs of our residents in those areas. Whether it's learning English as a second language, brushing up on IT skills, digital photography or arts and crafts we have something to offer all learners and abilities.

Any sessions we deliver are relaxed, enjoyable and support the individuals learning style. You can take a course that will introduce you to a new hobby, meet new friends and find out what you can really do. Or you might choose a course which can support your personal and professional development.

Courses are free to HHL tenants and their families living within our properties. Some courses can be available to non-tenants for free or for a small fee to be determined on a course by course basis.

## The Learning Box @Brierley Court

The Learning Box is a brand new resource centre dedicated to offering our community access to digital resources and training. At The Learning Box, we can help you to take the next steps in your employment journey. The centre has Total Wellbeing at its core and is open to customers and the public alike through drop in sessions, so that the facilities can be accessed when it suits you.

At the centre you will be able to:

- take the next steps back into employment
- develop your own career path
- access training and digital equipment
- take part in personal and social development activities.
- drop in to access the resources when it suits you

There will be a range or different courses and programmes available to you throughout the year.



### Community Learning

Community learning courses are generally held either in our community rooms around the county or at our new resource centre The Learning Box @Brierley Court, Hereford. Whether it's learning English as a second language, brushing up on IT skills, digital photography or arts and crafts we have something to offer all learners and abilities.

Any sessions we deliver are relaxed, enjoyable and support the individuals learning style. You can take a course that will introduce you to a new hobby and meet new friends. Or you might choose a course which can support your personal and professional development.

If there's an activity an individual or group of people would like to learn we can find a course and a tutor to deliver it for you. We can offer taster sessions for customers to have a go.

- Basic Literacy and Maths
- IT Courses
- ESOL
- Building a Budget
- Arts and Crafts
- NVQ's
- Vocational Skills
- Personal Development

### Digital Inclusion

Providing affordable digital access for our customers is one of HHL's priorities. Social housing tenants are amongst the most likely groups of people who don't have access to the internet or are unable to use a computer. Add to that the high percentage of older residents that we have who are also unlikely to be able to access online services and we have a clear justification to supporting our customers to get online.

Recent research from the BBC shows that peoples' motivation for getting online are simple. 31% of internet newcomers are drawn online to by being able to communicate with family and friends, 21% because they could find information to help them with everyday life and 21% to help them research products and services. 46% of people questioned by the report couldn't live without the internet. So for those that don't use the internet, for whatever reason, it must really feel like the gap is widening and the online world is further off than ever.

We started our projects off by focusing on our underused community rooms in our sheltered sites where we free access to the internet from and lots of exciting training opportunities for all ages and abilities. We are now moving into providing access and training to all tenants.

As always our sessions are fun and friendly with plenty of choice to engage with all levels of abilities, so whether you're a first time user or you'd like to improve your skills there's something for everyone. We're also always on the lookout for volunteers who can support other residents to use the internet confidently and safely. So if you're a self-confessed IT nerd and want to share your passion for technology please get in touch.

- HHL internet
- Digital Hubs
- IT Clubs
- IT for Beginners
- IT for Intermediates
- Digital Photography

### Volunteering

We have several volunteering opportunities available at Herefordshire Housing. As a not for profit charitable organisation, we rely on our customers support and try to provide a variety of volunteering opportunities particularly to support our community work - we can achieve so much more with more people involved.

You would be volunteering with a fun and friendly team who will really appreciate the skills you have to offer. Personally, you'll gain skills and confidence that may lead to further opportunities within your own life and you will certainly have skills and experiences that you'll be able to add to your own CV. Being a HHL volunteer is a unique experience and offers a range of opportunities for people who have range of skills to offer.

You will receive full training and access to personal development opportunities. We actively support our volunteers to grow through their experiences and you will be fully supported all the way.

Volunteering is a great way to get out there, meet new people and make a sincere difference to others' lives.

- Job Club volunteers
- MoneyBox Credit Union
- Back to Work Buddies
- IT supporters

**If you require this information leaflet in Braille,  
large print or audio format please call**

**0300 777 4321**

**Minicom users please call: (01432) 378 487**

Versions in other languages 

#### Polish

Ta informacja jest na temat bycia zaangażowanym w Twoje usługi mieszkaniowe. Jeśli chciałbyś otrzymać tę informację przetłumaczoną, prosimy zadzwonić pod numer telefonu 0300 777 4321.

#### Russian

Эта информация о вашем вовлечении в процесс предоставления жилищных услуг. Если вам нужен перевод этой информации, пожалуйста, звоните 0300 777 4321.

#### Portuguese

Estas informações referem-se à possibilidade de participar nos nossos serviços de alojamento. Se desejar receber estas informações traduzidas, é favor telefonar para o número 0300 777 4321.

#### Lithuanian

Tai informacija apie tai, kaip dalyvauti mūsų aprūpinimo būstu paslaugų programoje. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321.

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> People > Homes > Communities



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