



MAY TO SEPTEMBER
2015

Training Programme

The Tenant Futures programme is for tenants of housing associations and local authorities. The courses are designed to empower tenants to work with their landlords to make positive changes and to challenge landlords on standards and decisions. The programme is funded through the Department for Communities and Local Government.

Scrutiny - Getting Involved

6-8 May 2015

Trainers: Vernelle Burkitt Training and Consultancy

This course is for individuals brand-new to tenant scrutiny. Your landlord is under pressure to know and act on what tenants want and to do this while achieving maximum value for money. Tenant Scrutiny is a vital way for tenants to influence a landlord's business at the highest level. While the government doesn't tell your landlord how to do scrutiny, it doesn't tell them how not to do it. There are some important principles that they should be following and the course will help you to judge how scrutiny is working in your organisation.

By attending this course you will understand what tenant scrutiny is and why it is so important. You will examine what a scrutiny project looks like from start to finish. And you will find out how tenants can influence decision-makers so that you are taken seriously and listened to. You will examine good practice from around the country and hear from tenants that have particularly successful scrutiny arrangements.

This course is accredited via Open College Network at Level 2.

Being an Effective Chairperson

20-22 May 2015

Trainers: Choosing Change

If you ask anyone involved in tenant panels or communities "What makes an effective meeting or group?" the first answer is often: "A good chairperson". No pressure there then!

Many an involved tenant becomes a chairperson because they are committed to improving their community and neighbourhood. Unfortunately this doesn't automatically make us great at chairing meetings!

In this accredited course you will learn how to chair meetings, how to bring out the best in all your members and how to help your committee reach the best possible decisions. Whether you are new to the chairperson's role, or are experienced and looking for a refresher, this course is guaranteed to build your skills and confidence.

Besides breaking down the chairperson's role and the skills needed to be successful, you will have an opportunity to practise chairing - in a supportive and fun setting.

This course is accredited via Open College Network at Level 2.

An Inspector Calls - The Role of the Tenant Inspector

27-29 May 2015

Trainers: Burkitt Vernelle Training and Consultancy

This highly practical course is for tenants new to tenant inspection or with limited experience.

- Are you volunteering to inspect your landlord's empty properties?
- Do you carry out estate inspections in your area?
- Have you been involved in testing and commenting on services such as repairs or grounds maintenance?

Then this course is for you.

Tenant Inspection is an excellent way to test landlords' services and to make sure your landlord understands what matters most to tenants. Landlords are under pressure to make cost savings and provide good services like never before. You will be able to practice the skills that you need to be a Tenant Inspector, look at the support your landlord should give you and understand how your findings should influence what your landlord is doing. You will also look at how tenant inspection fits with tenant scrutiny? This is a lively and practical course, finishing with you planning a real inspection from start to finish.

This course is accredited via Open College Network at Level 2.

Dealing with Anti-Social Behaviour

3-5 June 2015

Trainers: Engage Associates

A new law for tackling anti-social behaviour - The Anti-Social Behaviour, Crime and Policing Act 2014 gives yet more powers to social landlords. Landlords now have a range of different tools to add to the extensive range already available.

This three-day course will give you plenty of opportunity to look at the changes the law introduces and to consider how you can tackle local anti-social behaviour problems with positive action.

You will learn about:

- Current policy - and what the law says about ASB
- How your landlord, the police and other agencies can take action
- Inspiring ideas and good practice from other projects across the country and action-plan for your own local project.

This course is accredited via Open College Network at Level 2.

Robust Frameworks

9-11 June 2015

Trainers: Engage Associates

- Does your Tenant Panel work well?
- Are you achieving real change and improvement through your involvement with the Panel?

This three-day course explores some of the practicalities of setting up and running effective Tenant Panels.

Tenant Panels come in many shapes and sizes and can be involved in decision making, shaping services, monitoring, scrutiny and complaints - all with the intention of ensuring your landlord is improving the way in which it delivers services. So how robust is yours? We will identify good practice in setting up and resourcing panels and consider how to measure the effectiveness of your Panel.

This course is accredited via Open College Network at Level 2.

Consulting Your Community

1-2 July 2015

Trainers: Engage Associates

This is a practical course that will give you a range of tools for organising and running successful and meaningful consultation exercises. Have you ever wondered;

- What your landlord is planning to do?
- What young people would like to do in their spare time?
- What improvements people in your neighbourhood would like to see happen?

This course will help you to find out what your community really thinks about a particular issue and whether they support your solutions.

We will help you work through your community's issues to develop an approach to deliver community consultations. From designing the perfect questionnaire, to door knocking and holding focus groups, you will get the chance to design your own consultation process to use when you get back home.

You and Your Community Rights

9-10 July 2015

Trainers: Engage Associates

If you have ever thought “I could do that better”, or want to save a building, or even build some new homes, this course will give you the information to turn your ideas into action.

The Localism Act 2011 created a whole series of new Community Rights with which people can make a real difference in their neighbourhood. Over three days we will consider each Right and how you can use it, from protecting community buildings to challenging your council to run its services, each Right will be explained and explored.

The course will cover:

- Right to Bid
- Right to Build
- Right to Challenge
- Neighbourhood Planning
- Asset Transfer
- Community Cashback

We will identify how each of the new Rights can be claimed and help participants assess what is needed to exercise their new Rights. By the end of the event you will have a clear idea how you are going to take your plans forward.

Planning, Monitoring and Evaluating

29-30 July 2015

Trainers: Choosing Change

- Do you want to make best use of your valuable time and resources, and be sure to get the results you are after?
- Do you want to show that your group means business and is capable of taking responsibility for important projects?
- Do you want to make sure your social landlord and funders take your group seriously?

