



Trigger Tool

Date: **Thursday 14th December 2017**

Times: 10:00 to 11:30

Length of Course: 1.5 hour

Tutor: Julie Fisher

Level: Entry

Cost: **FREE**

Venue:
Community Action Fareham



For more information visit: www.actionfareham.org.uk or call 01329 223 155

Learning Goals

- Know how to identify some of the risks that older and/or vulnerable people may have in their homes
- Feel more confident in talking to the person about these risks
- Understand how to aid community inclusion for an individual
- Know where you can access the right support for someone in your local area

Community Action Training

Intended for:	Hampshire County Council's Supportive Communities Team have developed a new Wellbeing Trigger Tool package. This free training is to help volunteers, neighbours and the general public and professionals to help people to stay well, independent and safe in their own homes for as long as possible.
Previous Knowledge:	
Aims of the course:	None required
Assessment method:	Focus on helping people to help themselves, thinking about quality of life and remembering to 'Think Carers!', this light touch training will help anyone to support someone in their local community. The training also introduces the new 'Connect to Support' website which offers information and a directory of services for Hampshire residents.
What to bring:	
Other Courses available:	
	Discussion
	Pen
	MECC - Make Every Contact Count - 01329 223 155



Venue Details Community Action Fareham

Community Action Training

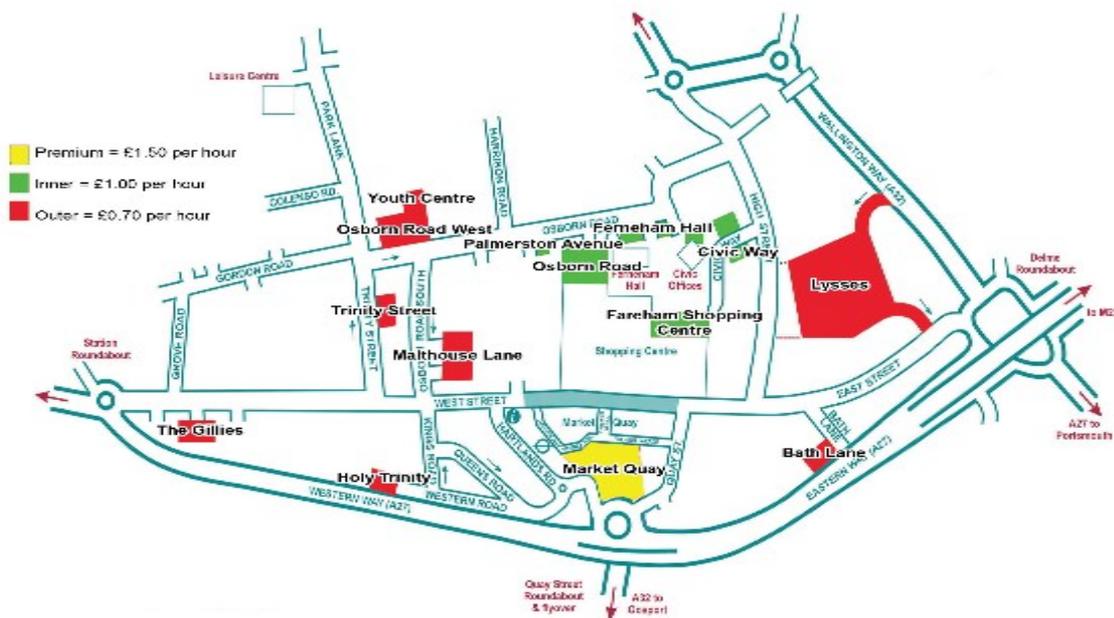
Community Action Fareham,
163 West Street,
Fareham,
PO16 0EF
01329 223 155



Community Action Fareham is on the corner of West Street and Trinity Street. It's a 5 -10 minute walk from the railway station (at the west end of West Street) and the bus station (at the east end of West Street).

The nearest car parks to Community Action Fareham are Trinity Street Car Park, and Holy Trinity Car Park in Western Road.

Map of Fareham Town Centre showing location of Community Action Fareham



and Car Parks (Inner = £1 per hour / Outer = 70p per hour).

Link to Google Map:
[Community Action Fareham](#)

Link to Streetmap.co.uk:
[Community Action Fareham Street map](#)

Advance Information for Learners

We wish ensure you have all the information you need to get the most out of your learning experience. With this in mind, there is some information we would like you to have in advance. The Learner Entitlement statement is overleaf. Please read it.

Meeting your needs

Our booking form asks for your learning needs. This may be physical access for people with mobility problems, sight or hearing needs, a language problem such as dyslexia or other issues affecting your ability to participate fully. Please help us to meet your requirements by letting us know in advance.

Equality & Diversity

We value diversity and we are committed to making training inclusive and welcoming for everyone. All learners can expect the same high standard of service, regardless of gender, marital status, sexual orientation, religion, age disability or race.

Feedback

We are keen meet our learners' expectations, so we value feedback on our administration, content and delivery of the training courses. You will be asked to complete a feedback form at the end of the course.

Complaints

If anything is not as you expected please let us know. We use our complaints process to improve our service. You can view our complaints procedure at: <http://www.actionfareham.org.uk/docs/policies/ComplimentsandComplaintsPolicy.pdf>

You may raise concerns directly with the trainer, or if you prefer contact the training administrator (see contact details on the reverse).

Teaching and learning strategies

Teaching is normally in small groups and learners will at times be asked to work with a partner or independently depending on the course content. Our booking form asks what you wish to achieve by the end of the course. Our trainers will try and tailor the content to meet your needs.

Safer Learning

We are committed to ensuring your wellbeing, security and providing a safe environment. You have the right to feel safe where you learn. Your responsibilities are to respect other people's rights to safety; not to hurt or abuse others; and not to threaten to hurt or abuse others.

Data Protection

Your personal data is protected by the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) 2003. We aim to exceed our legal obligations by following best practice and reviewing our procedures regularly.

Talk to us

If you would like to see someone in confidence to discuss additional learning needs or any aspect of the course please contact the training department.

Absence

If for any reason you are unable to attend a session through illness or unforeseen circumstances please contact us as soon as possible.

Learner Entitlement

We offer a wide range of adult learning courses to help you achieve your career and life goals, to learn a new hobby, keep active and for enjoyment. We are committed to ensuring your wellbeing, security and providing a safe environment. We will also aim to provide all the information you may need to succeed on your course as follows:

Before the course starts

start date, times, number of weeks, fees and costs, location
level of course – e.g. beginners' level
what the course will cover
whether any previous knowledge is required
any necessary preparation prior to the start of the course
any materials you will need to provide
compliments / complaints procedures
an opportunity to discuss, in confidence if you prefer, any particular needs you may have and how we can support you to achieve your learning goals

At the first session

the qualifications / experience of your tutor
the learning and teaching methods that will be used
how your progress will be monitored
relevant health and safety issues
arrangements for learning support, if required
help to access your course if you have a disability or learning difficulty
how we can ensure a safe learning environment and how you can contribute to this

During your course we will ask you:

to take part in regular reviews of your progress
whether you have the right level and type of support to achieve on your course
whether you want to discuss any safety issues or anything else you feel concerned about
to comment on how you think your course might be developed and improved to help you and other learners

At the end of the course you will have the opportunity to provide feedback on all aspects of your learning experience.

Please contact:

Tel: 01329 223 155

or email: training@actionfareham.org.uk