

BIRMINGHAM

Tenants Training Programme

2017-2018

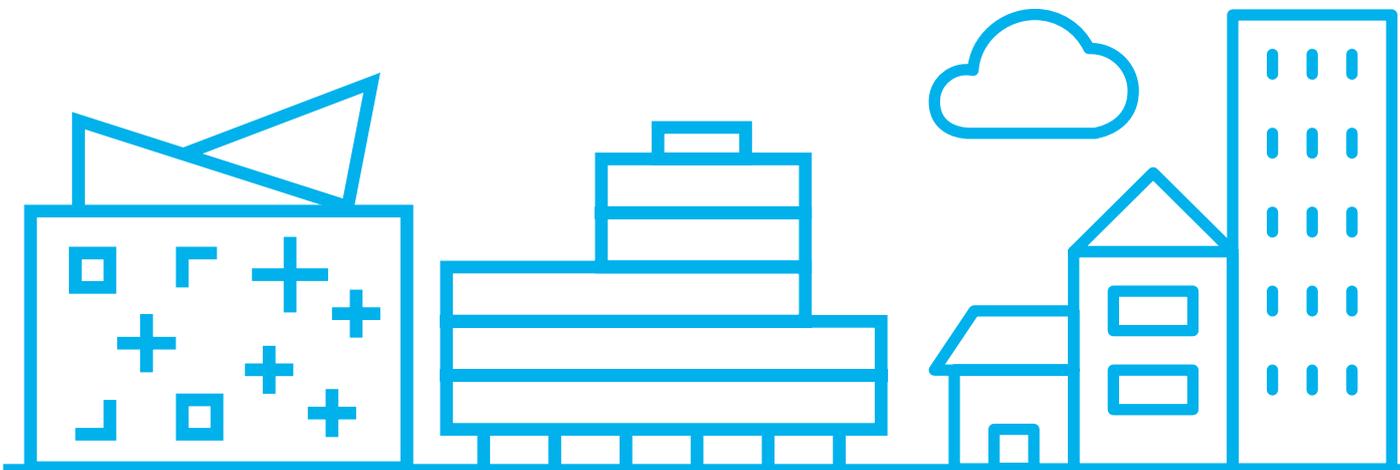


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 **Birmingham**
City Council

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Section 1 - Introduction

This brochure describes the programme of training that has been arranged for the members of Housing Liaison Boards (HLBs) and other involved tenants over the coming year.

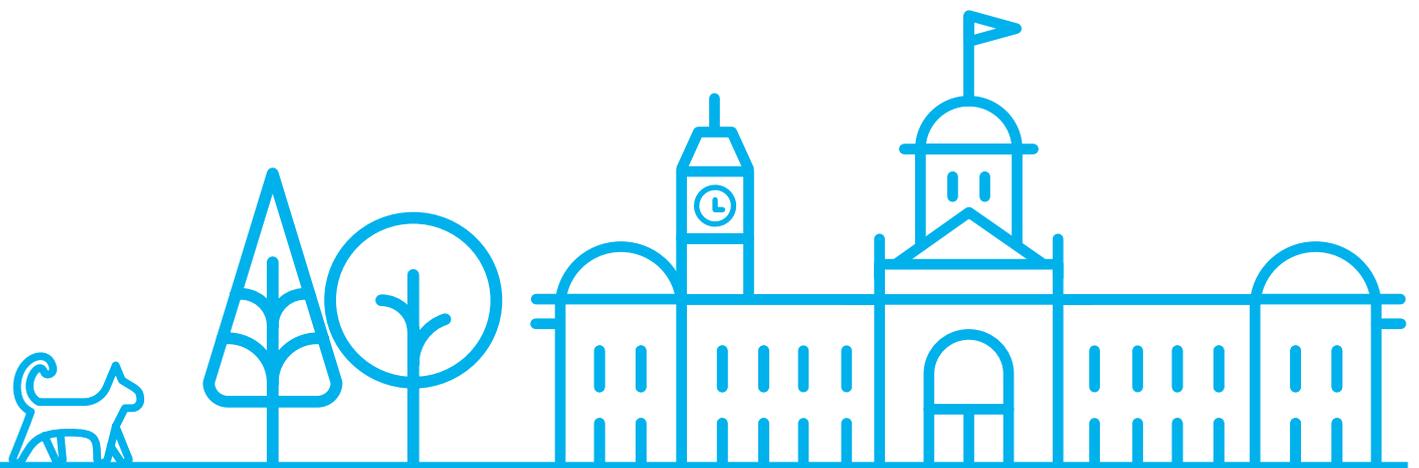
The purpose of this programme is to broaden the influence of HLBs and other tenant groups so that they can increase their impact on housing in their communities. It represents a further investment by Birmingham City Council in HLBs and their members in recognition of the significance of their co-regulation role and contribution by HLB members to ensure that co-regulation of housing is successful in Birmingham. Investing in training also represents a key commitment of Birmingham City Council to enable members to achieve the new HLB Kitemark.

Since 2015, we are seeing the most profound changes to previous social housing policy in decades.

Consequently, Housing Liaison Board members need to be made aware of these changes in order to support tenants in maximising positive outcomes for their communities.

Our programme is therefore designed to meet mutual training needs that have been identified across HLBs, to spread best practice and to develop the skills and expertise of HLB members and other involved tenants in co-regulation. This will contribute to the outcomes HLBs and other tenant groups achieve in improving housing services, making environmental improvements and building their communities.

We hope this programme will empower and challenge you to learn new skills and gain the confidence to use these skills to make a positive difference in your community, personal life or workplace.



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Section 2

About the training programme

The tenant training programme runs from May 2017 to March 2018 across Birmingham. In response to members' feedback from the previous programme training will be delivered in your local area, in three hour sessions rather than a full day's training, with the exception of improving governance and developing leadership training, which runs between 10am and 4pm. Our aim is to make it much more convenient for you to attend. We therefore hope that most of our HLB members and involved tenants will be able to attend as many training sessions as possible, which will maximise the value of this important training.

