

Tenant Futures – Empowerment for Capacity Building

“Residents, including social housing tenants, want to make big positive differences to their communities - and I want to put the powers in their hands to be able to do so. For too long, when there’s a problem in their area, they have been told to sit tight and wait until action is taken on their behalf. The new powers and skills that tenant panels will bring will instead allow them to take control of their area; putting them at the heart of proposing solutions, and no longer simply putting up with the problems. I want as many tenants as possible to sit on tenant panels, using their local knowledge to improve their area, and this training will allow them to do so - feeling capable and confident of taking on the challenge, and making a real difference.”

Grant Shapps, Housing Minister

Trafford Hall, with our strong commitment to the belief that the right people to tackle local issues are local people, are very pleased to be able to bring you this programme of training for social housing tenants in England. As always, our courses are residential, inspiring, focused and fun. We believe we have a team of trainers for this programme who are among the best in the country and we, and they, are excited and eager to move forward with this new training programme.

This current brochure covers the months between November 2011 and March 2012 – to kick-start this programme we have looked at four phases of development for anyone involved in tenant panels:

1. Development and Support of Individuals (*Developing Tenant Leaders*)
2. Group Development (*Working Together*)
3. Engaging with the Wider Community (*Engagement*)
4. Policy and Management - Issues and Understanding (*Policy & Management*)

In the following pages, courses are identified as being under one of these four heading, but they are shown in date order.

Local groups can apply for a **small grant** of up to £500 if their delegate completes the course. These grants need to be used to give your group the chance to disseminate the learning to a wider local audience, or to begin to develop projects related to the course you attended. You will be given more information about the grants while at a course.

We hope you will find some courses to interest and inspire you, and look forward to seeing you at Trafford Hall in the next few months.

Course Title	Dates	Information
<p data-bbox="94 236 365 264">Policy and Management</p> <p data-bbox="94 304 349 333">Scrutiny – Involved</p>	<p data-bbox="423 236 645 264">7-9 November 2011</p> <p data-bbox="423 268 595 296">Starts 10.00 am</p> <p data-bbox="423 300 517 328">Monday</p> <p data-bbox="423 331 573 360">Ends 1.30 pm</p> <p data-bbox="423 363 663 427">Wednesday (followed by lunch)</p> <p data-bbox="423 467 656 560">Trainers: Burkitt Vernelle Training and Consultancy</p>	<p data-bbox="712 236 2092 296">This course is an advanced course for those already involved in scrutiny, who are members of a scrutiny panel and who have been involved in delivering at least one scrutiny report to their landlord.</p> <p data-bbox="712 331 2107 427">The changes to regulation that are coming into effect place clear emphasis on tenants as both consumers and partners with their landlords in driving up standards. The government expects landlords to welcome tenant scrutiny and ensure that tenants are in the driving seat, with real power to challenge and change the course of their landlord’s work.</p> <p data-bbox="712 467 2056 528">These courses are running at two different levels of involvement, but overall both will cover the following, but with different emphasis:</p> <ul data-bbox="757 563 2056 823" style="list-style-type: none"> - An understanding of what tenant scrutiny is and why it is being promoted - A look at what scrutiny involves and different ways it can be delivered - Examination of how it fits with existing structures for tenant involvement - A consideration of how tenants can assert influence over Boards and Council Executives so that they can be seen as equal partners - An understanding of the business improvement cycle within organisations and how scrutiny needs to fit into this - An examination of good practice from around the country - Hearing from tenants from an organisation that has pioneered tenant scrutiny <p data-bbox="712 858 1346 887">Come on your own or with other members of your group.</p> <p data-bbox="712 922 2033 983"><i>If you are new to Scrutiny and would like to find out what is involved, please see our <u>Scrutiny – Starting Up</u> course on 29 November – 1 December 2011.</i></p>

