

# Training for resident involvement



There is a wide range of training that will support you in your role in resident involvement. Some training is at an introductory, or beginners level and this is available, free, to any council tenant or leaseholder.

Council tenants or leaseholders can also attend more advanced training. However, the council will only pay for such courses on behalf of a resident who is already involved, or who can demonstrate they are interested in becoming involved in a particular role or activity.

## Introductory / beginners courses (available for all council tenants and leaseholders)

These sessions are delivered by the council or one of our partners. They usually last between two to six hours (full day) and are held in venues in central Croydon or on local housing estates.

These sessions only take place when enough people have expressed an interest in taking part, so please let us know if you are interested and we will invite you to a session when one is arranged.




Alternatively, some topics are available as online modules and this is indicated by the PC symbol.



The amount of time each course takes is written at the side of the clock symbol. Where courses are online, the time shown is only a rough guide.

The following introductory courses are currently available.


Course title: <b>Start at the beginning</b>		
Run by: <b>Croydon council</b>	 <b>2 hours</b>	Ref. no: <b>ST1</b>
Level: <i>Introductory</i>	<i>A course for those who have little or no previous experience</i>	

This informal session is an introduction to resident involvement and is aimed at people who are not involved at the moment or have not been involved for very long. If you feel you don't really know what resident involvement is about, or if you are not sure how the council works, this is a good place for you to start.

On this session you will:

- Find out more about the range of activities and what support the council can offer residents who want to take part
- Improve your understanding of which sections deal with what and how the organisation that provides your services actually works
- Meet other residents who are interested in getting involved


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Course title: <b>Chairing with ease</b>		
Run by: <b>Croydon council</b>	 <b>2 hours</b>	Ref. no.: <b>CH1</b>
Level: <i>Introductory</i>	<i>For those with little or no experience of chairing a meeting but who are interested in taking on a chairing role</i>	

Whether you chair a resident group or panel, or are asked to chair meetings at work, this session will boost your confidence and make you realise chairing is so easy, you can do it sitting down!


On this session you will:

- Find out why we have meetings and how a meeting should work
- Look at the main roles of a chair
- Get some tips about dealing with difficult members and how to make sure everyone gets to have a say.

Course title: <b>Mystery shopping</b>		
Run by: <b>Croydon council</b>	 <b>2 hours</b>	Ref. no.: <b>MS1</b>
Level: <i>Introductory</i>	<i>For those who are interested in becoming a mystery shopper</i>	

The council uses mystery shopping to check that the services we provide are up to standard and that customers can find accurate information easily. We carry out a few mystery shopping exercises each year and run this workshop to show people who are interested in taking part, what they need to do.

The session is great fun and you will get a chance to have a go at carrying out a 'shop' as well as making sure you understand the process.

Course title: <b>Administer your meetings in minutes</b>		
Run by: <b>Croydon council</b>	 <b>2 hours</b>	Ref. no.: <b>AM1</b>
Level: <i>Introductory</i>	<i>For those who are interested in taking minutes and carrying out other administration tasks associated with meetings</i>	

This course aims to show you how to produce useful minutes without taking up hours of your time and will help you prepare all the other paperwork for a meeting of your group, or panel. You will learn how to take notes, what to include in the minutes, how to lay out minutes and things to think about when preparing for a meeting.

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**Advanced courses** (only available for residents who are already involved, or who can demonstrate an interest in becoming involved)

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These sessions are usually provided by external organisations and may involve travelling to a location outside of Croydon. Alternatively, some of these training sessions are delivered online, with some support from the provider.

The courses shown on the following pages are an example of those offered by two of our preferred training providers. Should you become aware of training offered by another provider that you feel will help you in your role, please contact the resident involvement team with details of the course and we will discuss this with you.



The PC symbol indicates courses which are available as online modules.



The amount of time each course takes is written by the clock symbol. Where courses are online, the time shown is only a rough guide.



Some courses take place in locations outside the local area and you will be required to travel to the venue. This is indicated by the bus symbol.



The rosette symbol indicates where successful completion of the course can lead to recognised qualifications, or accreditation by national bodies.

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The [Tenant Central](#) 2015/16 programme offers FREE accredited on-line courses designed by the Tenant Participation Advisory Service (TPAS) to help tenants develop skills and knowledge for involvement. The courses are nationally accredited by Open Awards and supported by an on-line trainer.

The following 5 courses are an example of a number of other online courses provided by [Tenant Participation Advisory Service](#) TPAS for a fee which the council will pay on your behalf and lead to a level 2 qualification equivalent to NVQ level 2).

Courses involve around 10 hours of study over a two week period. All are online but you will be supported by an online tutor, who will help you with your learning.



Course title: <b>Effective meetings</b>					
Run by:	<b>TPAS</b>	<b>10 hours</b>			Ref. no.: <b>TP1</b>
Level: <i>Advanced</i>	<i>For those who are already involved in resident meetings and panels but who are interested in learning more</i>				

This course will help you understand why we have meetings and how to make the most out of the meetings you attend. You will learn about the role of chair and other key members, how to plan and manage productive meetings and more.