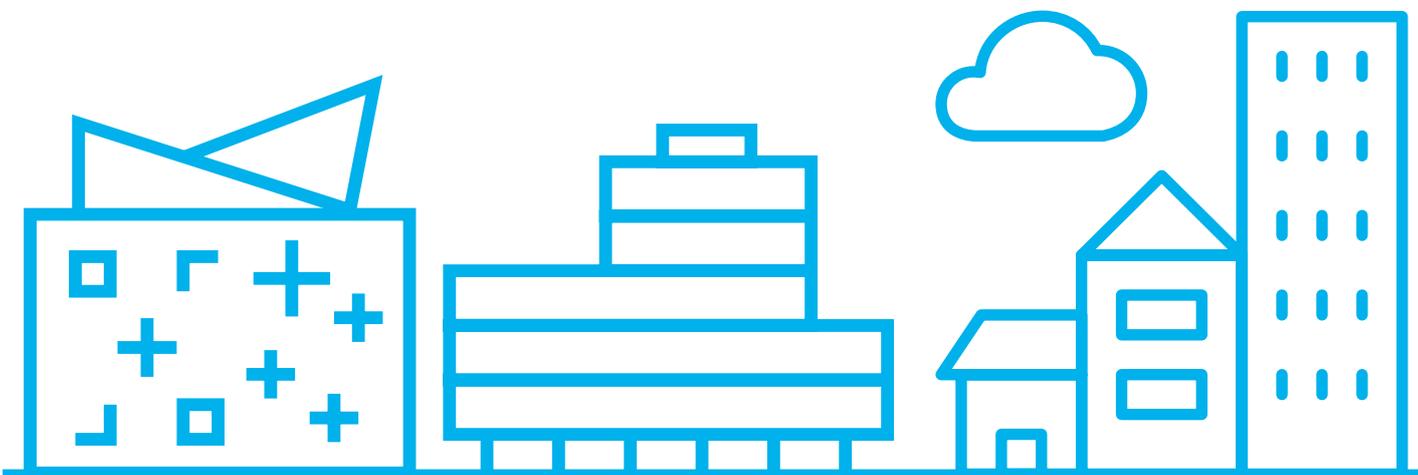
The programme will be made up of nine main modules, which are all three hour sessions and will be held in venues such as sheltered housing schemes, which are local to you.

The modules are:

- Working together
- Involving everyone
- Advanced Involvement
- Effective meetings – harnessing your power to influence
- Importance of co-regulation and tenant scrutiny
- Figuring it out – understanding the numbers
- Understanding housing finance
- Understanding Housing and Planning Act 2016
- Social housing: past, present and future

The tenth module will offer a day's training for chairs, vice chairs, potential chairs and City HLB Reps on their role in governance and leadership of their HLB or tenant group. This training session will be run in each of the four quadrants from 10am to 4pm.

All the courses are free and will be run in small groups of no more than 15 people. This means you will have more time with the trainer, be able to take part and contribute more, and discuss the course in greater detail.



To meet the needs of a variety of learning styles all courses will provide plenty of opportunities to discuss options and take part in useful, fun and imaginative exercises or quizzes. Each course is supported by a delegate workbook which is used during the day and can be taken home to review and consolidate learning.

Finally we aim to make each course as fun, stimulating and enjoyable as possible so participants get the most out of the training session and have the skills and confidence to participate effectively in all future resident involvement activities.

Transport and expenses

As training is taking place in your district we encourage tenants to use local transport or if you prefer to use your own car. Your Tenant Participation Officer will reimburse your expenses after the event on production of receipts and a completed claim form. This also applies to those who would like to make a claim for the cost of childcare and caring responsibilities. However if you do need a taxi to and from the venue please contact your Tenant Participation Officer.

Bookings and cancellations

Bookings will be made on a first-come, first-served basis by: contacting Central Consultancy

Phone: FREEPHONE **0800 8620274** or
Email:

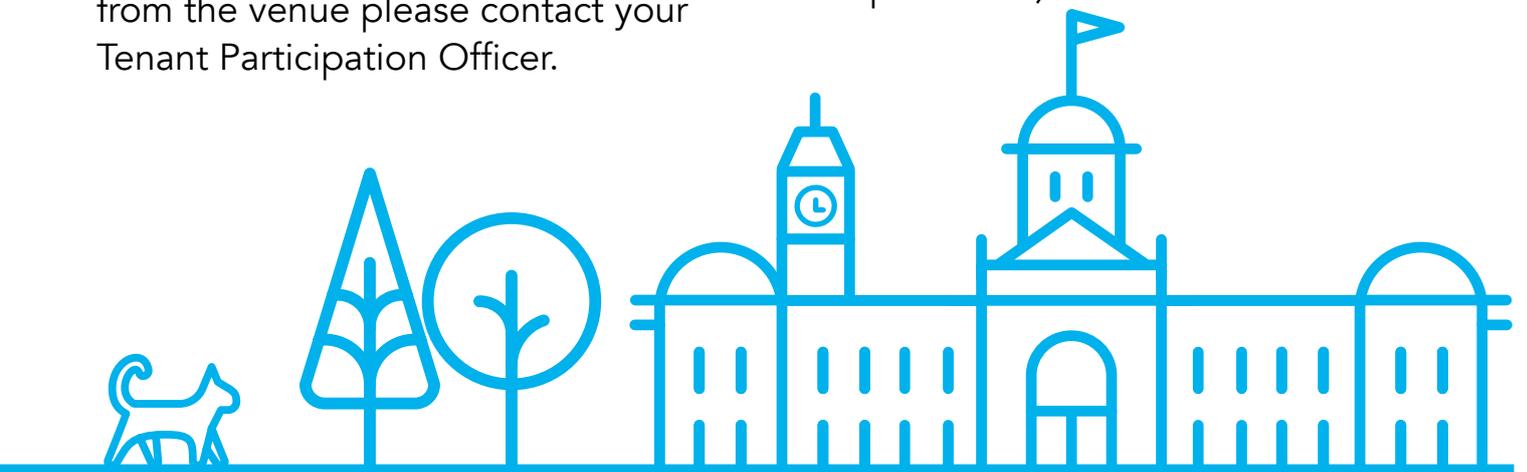
bcctraining@centralconsultancy.co.uk

Bookings cannot be made via Tenant Participation Officers due to rules governing data protection. If for any reason you need to cancel your booking, please give at least seven days' notice so your place can be offered to someone else.

If your booking is successful, Central Consultancy will send you a confirmation and will also remind you about the course seven days before you attend.

Accessibility

If you have specific needs, please can you let us know at the point of booking so we can take account of any requirements. We can then make the appropriate arrangements for you (for example, large print for visual impairments).



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Section 3

About Central Consultancy



The trainers delivering the programme from Central Consultancy are Carol Howell and Simon Lawrence. Based in Moseley, Central Consultancy has over 35 years' experience of working in partnership with local authorities and housing associations to enable tenants to build their skills and knowledge and play an active role in the co-regulation of housing.



Carol Howell is a Training and Organisation Development practitioner with over 20 years'

experience of facilitating individual and organisational learning in Local Authorities, housing organisations and health and social care. Carol has a track record suitably matched to supporting organisation members

in reflecting on their practice and facilitating change. Carol has supported teams in the development of strategies for change and organisation-wide learning.