<p>Engagement Reach out and we'll be there – how to engage all parts of your community</p>	<p>14 – 15 November 2011 Starts 10.00 am Monday Ends 1.30 pm Tuesday (followed by lunch)</p> <p>Trainers: Paul Lusk Consultancy</p>	<p>Before tenant groups and panels can be truly representative of their area, they need to understand the many strands that go to make the structure that is the modern community. This course will help you understand how to 'map' your own community, to identify other groups and partners, and use this to develop your strategy to engage all sections including those considered 'hard to reach.'</p> <p>You will find out how to use the internet and other information to consider the make-up of the population, and to identify the issues that will motivate people to support you. You will then be able to plan effective ways to build support and commitment, promote your reputation and attract involvement.</p> <p>Overall, the course will cover:</p> <ul style="list-style-type: none"> - Knowing who is 'out there' - Who's 'harder to reach' - and why? - Communication – saying who you are and getting your message across - A range of methods for engagement - Aims and expectations – meeting the challenge and being realistic - Working in partnership with your landlord to ensure you are representing the whole community <p>Individuals are welcome on this course, but delegates will probably get more from the course if they attend in groups of 2 or more from one tenant group, enabling the learning to be more effective locally.</p>
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<p>Developing Tenant Leaders Understanding the Role</p>	<p>28-29 November 2011 Starts 10.00 am Monday Ends 1.30 pm Tuesday (followed by lunch)</p> <p>Trainers: Choosing Change</p>	<p>Few tenant activists think of themselves as 'leaders'. But if you are committed to improving things for your tenant community and are prepared to take action and responsibility, then you are probably a leader whether you like it or not.</p> <p>This course will help you understand what leadership in a tenant community is all about. The aim is to help you learn more about yourself and how to tap into your own potential. After all, an empowered tenant community can only be built by and with empowered individuals. A further aim is to help you exercise leadership in a way that develops and engages others.</p> <p>The course will help you to</p> <ul style="list-style-type: none"> - Boost your own and others' confidence and self-reliance - Identify your core beliefs and values - Draw inspiration from others' achievements - Communicate in ways that motivate and inspire others - Manage stress and thrive under pressure - Clarify your vision for the future of your tenant community - Action plan for your own development and to take the lessons back home <p>This course is for individual learning but you can attend with others from your tenant group.</p>
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<p>Policy and Management</p> <p>Scrutiny – Starting Up</p>	<p>29 November – 1 December 2011 Starts 10.00 am Tuesday Ends 1.30 pm Thursday (followed by lunch)</p> <p>Trainers: Burkitt Vernelle Training and Consultancy</p>	<p>This course is for those brand new to scrutiny or who have not yet been involved in completing a scrutiny exercise.</p> <p>The changes to regulation that are coming into effect place clear emphasis on tenants as both consumers and partners with their landlords in driving up standards. The government expects landlords to welcome tenant scrutiny and ensure that tenants are in the driving seat, with real power to challenge and change the course of their landlord’s work.</p> <p>These courses are running at two different levels of involvement, but overall both will cover the following, but with different emphasis:</p> <ul style="list-style-type: none"> - An understanding of what tenant scrutiny is and why it is being promoted - A look at what scrutiny involves and different ways it can be delivered - Examination of how it fits with existing structures for tenant involvement - A consideration of how tenants can assert influence over Boards and Council Executives so that they can be seen as equal partners - An understanding of the business improvement cycle within organisations and how scrutiny needs to fit into this - An examination of good practice from around the country - Hearing from tenants from an organisation that has pioneered tenant scrutiny <p>Come on your own or with other members of your group.</p> <p><i>If you are already involved in a Scrutiny panel and would like to review your role, please see <u>Scrutiny – Involved on 7-9 November 2011</u>.</i></p>
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<p>Engagement</p> <p>Consulting Your Community</p>	<p>1-2 December 2011 Starts 10.00 am Thursday Ends 1.30 pm Friday (followed by lunch) Trainers: Engage Associates</p>	<p>Your community deserves to be consulted in ways which are effective and which involve everyone. From simple questionnaires to open days; from web-based consultation to face-to-face discussions with individuals or groups. Without a wide remit on what constitutes 'consultation', tenant groups cannot hope to be representative of their own community. This course will let you consider the best and most effective ways of consulting in your own area.</p> <p>This course is meant for groups of 3 or 4 from one tenant group or panel.</p>
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<p>Working Together</p> <p>Understanding Group Dynamics – Improving Your Work as a Committee</p>	<p>16-17 January 2012 Starts 10.00 am Monday Ends 1.30 pm Tuesday (followed by lunch)</p> <p>Trainers: Choosing Change</p>	<p>This course will provide you with ways to improve your committee, or, if you are just setting up, to develop your committee so that you really make an impact. This will be especially useful for groups beginning to work towards becoming a landlord-recognised 'panel', where you may have to consider best practice and how effective you will be in future.</p> <p>The course will cover:</p> <ul style="list-style-type: none"> - The keys to effective group-work: what all successful groups have in common - An understanding of the dynamics of group behaviour - How to audit the skills of your committee and to make best use of these skills - The importance of individual roles with specific activities to improve those roles - The importance of establishing shared aims and a functional framework - An understanding of helpful and unhelpful behaviour in committees, including verbal and non-verbal communication - Avoiding confrontation and how to deal effectively with disagreement and conflict. <p>You will receive clear information and have plenty of time to ask questions, and will go away with a clear action plan to progress your own committee.</p> <p>This course is meant for as many members of your committee as are able to attend. Groups of 3 or more will be given precedence when booking.</p>
