

TENANT AND LEASEHOLDER PANEL
2 July 2019

Lead Officer: Kirsteen Roe, Director of council homes, districts and regeneration

Wards: All

Agenda Item:

Subject: - Tenant Training Programme

1. Recommendations

- 1.1 The Panel is asked to comment on the proposed training offer for residents' representatives.

2. Summary

- 2.1 This report summarises a recent tenant training needs survey which was conducted to help develop a future training programme for those residents who are currently engaged in resident involvement activities either with the council or in their local communities. In response to this it outlines the training that will be made available to residents in the coming year.

3. Background

- 3.1 The council has always supported residents who wish to get involved with the council to improve housing services or work with their local communities. It is important that those involved have the knowledge and skills to be effective in their roles. At a recent meeting of this panel some members said that they were unaware of the range of training available.
- 3.2 The council offered to conduct a training needs survey of all those currently involved and review the training offer. The survey took place in May and the results are summarised in Appendix B.

4. Traing Needs Survey Summary

- 4.1 It can be seen from the results that residents are happy to participate in a wide range of training activities the most poular being small groups sessions, shadowing staff and other residents and reading of training packs.
- 4.2 However it is clear that most preferred to attend training activities in Croydon and not travel into London or the rest of the country. Few wished to attend training on a Saturday with a preference to attend evening training on a week day.

- 4.3 Residents expressed a need for training in a number of areas including Health & Safety in Housing (this has not been offered before), Scrutiny techniques, Complaints handling, Making meetings work and Equality & diversity
- 4.4 There was also an interest in accredited training (a longer series of courses that led to a qualification).
- 5. **The Proposal**
 - 5.1 The resident involvement team will develop a training programme based on residents' training priorities. This will involve a range of learning activities and delivered by Croydon officers or external trainers where required.
 - 5.2 This programme will be agreed with the Resident Involvement Group (RIG). The programme will then be published and promoted to all residents as this may encourage new residents to become involved. Residents would need to book places on each training activity which is of interest to them. If some activities are over subscribed repeat events may be organised.
 - 5.3 The council is exploring opportunities to share training activities with other social landlords in in the area. In addition to potential cost savings it will also provide an opportunity for Croydon residents' to meet with and share experiences and learning with others.
 - 5.4 It is also proposed that an 'Open Day' will be organised where a group of resident representatives can visit the council offices and meet and speak to officers who deliver housing services. This could take the form of a floorwalk to meet the housing teams or attending a management meeting.

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