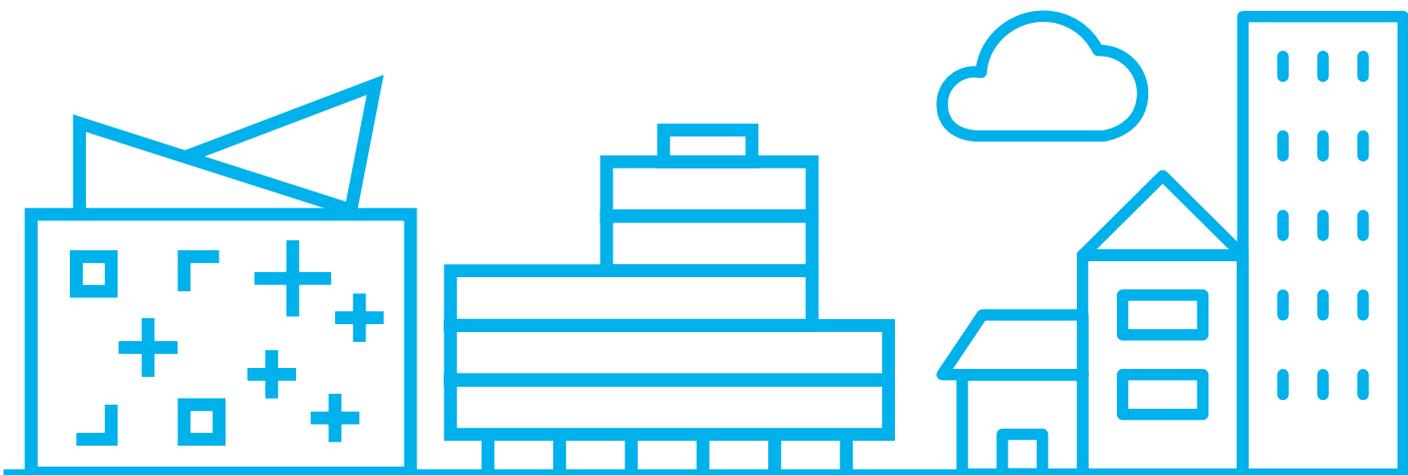


Simon Lawrence has 20 years' experience as a trainer, facilitator and coach supporting organisations to change their

culture, improve their leadership and develop their staff. Simon has worked with housing providers across England and Wales, supporting tenant groups, preparing tenants for board membership and developing scrutiny groups and panels.



Kate Goodall will manage the bookings from residents and coordinate the training programme.



Section 4

About the training courses

1) Working together

This is the foundation session of the programme and we hope as many HLB members, other involved tenants and Tenant Participation Officers, will attend as possible. Working together effectively is the foundation of an HLB's work and this stimulating session will look at how you can make the most of your strengths and the strengths of the team to influence housing in your area. It will offer practical tools for improving teamwork as well as providing an opportunity to think about your own development as an HLB member.

The session will explore:

- Different personality types and preferred ways of working.
- How to make the best use of your strengths.
- What's important to you about being involved in your HLB/tenant group and how to make it even more rewarding.
- A tool for structuring your work so that you can make the best use of your time and increase your influence.

- Your own personal development as an HLB/tenant group member and how to build your skills and expertise.

Dates, venues and time of sessions

2 May 2017 – Sorrel House, Tyburn Road, Erdington: 9.30am – 12.30pm

3 May 2017 – 38a Middlemore Road Sheltered Scheme, Northfield: 9.30am – 12.30pm

9 May 2017 – Ashcroft Sheltered Housing Scheme, Nechells: 9.30am – 12.30pm

10 May 2017 – Golden Croft Sheltered Housing, off Grove Lane, Handsworth: 10.00am – 1.00pm

11 May 2017 – 10.00am – 1.00pm
Venue to be confirmed

11 May 2017 – 2.00pm – 5.00pm
Venue to be confirmed

16 May 2017 – Coleside Avenue Sheltered Scheme, Billesley: 10.00am – 1.00pm

18 May 2017 – Toronto Gardens Sheltered Housing Scheme, Quinton: 1.30pm – 4.30pm



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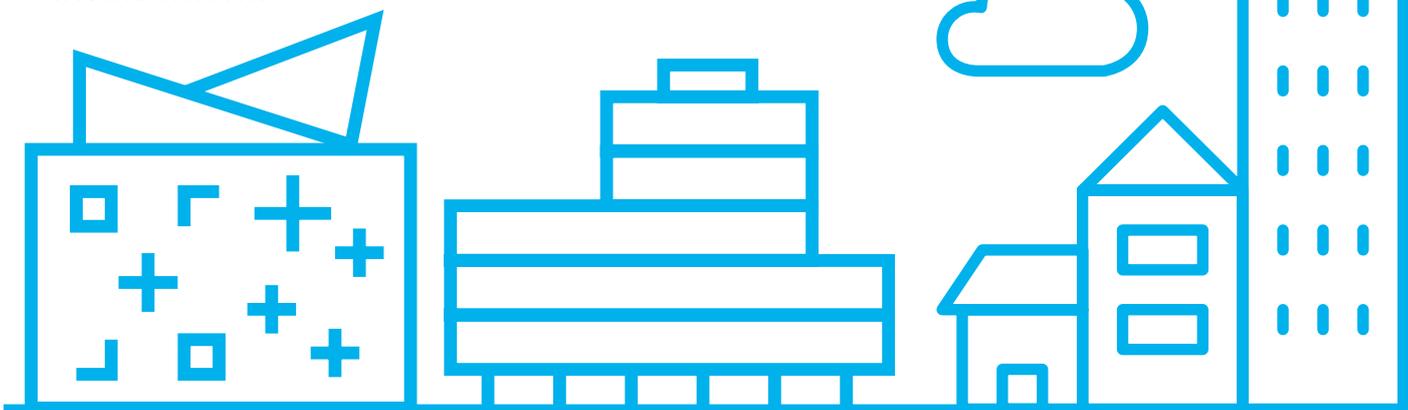
2) Involving everyone

Being an effective HLB/tenant group member requires you to be able to act as a 'representative', to take action on behalf of tenants, leaseholders and residents within the area and community you serve. By participating within this programme, you can expect to share your experiences with others and learn about the valuable skills that you can build on to become an excellent community role model representative.

How well do you represent your HLB area? What could you do differently to ensure everyone has the chance to be involved? Who are the individuals that make up your community/HLB area and what might be their priorities and needs? The answers to these questions will be addressed when you sign up to, and participate in the 'involving everyone' programme.

When you attend, be prepared to discover:-

- The link between our values, our beliefs and our behaviour.
- The importance of language, terms and meanings used in the area of involvement.