Successful organisations are clear about what they want to achieve, plan well for the future, monitor their progress, and evaluate their results. In this motivating and practical course you will learn how to take real management control of your activities and projects. The course is intended for any tenant group and will provide you with a framework and approach that you can use in a wide range of situations and settings. You will also have an opportunity to share your experiences and work with other engaged tenants.

The course will give you tools and techniques for:

- Setting aims and objectives
- Identifying the core needs you want to meet and problems you want to tackle
- Assessing resource opportunities and constraints
- Planning projects and activities
- Keeping track of progress and measuring success
- Evaluating your results and putting what you learn into practice.

Wider World

3-4 August 2015

Trainers: Engage Associates

Over the last few years many changes have been introduced into how social housing operates and how it provides homes for people who need them. These changes, together with how the benefits system works have been introduced by the Localism Act 2011 and the Welfare Reform Act 2012. As active tenants it's important to understand the world in which tenants and landlords now operate. The course will unravel some of the complexities of how the changes in welfare reform impact on social housing and how best to embrace the changes and create a positive outcome from the changes.

The course is aimed at tenants who are, or who want to be, involved in shaping their landlord's services and policies. We will look at:

- The changes to who gets housed
- What sort of tenancy they get
- What sort of rent they will pay
- What changes to benefits they may face
- How all the changes will affect you and your community

So if you've heard of Universal Credit or wonder what the bedroom tax is this is the course for you.

Working With Your Landlord to Engage Young People

5-6 August 2015

Trainers: GOGY

Would you and your landlord like to bring new ideas, visions and aspirations into your organisation? Maybe the voice of young people is your answer. Engaging young people creates new opportunities for young people to advise and influence local decision making to effect positive change.

This two-day training course is a dynamic and forward thinking programme, which enables you to identify strategies and tools equipping you with the knowledge and confidence to engage the young people who will be involved and become part of the tenant engagement culture embedded across organisations.

The training will:

- Explore benefits of your own engagement
- Challenge perceptions
- Identify benefits of engaging young people
- Work on strategies and engagement tools
- Develop 'Next Steps' action plan
- Promote excellence and best practice.

Does Your Panel Reflect Your Community

24-25 August 2015

Trainers: Burkitt Vernelle Training and Consultancy

When thinking about your Panel or group, do you often find yourself wondering where all the young people are or how you can make contact with groups that seem hard to reach? Do you know your group isn't fully representing your community but have struggled to find an answer?

This course will help you to gain an understanding of why it can be difficult to engage some groups and help you come up with strategies to overcome these hurdles. Before you can find answers you need to be sure who makes up your community and this course will show you just how easy it is to find out. It will look at where some groups are succeeding to better represent all those living in their neighbourhoods. It will also look at the law as it relates to these issues and bust some of the myths around equality and diversity.

If you thought looking at these issues could be dull, frustrating or disheartening, think again! This course is lively, engaging and fun!

“Trainers had impressive knowledge around the subject and willing to dig for extra information.”

Dealing with Anti-Social Behaviour

“Excellent. Lots of written material and lots of exercises to get you thinking.”

Planning Monitoring and Evaluating

“It enlightened sections of scrutiny which we hadn't considered.”

Practical Skills for Scrutiny

“It was well delivered, free flowing, well presented and focused.”

Wider World

Trafford Hall

National Communities Resource Centre



Leadership in Tenants Groups

26-27 August 2015

Trainers: Choosing Change

You probably don't think of yourself as a 'leader'. Many of the images we have of leadership come from the military, politics or business. But if you have been prepared to get involved and stand up for other tenants and people in your community, you probably are a leader – whether you recognise it or not!

In this course, we shall explore what leadership means in the context of tenant groups. We shall look at examples of successful tenant leaders, share ideas and experiences, and learn some practical skills and methods that you can take back home and use. The course will include:

- How to keep yourself and others motivated
- How to inspire others with a powerful vision and values
- How to reach out and involve other tenants
- How to develop people's confidence and build on their strengths

This is a practical, fun, and participative course for people who are leaders, but don't know it yet!

Representing Your Community

3-4 September 2015

Trainers: Choosing Change

- Are you expected to 'represent' other tenants?
- Do you want to speak up for people who don't have a voice?
- Do you want your social landlord to take better account of tenants' needs?

If you are active in your community, on a tenants' panel or the board of your social landlord, you will have to speak and act on behalf of others. But what does it mean to be a 'representative'?

This dynamic course will give you a chance to explore and share the skills needed by community representatives:

- How to take stock of community needs
- How to reach out and listen to the voices of different sections of your community
- How to use practical tools and techniques for consulting, engaging and networking with people
- How to remain accountable for your actions as a representative

There will also be plenty of opportunities for you to share your experiences, problems and ideas with others.

Tenant Panels – Opportunities for Involvement

10-11 September 2015

Trainers: Burkitt Vernelle Training and Consultancy

This course is for tenants new to involvement with their landlord, or wanting to look at the latest opportunities for tenant influence. Tenant Panels have been around for years, but how often do you get the chance to take a step back, consider where resident involvement has come from and look at how to get the most influence for the voluntary time you put in?

This course will give you the very latest information on how the best Panels are working in the best organisations, what is going on now to give tenants influence over the services they are paying for, such as complaints and the design of tenant involvement structures.

The course will also look at initiatives such as Community Cashback and changes to planning regulations to help residents drive new home-building in their areas.

**Cost to social landlord tenants who are members of tenant panels or similar tenant groups
£15 per person inc VAT.**

Cost includes single en-suite accommodation, all meals and refreshments. Help is available towards travel costs for those travelling long distances.

For more information or to book a place on any of the courses, please contact the Training Team on 01244 300246 or training@traffordhall.com www.traffordhall.com

This programme is available in large print or Braille on request.



Trafford Hall
National Communities Resource Centre