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<b>Course title: Understanding scrutiny in housing</b>				
Run by:	<b>TPAS</b>	 <b>10 hours</b>		 Ref. no.: <b>TP2</b>
Level: <i>Advanced</i>	<i>For those who are already involved but who are interested in taking part in scrutiny activities</i>			

Aimed at anyone who is, or who plans to become, involved in the scrutiny of housing services. On this course you will learn how co regulation works, share good practice and improve some of the relevant skills to help you in this important area of work.

<b>Course title: Involving everyone</b>				
Run by:	<b>TPAS</b>	 <b>10 hours</b>		 Ref. no.: <b>TP3</b>
Level: <i>Advanced</i>	<i>For those who are already involved in resident meetings and panels but who are interested in learning more</i>			

This course will help you understand why it is important to involve different groups of people from your community and explore ways to overcome some of the issues that can prevent some people from getting involved.

<b>Course title: Understanding Housing Management Performance Information</b>				
Run by:	<b>TPAS</b>	 <b>10 hours</b>		 Ref. no.: <b>TP4</b>
Level: <i>Advanced</i>	<i>For those who are already involved in resident meetings but are interested in understanding performance information</i>			

Learn how to make sense of the performance and benchmarking information you are given at meetings or find online. You will find out how to compare figures from different providers and understand how performance information can help you improve the service your landlord provides?

<b>Course title: Social media-getting involved on line</b>				
Run by:	<b>TPAS</b>	 <b>10 hours</b>		 Ref. no.: <b>TP5</b>
Level: <i>Advanced</i>	<i>For those who are already involved but who are keen to find out how social media can improve resident involvement</i>			

On this interactive course you will find out how new technology can help residents interact with each other online and work with their landlords through surveys, blogs and other forms of social media.

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The following courses are delivered by a variety of training providers but are all run at Trafford Hall, home of the National Communities Resource Centre in Cheshire.




The Tenant Futures programme looks at the issues faced by housing association and council tenants. Attendees find out how to address these issues and work collaboratively with their landlord. A number of these courses are accredited by the Open College Network at Level 2. (equivalent to GCSE or NVQ level 2)

The courses shown below are those we feel may be of particular benefit to our residents. For the full range of courses, as well as details of course content, dates, times etc., go to the [Tenant Futures](#) page of the Trafford Hall website.






The sessions last for 2 or 3 days and self-contained en-suite accommodation is provided to participants. All meals are provided at the centre and participants will need to be able to stay overnight and will usually be expected to travel to the venue by public transport.

If you are interested in attending one of the sessions at Trafford Hall, the council will ask you to complete a simple form, demonstrating what you expect to get out of attending the course.

<b>Course title: Consulting your community</b>				
Run by: <b>Engage Associates</b>	 <b>2 days</b>			Ref. no.: <b>TH1</b>
Level: <i>Advanced</i>	For those who are already involved and are interested in arranging consultation exercises			

This is a practical course giving you a range of tools for organising & running successful and meaningful consultation exercises in your community.




<b>Course title: Robust frameworks</b>				
Run by: <b>Engage Associates</b>	 <b>3 days</b>			Ref. no.: <b>TH2</b>
Level: <i>Advanced</i>	<i>For those who are already involved in resident meetings and panels but who are interested in learning more</i>			

You will explore the practicalities of setting up and running effective Tenant Panels, identify good practice and consider what contributes to the effectiveness of a panel.




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<b>Course title: Scrutiny – getting involved</b>				
Run by: <b>Burkitt Vernelle</b>	 <b>3 days</b>			Ref. no.: <b>TH3</b>
Level: <i>Advanced</i>	<i>For those who are already involved in resident scrutiny and are interested in learning more</i>			




This course is for those who want to learn more about how to conduct a scrutiny exercise, how to produce reports and action plans that result in improving the service their landlord provides.

<b>Course title: Being an effective chairperson</b>				
Run by: <b>Choosing Change</b>	 <b>3 days</b>			Ref. no.: <b>TH4</b>
Level: <i>Advanced</i>	<i>For those who are already heavily involved but who want to improve their chairing skills or who are thinking about taking on the role of chairperson</i>			

The course will examine: the roles and responsibilities of a chairperson; how to make the right decisions; the various styles of chairing; how to deal with difficult behaviour from members and how to communicate effectively.

<b>Course title: Planning, monitoring and evaluating</b>				
Run by: <b>Choosing Change</b>	 <b>2 days</b>			Ref. no.: <b>TH5</b>
Level: <i>Advanced</i>	<i>For those who are already involved in groups or panels but are interested in learning more about how to set targets and monitor progress</i>			

The course explores how groups can set realistic aims and objectives, how to plan projects and evaluate results, in order to improve housing services.

<b>Course title: Leadership in tenants groups</b>				
Run by: <b>Choosing Change</b>	 <b>2 days</b>			Ref. no.: <b>TH6</b>
Level: <i>Advanced</i>	<i>For those who are already involved but are interested in learning more about how to help a group set goals and work towards meeting them</i>			

This course will help you to understand the roles and responsibilities of a 'leader', so that you can develop your skills to inspire and motivate the group or panel you are associated with and help members to work more effectively.

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