- The main Equality law (Equality Act 2010) and the requirement to include and fairly treat the different individuals who we live alongside.
- Who are the individuals and groups that make up your community/HLB area and actions that can be taken to encourage those who don't participate?
- The potential value of different involvement processes and information that indicates the success of your involvement processes (assessing impact/outcomes).

Dates, venues and time of sessions

6 June 2017 – Sorrel House, Tyburn Road, Erdington: 9.30am – 12.30pm

7 June 2017 – 38a Middlemore Road Sheltered Scheme, Northfield: 9.30am – 12.30pm

8 June 2017 – Toronto Gardens Sheltered Housing Scheme, Quinton: 1.30pm – 4.30pm

20 June 2017 – Coleside Avenue Sheltered Scheme, Billesley: 10.00am – 1.00pm

28 June 2017 – Golden Croft Sheltered Housing, off Grove Lane, Handsworth:
10.00am – 1.00pm

11 July 2017 – Ashcroft Sheltered Housing Scheme, Nechells:
9.30am – 12.30pm

13 July 2017 – 10.00am – 1.00pm
Venue to be confirmed

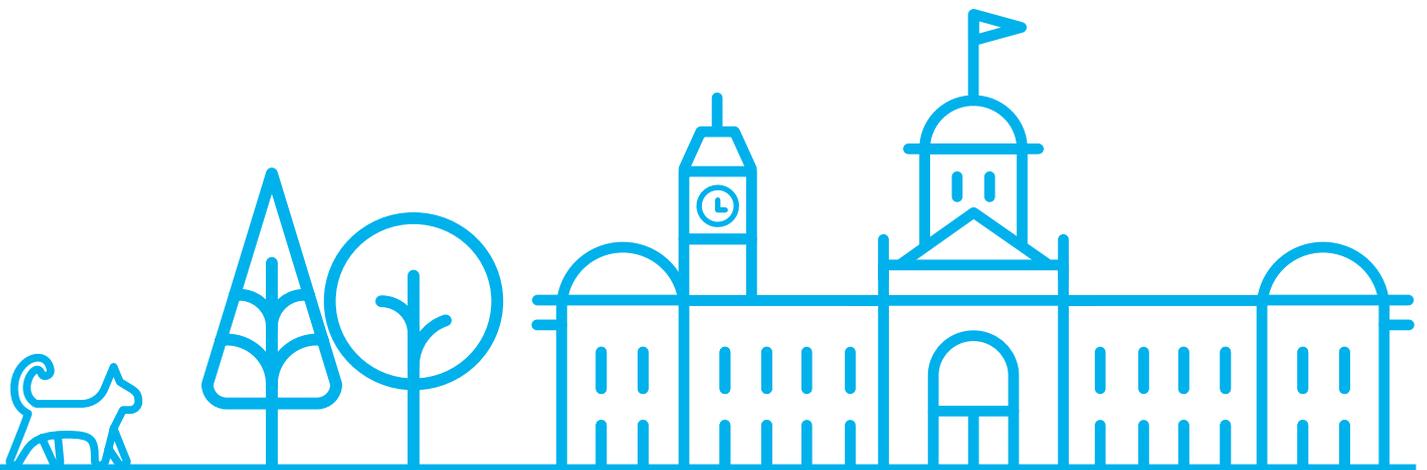
13 July 2017 – 2.00pm – 5.00pm
Venue to be confirmed

3) Advanced involvement

Once you know the broad principles and basic skills of 'involving everyone', the next stage to increase your skills, knowledge and confidence is to participate in the advanced involvement programme. This programme promises to invite your active participation to try out advanced involvement techniques, tools and approaches from a repertoire available. You will get the chance to 'learn by doing' and build on your talents – skills of which can be used to empower you and enhance your effectiveness in all other areas of your life.

By the end of the programmes, you will have had opportunities to:-

- Learn how to deal assertively with conflict or difficult behaviours that members/individuals might exhibit in meetings/events.
- How to facilitate individuals and groups to constructively contribute in involvement processes.
- Appraise a range of advanced involvement techniques and how the valuable data gathered, can support valuable HLB work and achievement of meaningful outcomes.
- Undertake a self-assessment and/or 'peer-perspective' assessment to discover your current strengths, skills and development needs in involvement and communication processes.
- Establish the behaviours that support individuals to exhibit their best skills and talents in involvement and communication processes.



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Dates, venues and time of sessions

4 July 2017 – Sorrel House,
Tyburn Road, Erdington:
9.30am – 12.30pm

5 July 2017 – 38a Middlemore Road
Sheltered Scheme , Northfield:
9.30am – 12.30pm

6 July 2017 – Toronto Gardens
Sheltered Housing Scheme, Quinton:
1.30pm – 4.30pm

18 July 2017 – Coleside Avenue
Sheltered Scheme, Billesley:
10.00am – 1.00pm

26 July 2017 – Golden Croft Sheltered
Housing, off Grove Lane, Handsworth:
10.00am – 1.00pm

12 September 2017 – Ashcroft
Sheltered Housing Scheme, Nechells:
9.30am – 12.30pm

14 September 2017 – 10.00am – 1.00pm
Venue to be confirmed

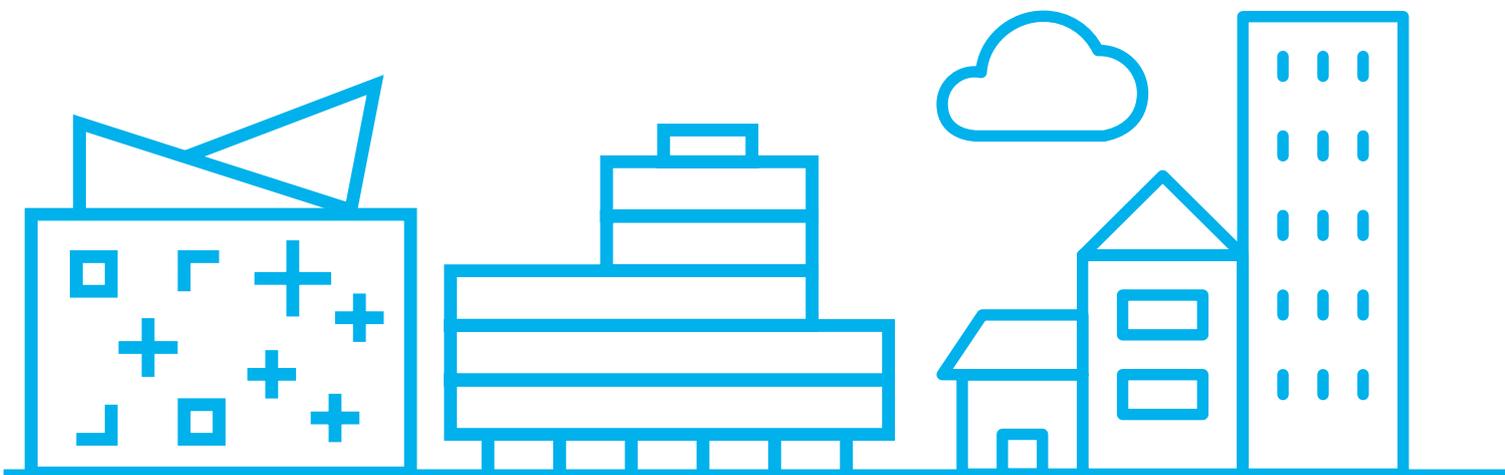
14 September 2017 – 2.00pm – 5.00pm
Venue to be confirmed

