

VALE HOMES |

TENANT CONTRACT HOLDERS TRAINING PROGRAMME





TRAINING PART 1

- NEW TENANT INDUCTION TRAINING

 <p>AN INTRODUCTION TO TENANT PARTICIPATION</p>	<p>Includes:</p> <ul style="list-style-type: none">• What is TP• Why it is important• Vale TP strategy and action plan• Vale TP involvement structures• How you can get involved• Vale housing and buildings services teams, who does what• Role of Working Group• Role of QDF• Role of Scrutiny - Homes and Safe Communities• Role of SQAs• Role of tenants and residents' groups• Role of Sheltered housing group and• Role of Sheltered housing forum
 <p>GETTING INVOLVED, PARTICIPATION IN PRACTICE</p>	<p>Includes:</p> <ul style="list-style-type: none">• Participating in meetings• Rules of engagement, terms of references• Buddying up• Appraisals• Support & dispute resolution• How to give Feedback constructively• Codes of conduct
 <p>DOING IT THE RIGHT WAY</p>	<p>Includes:</p> <ul style="list-style-type: none">• Confidentiality,• Equality and Diversity• Data Protection• Jargon Busting
 <p>KEEPING TRACK – CHAIRING & TAKING NOTES</p>	<p>Includes:</p> <ul style="list-style-type: none">• Chairing• Note taking



 <p>TENANT COMPACT</p>	<p>Includes:</p> <ul style="list-style-type: none"> • What support is available to T&RGs
 <p>MANAGING CONFLICT</p>	<p>Includes:</p> <ul style="list-style-type: none"> • Covering the expected behaviour and Code of Conduct

TRAINING PART 2

- TRAINING FOR RESIDENTS GROUPS

 <p>ROLE OF TENANTS AND RESIDENT GROUPS</p>	<p>Includes:</p> <ul style="list-style-type: none"> • What is the role of the RG • Roles with the group • Terms of Reference • Outcomes
 <p>TENANT COMPACT</p>	<p>Includes:</p> <ul style="list-style-type: none"> • What support is available to T&RGs
 <p>BUDGETING FINANCES</p>	<p>Includes:</p> <ul style="list-style-type: none"> • Understanding what, when and how T&RG need to provide to Vale Homes in return for funding allocated • Treasurer's, Chair, Secretary's and group responsibilities related to finances
 <p>MANAGING CONFLICT</p>	<p>Includes:</p> <ul style="list-style-type: none"> • Covering the expected behaviour and Code of Conduct
 <p>KEEPING TRACK – CHAIRING & TAKING NOTES</p>	<p>Includes:</p> <ul style="list-style-type: none"> • Chairing • Note taking



TRAINING PART 3

- WORKING GROUP TRAINING


 <p>ROLE OF WORKING GROUP</p>	<p>Includes:</p> <ul style="list-style-type: none"> • What is the role of the WG • Roles with the group • Terms of Reference • Outcomes
 <p>REVIEWING OUR AND OTHERS WORK</p>	<p>Includes:</p> <ul style="list-style-type: none"> • Reviewing the WGs work • Reviewing each other • Reviewing your tenants & residents' group • Reviewing Vales Homes though the delivery of strategy and action plan
 <p>BEING A BUDDY</p>	<p>Includes:</p> <ul style="list-style-type: none"> • What is a Buddy • What support you can provide • The parameters and boundaries
 <p>FEEDING INTO SCRUTINY – HOMES AND SAFE COMMUNITIES</p>	<p>Includes:</p> <ul style="list-style-type: none"> • Understanding the role of Homes and Safe Communities • Feeding into Homes & Safe Communities and feeding out into T&RG structure
<p>ANY OTHER RELEVANT TRAINING VIA TPAS</p>	
<p>ANY OTHER RELEVANT NEEDS LET TRAINING AS IDENTIFIED THROUGH THE APPRAISAL PROCESS</p>	

TRAINING PART 4

- QUALITY DESIGN FORUM TRAINING

 <p>ROLE OF QDF</p>	<p>Includes:</p> <ul style="list-style-type: none"> • What is the role of the QDF • Roles with the QDF • Terms of Reference • Outcomes
 <p>GETTING TECHNICAL</p>	<p>Includes:</p> <ul style="list-style-type: none"> • Technical Jargon busting • What is an ITT - (Invitation to Tender) • What is a PQQ - (Pre-Qualification Questionnaire) • What are KPI's - (Key Performance Indicators) • Interviewing contractors



<p style="text-align: center;">3</p> <p style="text-align: center;"></p> <p style="text-align: center;">VENTURING OUT – VISITS AND VOIDS</p>	<p>Includes:</p> <ul style="list-style-type: none"> • Site visits & Health and Safety • Void visits
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TRAINING PART 5

- SQA'S TRAINING

<p style="text-align: center;">1</p> <p style="text-align: center;">ROLE OF SQAS</p>	<p>Includes:</p> <ul style="list-style-type: none"> • What is the role of the SQAs • Roles within the SQA group • Terms of reference • Outcomes
<p style="text-align: center;">2</p> <p style="text-align: center;">BECOMING A MYSTERY SHOPPER</p>	<p>Includes:</p> <ul style="list-style-type: none"> • What is Mystery Shopping • Good practice & matters to take into consideration • What - so what - what now and what next?
<p style="text-align: center;">3</p> <p style="text-align: center;">ASSESSING SERVICES</p>	<p>Includes:</p> <ul style="list-style-type: none"> • Scrutiny what is it, looking at services from the tenant's lens including confidentiality - equality, diversity and data protection • Understanding process, shaping the brief, working as a team • Exploration, findings, recommendations, implementation review
<p style="text-align: center;">4</p> <p style="text-align: center;">MAPPING THE WORLD – THINKING WIDER</p>	<p>Includes:</p> <ul style="list-style-type: none"> • Understanding service mapping as a tool to aid assessing work • Understanding and capturing opinions using the World Café tool to help aid theme-based meeting
<p style="text-align: center;">5</p> <p style="text-align: center;">REPORT WRITING</p>	<p>Includes:</p> <ul style="list-style-type: none"> • What to cover • The audience • Impact • Outcomes



Vale Homes
Safe in our hands



OUR OVER ARCHING
THEME IS: ENSURING
THAT OUR TENANTS AND
LEASEHOLDERS FEEL
THAT THEIR OPINIONS
ARE VALUED AND
LISTENED TO.

This document can be made available in other formats (large print, audio, British Sign Language and Braille as appropriate) and different languages upon request.