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<p>Policy and Management</p> <p>An Inspector Calls – the role of tenant inspectors.</p>	<p>23-25 January 2012 Starts 10.00 am Monday Ends 1.30 pm Wednesday (followed by lunch) Trainers: Burkitt Vernelle Training & Consultancy</p>	<p>The priorities of tenants and their role in ensuring landlords are responsive to their needs is taking centre stage. This course will give you the chance to find out how tenant inspection fits with tenant scrutiny and the new approach to regulation.</p> <p>You will be able to examine the skills that are needed to be a tenant inspector, the support that should be provided by landlords and how tenants can take the lead in inspecting the services provided by their, and other, landlords. And you will hear from one of the TSA's Co-Regulatory Champions on how they work with tenant inspectors.</p> <p>This will be a lively and interesting course, giving you the chance to plan an inspection from start to finish.</p> <p>This course is for people new to tenant inspection or interested in getting involved in inspecting their landlord's services. Come on your own or with other members of your group.</p>
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<p>Working Together</p> <p>Working with Your Landlord</p>	<p>2-3 February 2012 Starts 10.00 am Thursday Ends 1.30 pm Friday (followed by lunch)</p> <p>Trainers: Burkitt Vernelle Training & Consultancy</p>	<p>This course will allow members of tenants groups to understand how their landlord works and the environment within which their landlord is working. It will look at where opportunities for involvement arise and consider how landlords and tenants can work together on joint plans and strategies for their communities. And it will provide you with bang up-to-date information on the latest changes to regulation.</p> <p>On the course you will:</p> <ul style="list-style-type: none"> • Examine how you can be involved in your landlord’s response to national standards and local offers • Look at tenant scrutiny and resident led-regulation • Consider the new role of Tenant Panels and how they will be involved in dealing with complaints • Compare how landlords are developing Annual Reports to tenants • Examine what opportunities exist to work with your landlord to improve your local neighbourhood and community • Hear from tenants that are making the most of opportunities to influence their landlord • Action plan how to negotiate further influence with your landlord <p>Come on your own or with other members of your group.</p>
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<p>Developing Tenant Leaders</p> <p>Making Meetings Work for You</p>	<p>9-10 February 2012 Starts 10.00 am Thursday Ends 1.30 pm Friday (followed by lunch)</p> <p>Trainers: Choosing Change</p>	<p>Find out how to get the most out of meetings, whatever your role. Skilful participation can transform meetings, which in turn encourages more people to attend. Learn about the dynamics that impact on meetings, how to listen and ask questions effectively, and how to express yourself well when putting forward your own information and ideas.</p> <p>You will also learn how to:</p> <ul style="list-style-type: none"> • Recognise and use behaviour that leads towards group agreement and good relationships • Read and respond to body language • Defuse potentially difficult or emotive situations and respond effectively to conflict • Make sure that decisions and actions are agreed and followed up • Take actions and agreements from the meeting back to your own group and community. <p>This course is especially useful for chairpersons and those taking a lead role in tenant panels. The course is for individual learning but you may attend with others from your group.</p>
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<p>Developing Tenant Leaders</p> <p>Spreading Your Knowledge and Understanding</p>	<p>20-22 February 2012 Starts 10.00 am Monday Ends 1.30 pm Wednesday (followed by lunch)</p> <p>Trainers: Choosing Change</p>	<p>A key role for tenant leaders is to train and develop other people. While this course may not turn you into a trainer overnight, it will give you skills to run short simple sessions for other tenants in your group or your local area. The course will include practice sessions, with feedback, for all participants. There will be a strong emphasis on building your confidence and valuing your own strengths and qualities.</p> <p>You will:</p> <ul style="list-style-type: none"> - Discover the Learning Cycle and how it works - Understand how to design and carry out skills audits with your chosen audience - Understand the different ways people learn and how to design any sessions appropriately - Learn about a wide range of tools and techniques for passing on information and skills - Learn how to define what you want to impart, and to plan with this in mind - Understand how to adapt what you say and do to the people and environment you are in - Ensure any information you impart, or any training you pass on to your group, is effective, interesting and motivating. <p>This course is for individual learning, but you can attend with other members of your group.</p>