4) Effective meetings – harnessing your power to influence

How much of your time as an HLB member is spent in meetings?
Or seeking to influence other people?
Meeting and influencing skills are key to your work and this session looks at how you can improve any meeting you are involved in. It will also provide you with influencing skills you can use in any area of your life to make a difference to other people.

This session looks at:

- How to make the best use of time in meetings and ensure they are productive.
- How to increase your influence in any situation through the questions you ask “what to do when a meeting is going off track or people are being ‘difficult’.”
- How to increase participation and ensure everyone feels valued, whatever your role.
- Developing your listening and questioning skills for your benefit and anyone you are in touch with.



Dates, venues and time of sessions

5 September 2017 – Sorrel House,
Tyburn Road, Erdington:
9.30am – 12.30pm

6 September 2017 – 38a
Middlemore Road Sheltered Scheme ,
Northfield: 9.30am – 12.30pm

7 September 2017 – Toronto Gardens
Sheltered Housing Scheme, Quinton:
1.30pm – 4.30pm

19 September 2017 – Coleside
Avenue Sheltered Scheme, Billesley:
10.00am – 1.00pm

27 September 2017 – Golden Croft
Sheltered Housing, off Grove Lane,
Handsworth: 10.00am – 1.00pm

10 October 2017 – Ashcroft Sheltered
Housing Scheme, Nechells:
9.30am – 12.30pm

12 October 2017 – 10.00am – 1.00pm
Venue to be confirmed

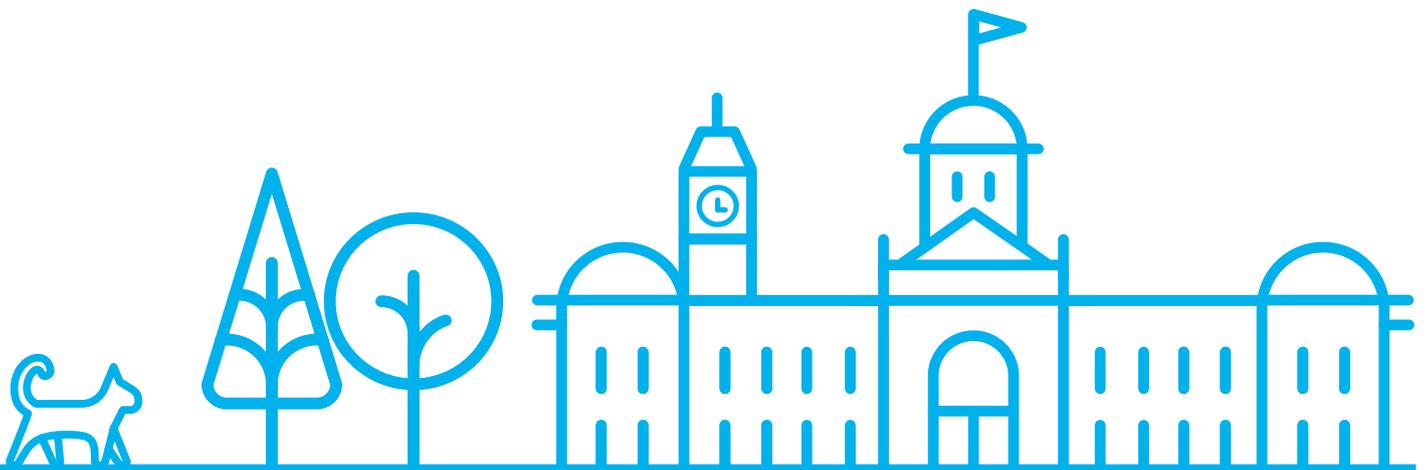
12 October 2017 – 2.00pm – 5.00pm
Venue to be confirmed

5) Importance of co-regulation and tenant scrutiny

Co-regulation is about ensuring Landlords are held to account by tenants. You know that in Birmingham this is through your work on the HLB. What you may not know are the sources of information available to you to monitor and scrutinise the performance of the landlord. Or what this information is telling you. In this session, you will also learn about scrutiny techniques and how to carry out a scrutiny project in your area.

You will look at:

- The requirements of co-regulation and what it means in practice.
- Sources of information for monitoring and scrutinising your landlord.
- Scrutiny techniques.
- How to plan and carry out a scrutiny project in your area.



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Dates, venues and time of sessions

