

Free online training: Making Every Contact Count in Richmond

Richmond Council has developed a series of **online training courses** to support people working on the frontline of our local communities. These courses are designed to enable staff and volunteers to develop the essential skills need to **identify** people who could benefit from additional support, **raise the issue** with them and **refer or signpost** that person to the appropriate services.

The training doesn't take extra time or skill; it is about **providing access** to what is on offer in Richmond.

Available Courses:

Addressing Loneliness & Isolation

Loneliness and isolation is a growing issue, and it doesn't just affect older people. This course will provide an **awareness** of isolation and loneliness, who might be vulnerable, how to **spot signs** that someone might need help and **what you can do to help** tackle this issue.

Accessing New Technologies

New technologies are important in helping to reduce isolation and loneliness. This course will provide an **overview of the new technologies available** in the borough and how they can help to reduce isolation and loneliness. It will also **highlight some of the challenges** that people may face when accessing technology.

Supporting Winter Warmth

Living in a cold home can harm your health and have a negative impact on mental well being. This course will provide an **awareness of the dangers of cold weather** and living in cold conditions. It highlights the importance of keeping warm and will help **in identifying individuals who may be at risk** during the winter. The course also explores the different services available in Richmond and looks at **how to refer to the Winter Warmth team at Richmond**.

Active Travel

Active Travel is a growing initiative to encourage people to make small changes in their day-to-day lives to help them become more active, which has **positive effects on mental and physical wellbeing**. This course will provide an awareness of what active travel is and the benefits, and how to make small changes in your daily routine and **encourage** others to become more active.

Active Travel for Younger People

Active Travel for Young People is a growing initiative to encourage people to travel, actively. It will provide an **awareness of what active travel is**, the challenges for young people, **how to identify if someone could benefit from active travel**, the challenges to active travel and what resources and support are available to support active travel in Richmond.

Benefits:

For Staff & Volunteers	For Service-Users	For Your Organisation
<ul style="list-style-type: none"> • Develops essential skills needed to work in our communities • Increases confidence in discussing issues with service-users • Greater job satisfaction 	<ul style="list-style-type: none"> • Better able to access the right services at the right time • Improved health and wellbeing • Contribution to the reduction of health inequalities 	<ul style="list-style-type: none"> • Increased staff knowledge and competence • Improved service quality as staff more engaged • Free, tailored training

For information on how to access this training and more, please see over page



Quick Reference Guide

www.TPD.org.uk

Registering on the system

Please click on following link to access website: <http://www.tpd.org.uk/cpd/portal.asp?sid=>

- Click on a workforce area (portal) – e.g. Adult Social Care
- Click on 'New user' in the logon box
- Enter your details
- Complete the equal opportunities monitoring form
- Select the subject areas and target audience that are relevant to you.

TPD Online

You will be able to:

- View an up to date directory of training events and courses from different sectors in one place
- Book places online with ease
- Access your recent continuing professional development record online, at any time
- Receive email alerts for training events and courses that match your user profile.

Requesting a place

- Click on the 'Search Events' tab
- Search by keyword, date, subject or target audience
- 'Request a place' from the summary or after clicking on 'Full details'
- You will receive an email when your place on the event has been authorised and confirmed.

If you need any further help registering on Wandsworth TPD Online please click on the 'User Guide' link on the front page of the website. Alternatively, please email: tdservice@wandsworth.gov.uk with your details and someone will contact you.