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<p>Working Together</p> <p>Planning, Monitoring and Evaluating</p>	<p>23-24 February 2012 Starts 10.00 am Thursday Ends 1.30 pm Friday (followed by lunch)</p> <p>Trainers: Choosing Change</p>	<p>Successful committees and groups are clear what they want to achieve, plan well for future, monitor their progress and evaluate their results. Those who refuse to learn from their work are condemned to repeat their mistakes. In this reflective and motivating course, groups will have an opportunity to look at the work you have undertaken in the past, share your lessons with others and plan ways of improving your work in the future. For committees and groups that are in their early days, the course will help you establish a powerful planning process from the start. The course will include:</p> <ul style="list-style-type: none"> • Setting clear aims and objectives • Identifying the needs you want to meet and problems you want to tackle • Assessing resource opportunities and restraints • Predicting and managing potential risks • Techniques for planning projects and activities • How to measure success and monitor progress over time – understanding outputs and outcomes • Evaluating your results, and putting learning into practice. <p>This course is for groups of two or more tenants from one group.</p>
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<p>Policy and Management</p> <p>Coping with Anti-Social Behaviour</p>	<p>27-29 February 2012 Starts 10.00 am Monday Ends 1.30 pm Wednesday (followed by lunch)</p> <p>Trainers: Engage Associates</p>	<p>Anti-social behaviour continues to be one of the main problems for many communities. This course will explain current policy and what the law says about ASB, what landlords can and should be doing, will help tenants decide local priorities for action, and will help with inspiring ideas and good practice from other projects across the country. Tenants will be able to discuss links between environments and ASB, to identify the issues which are encouraging and increasing ASB locally, to identify the real issues and problems and to learn from others' successes. Groups will action-plan to tackle their own local area's key priorities.</p> <p>This course will work best for groups of at least 2 from any tenant group, so that real understanding of the problems and key ways forward can be discussed and action plans be developed to take back to the wider group and to discuss with the landlord.</p>
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<p>Working Together</p> <p>Committee Skills for Tenant Organisations</p>	<p>12-14 March 2012 Starts 10.00 am Monday Ends 1.30 pm Wednesday (followed by lunch)</p> <p>Trainers: Make It Happen Now</p>	<p>This course will give you and your group the confidence to work as an effective and mutually supportive committee. It will cover:</p> <ul style="list-style-type: none"> - Roles and responsibilities of committees in general and Panels in particular - Range of skills and experience required by Panel members - Methods a Panel can use to review and evaluate their own performance - Implementing standards of conduct - Understanding training needs of Panel members - How to hold effective meetings, set workable agendas and ensure accurate and effective minutes are taken - Identifying who might attend Panel meetings and why - Analysis tools to use with our own organisation in partnership with your landlords, staff, volunteers, members, etc, to help you understand your group's strengths and weaknesses and the opportunities that will help you take your panel forward. <p>On this course you can gain accreditation to Open College Network Level 2. Accreditation is personal to each person but whenever possible groups of committee members should attend to improve learning. Assessment will be over the three days of the course and will not involve additional work later.</p>
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<p>Developing Tenant Leaders</p> <p>Representing Your Community – Negotiation and Influencing Skills</p>	<p>19-20 March 2012 Starts 10.00 am Monday Ends 1.30 pm Tuesday (followed by lunch)</p> <p>Trainers: Choosing Change</p>	<p>This course will build your strengths to represent your own community in the wider arena.</p> <p>The course is based on the principles that</p> <ul style="list-style-type: none"> - You need to be reasonably confident in yourself to help inspire confidence in others - Negotiation and influencing can only be successful, at least in the longer term, if they are based upon a respect for those you want to influence. <p>The course will cover:</p> <ul style="list-style-type: none"> - Understanding the beliefs and values underpinning work in your local area - Understanding how to build your own confidence and the confidence of others - Responding to and dealing with setbacks - Understanding and using key communication skills in order to influence others - Being able to work with and help others in the community, as they develop - Identifying those with power and resources – probably your landlord – and understanding how to influence them by recognising their needs and interests - Action planning by identifying key issues in your own community where you feel negotiation and influencing skills may be useful. <p>This course is for individual learning, but you may come with others from your own group.</p>
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<p>Engagement</p> <p>Tenants on the Web</p>	<p>26-28 March 2012 Starts 10.00 am Monday Ends 1.30 pm Wednesday (followed by lunch)</p> <p>Trainers: Make It Happen Now</p>	<p>With all the free social networking that is around now, it is vital that tenant groups and panels are in a strong and visible position with web-based information.</p> <p>This course will take you right through the structures of developing and designing your own web presence using free web site design software, and using and incorporating social networking tools such as Facebook and Twitter. You will also learn how to build an audience and link to your landlord's web site. You will leave the course with a 'live' working web presence that you have designed yourself and which you are confident at using. You will have learned skills that you can pass on to others in your group or community, to bring them up to speed in the new web-based world.</p> <p>On this course you can gain accreditation to Open College Network Level 2. Assessment will be over the three days of the course and will not involve additional work later.</p> <p>Accreditation is personal to each person but the course is only open to 2 delegates from any group who will work together to improve their learning. At least one of those delegates should be computer literate to the point where they understand how to do searches on the web, and are able to produce and edit word documents. You will go away having produced real sites for your own group.</p>
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