3 October 2017 – Sorrel House, Tyburn Road, Erdington: 9.30 – 12.30

4 October 2017 – 38a Middlemore Road Sheltered Scheme, Northfield: 9.30am – 12.30pm

5 October 2017 – Toronto Gardens Sheltered Housing Scheme, Quinton: 1.30pm – 4.30pm

17 October 2017 – Coleside Avenue Sheltered Scheme, Billesley: 10.00am – 1.00pm

25 October 2017 – Golden Croft Sheltered Housing, off Grove Lane, Handsworth: 10.00am – 1.00pm

9 November 2017 – 10.00am – 1.00pm
Venue to be confirmed

9 November 2017 – 2.00pm – 5.00pm
Venue to be confirmed

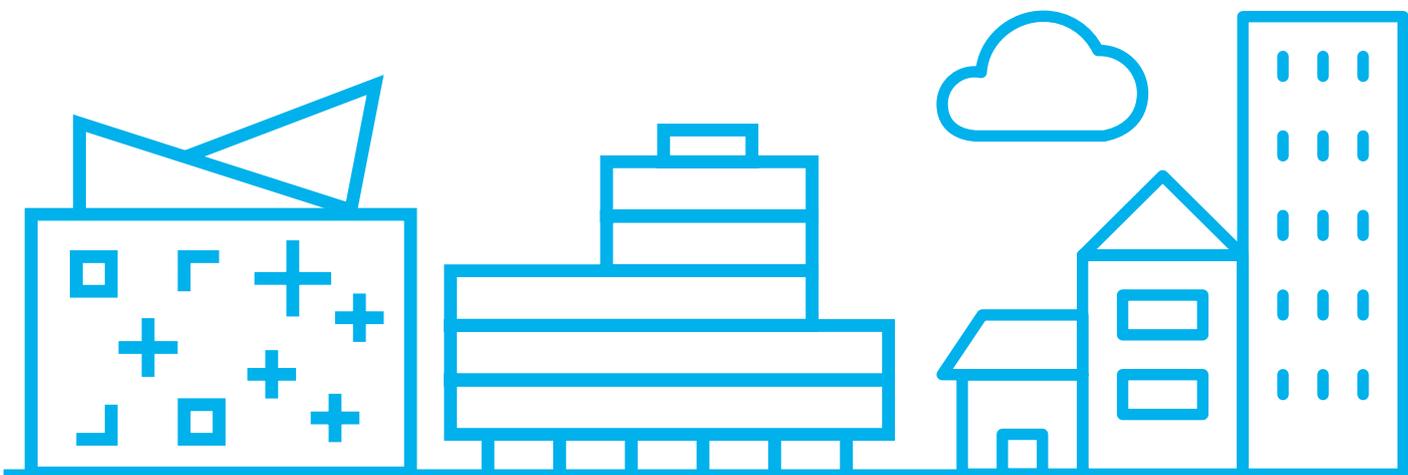
14 November 2017 – Ashcroft Sheltered Housing Scheme, Nechells: 9.30am – 12.30pm

6) Figuring it out – understanding the numbers

Understanding figures is key to understanding the housing service in your community – how well it is doing, is it getting better or worse, how does it compare to elsewhere. However performance information can often appear confusing. How do you make sense of it? What do the figures in the performance reports actually mean?

This practical session will enable you to:

- Interpret the information you receive, in particular statistics, figures and reports.
- Understand HLB performance reports and be able to extract the key points.
- Spot where you have gaps in information about housing in your area and identify what additional information you need as an HLB.
- Be able to track trends and understand how well the Landlord is performing.
- Make sense of the numbers.



This session is focused on the performance information you receive as an HLB and how to make sense of it. Practical exercises include working with data and performance information.

Dates, venues and time of sessions

7 November 2017 – Sorrel House, Tyburn Road, Erdington:
9.30am – 12.30pm

8 November 2017 – 38a Middlemore Road Sheltered Scheme, Northfield: 9.30am – 12.30pm

16 November 2017 – Toronto Gardens Sheltered Housing Scheme, Quinton:
1.30pm – 4.30pm

22 November 2017 – Golden Croft Sheltered Housing, off Grove Lane, Handsworth: 10.00am – 1.00pm

21 November 2017 – Coleside Avenue Sheltered Scheme, Billesley:
10.00am – 1.00pm

5 December 2017 – Ashcroft Sheltered Housing Scheme, Nechells:
9.30am – 12.30pm

14 December 2017 – 10.00am – 1.00pm
Venue to be confirmed

14 December 2017 – 2.00pm – 5.00pm
Venue to be confirmed

7) Understanding housing finance

Ever been confused by talk of the HRA? Ring fencing? Budgets? Revenue/capital? This session will de-mystify the world of housing finance and show you how financial information enables you to understand what is actually going on. It will also assist you with making the best use of your HLB budget.

The session will cover:

- The Housing Revenue Account (HRA) and its ring fenced nature.
- The impact of changes in rent setting and benefits eligibility.
- Financial planning and control.
- Budgets and accounts; revenue and capital.

This course will be run in an accessible and practical way so no matter what your background or skills, you will leave with an improved understanding of housing finance which you will then be able to use in the future.



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Dates, venues and time of sessions

5 January 2018 – Sorrel House, Tyburn Road, Erdington: 9.30am – 12.30pm

10 January 2018 – 38a Middlemore Road Sheltered Scheme, Northfield: 9.30am – 12.30pm

11 January 2018 – 10.00am – 1.00pm
Venue to be confirmed

11 January 2018 – 2.00pm – 5.00pm
Venue to be confirmed

16 January 2018 – Coleside Avenue Sheltered Scheme, Billesley:
10.00am – 1.00pm

18 January 2018 – Ashcroft Sheltered Housing Scheme, Nechells:
9.30am – 12.30pm

24 January 2018 – Golden Croft Sheltered Housing, off Grove Lane, Handsworth: 10.00am – 1.00pm

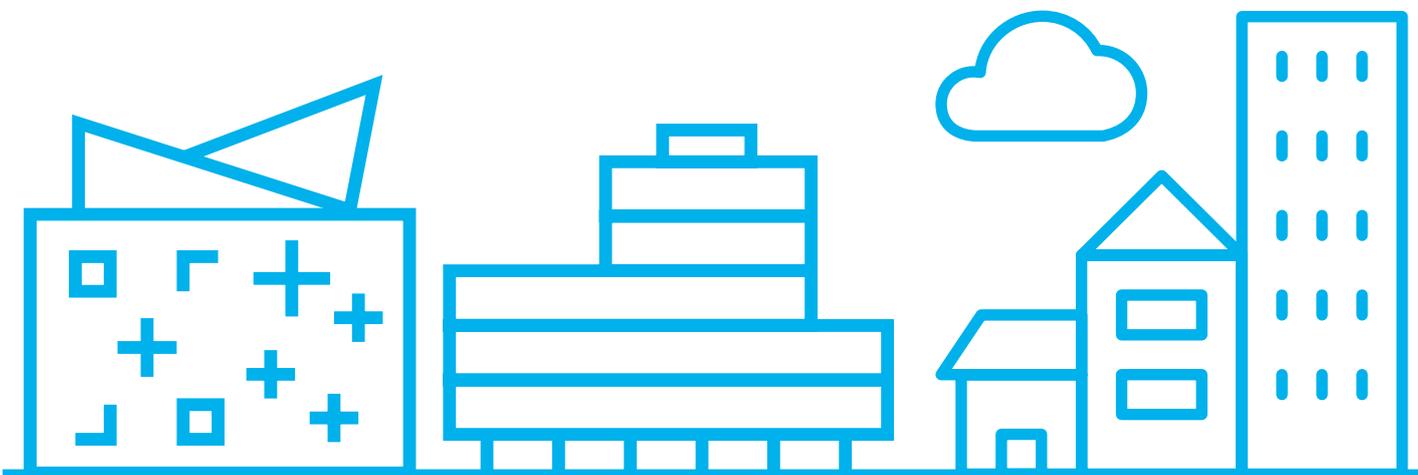
25 January 2018 – Toronto Gardens Sheltered Housing Scheme, Quinton:
1.30pm – 4.30pm

8) Housing and Planning Act 2016 – what you need to know

Changes in housing legislation are changing social housing. This module looks at what those changes are, the effect they are having on demand, supply and occupancy. That is likely to be coming down the track in future government policy? The session also looks at what can we do to mitigate the impact of these changes and to continue to make social housing a success in Birmingham.

It will cover:

- The key features of the Housing Act 2016 – replacing secure tenancies with fixed terms; extending the right to buy; “pay to stay” and its effect on some tenants’ rents.
- The likely effect of the Housing Act on the housing market.
- Future Government housing policy.



Dates, venues and time of sessions

6 February 2018 – Sorrel House,
Tyburn Road, Erdington:
9.30am – 12.30pm

7 February 2018 – 38a Middlemore
Road Sheltered Scheme, Northfield:
9.30am – 12.30pm

8 February 2018 – Toronto Gardens
Sheltered Housing Scheme, Quinton:
1.30pm – 4.30pm

13 February 2018 – Ashcroft Sheltered
Housing Scheme, Nechells:
9.30am – 12.30pm

15 February 2018 – 10.00am – 1.00pm
Venue to be confirmed

15 February 2018 – 2.00pm – 5.00pm
Venue to be confirmed

20 February 2018 – Coleside Avenue
Sheltered Scheme, Billesley:
10.00am – 1.00pm

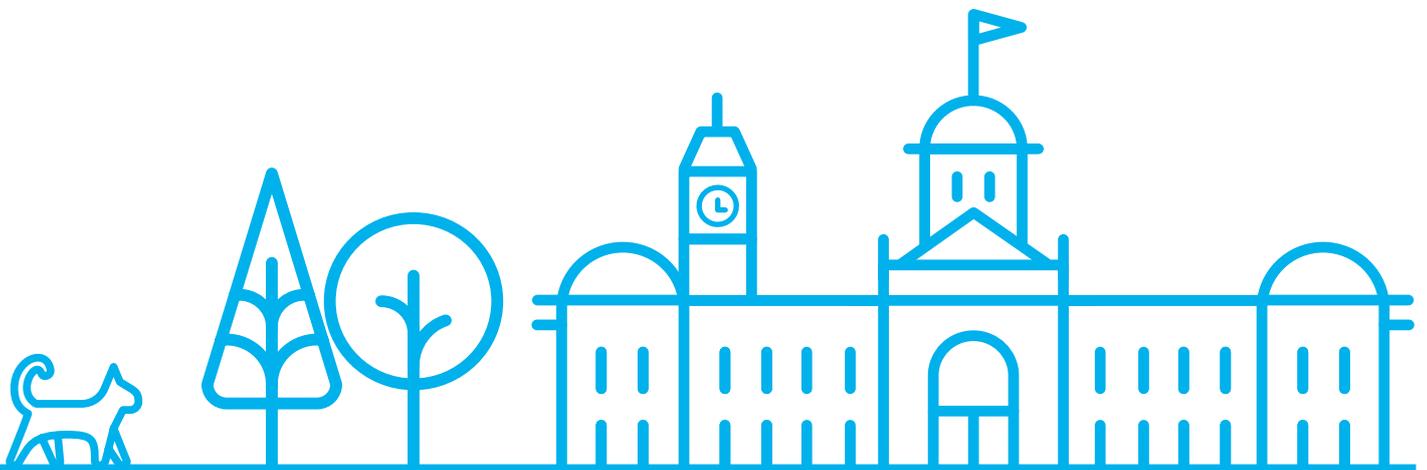
28 February 2018 – Golden Croft
Sheltered Housing, off Grove Lane,
Handsworth: 10.00am – 1.00pm

9) Social housing: past, present and future

Social housing is a movement – and you are part of that movement! It is impossible to fully appreciate its importance without understanding the roots of social housing, and how it has changed from the 1940s to now. This module provides that context and also explains the place of social housing in today's housing market. You will also gain an insight into how social housing is likely to develop in the future.

The session will include:

- The history and purpose of social housing
- Where are we now with social housing? What effect is Government policy having?
- What will social housing be like in the future? What challenges will it need to face?
- What is your part in the social housing movement?



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Dates, venues and time of sessions

6 March 2018 - Sorrel House, Tyburn Road, Erdington: 9.30am – 12.30pm

7 March 2018 – 38a Middlemore Road Sheltered Scheme , Northfield: 9.30am – 12.30pm

8 March 2018 – Toronto Gardens Sheltered Housing Scheme, Quinton: 1.30pm – 4.30pm

13 March 2018 – Ashcroft Sheltered Housing Scheme, Nechells: 9.30am – 12.30pm

20 March 2018 – Coleside Avenue Sheltered Scheme, Billesley: 10.00am – 1.00pm

22 March 2018 – 10.00am – 1.00pm
Venue to be confirmed

22 March 2018 – 2.00pm – 5.00pm
Venue to be confirmed

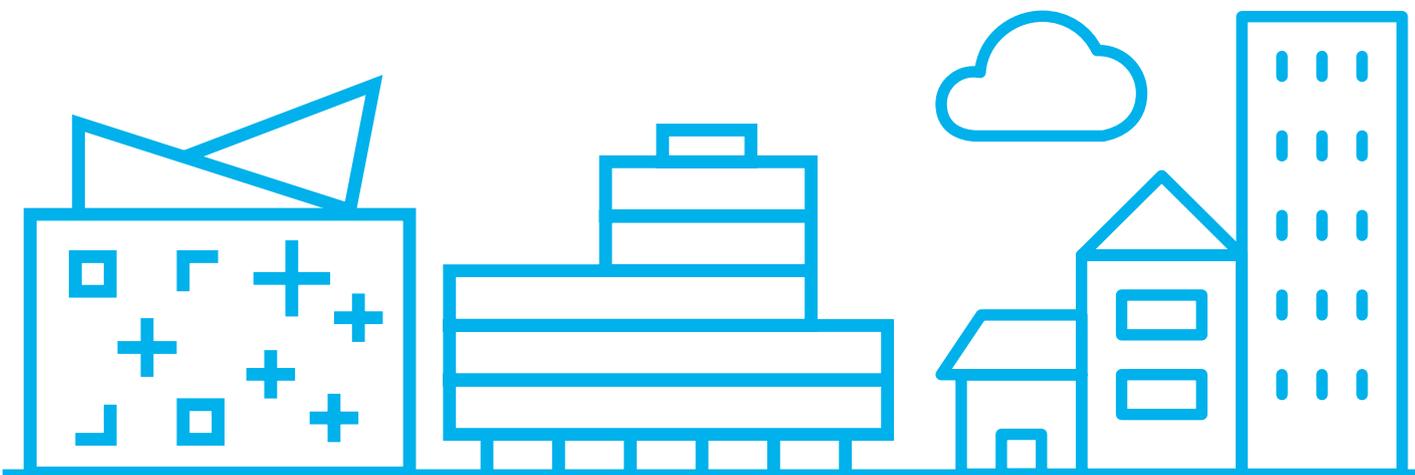
28 March 2018 – Golden Croft Sheltered Housing, off Grove Lane, Handsworth: 10.00am – 1.00pm

10) Improving governance and developing leadership – training for Chairs, Vice Chairs and CHLB reps

This session is for present and potential Chairs, and Vice Chairs of HLBs/tenant groups and CHLB Representatives. It will help you reflect on the key leadership role you take for your HLB/tenant group to provide direction, inspire action and ensure good governance.

The training will include:

- What good governance looks like and how to make it a reality.
- Your leadership role and being guardian of your HLB/tenant group constitution.
- How to make the best use of meetings – your role as chair and the best way to structure and run your meetings.
- Understand and appreciate the value of handling difference and diversity in your meetings.



- How to increase participation and ensure consensual decision making.
- How to translate recommendations into service changes.
- How to work effectively with the City-wide HLB.

This will be an invaluable opportunity to reflect on your leadership role and also discuss with your colleagues how to increase the influence and impact of HLBs across the City. It will offer practical tools for improving your meetings, developing your leadership and ensuring effective governance.

Dates, venues and time of sessions

Leadership dates

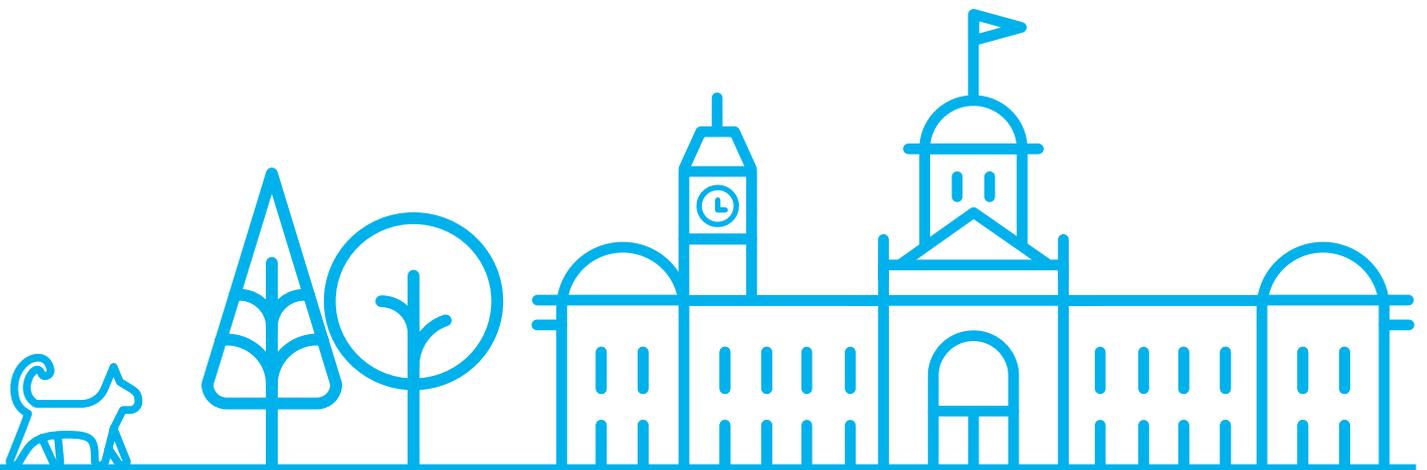
10 – 4pm

12 May 2017 – Sorrel House, Tyburn Road, Erdington

15 May 2017 – Needwood House
Common room
Bericote Croft
Acocks Green
Birmingham
B27 6DD

18 May 2017 – Golden Croft Sheltered Housing, off Grove Lane, Handsworth

22 May 2017 – Coleside Avenue Sheltered Scheme, Billesley

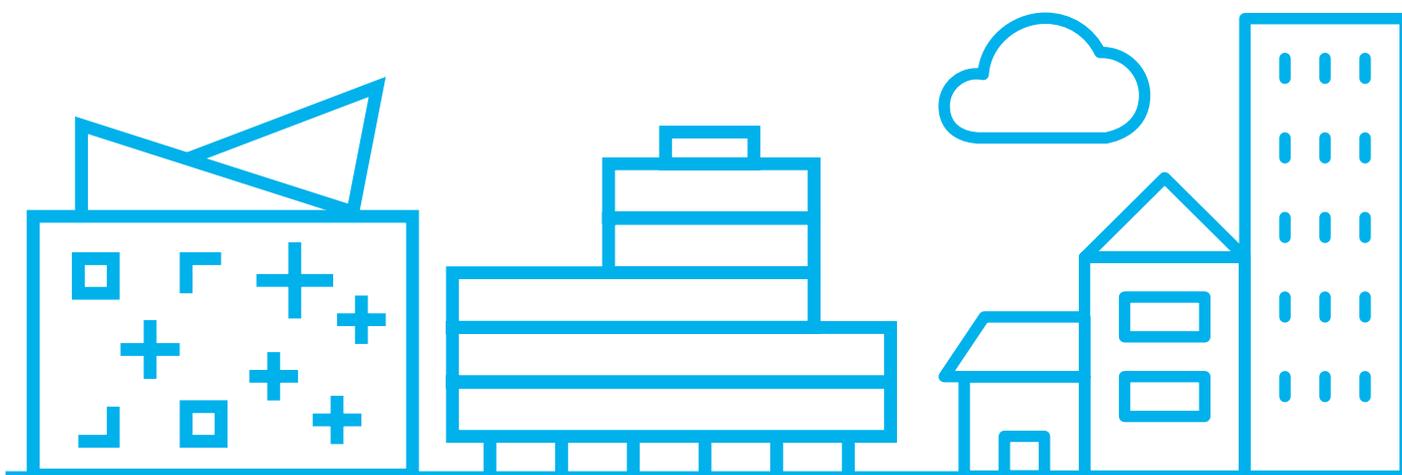


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Section 5 Overview of three-hour sessions 2017-2018

Time	9.30am - 12.30pm	9.30am - 12.30pm	1.30pm - 4.30pm	9.30am - 12.30pm	10.00am - 1.00pm	10.00am - 1.00pm	2.00pm - 5.00pm	10.00am - 1.00pm
Location (see below for addresses)	Northfield	Ladywood	Edgbaston	Sutton / Erdington	Selly Oak	Hodge Hill, Hall Green and Yardley	Hodge Hill, Hall Green and Yardley	Perry Barr
1. Working Together	3 May 2017	9 May 2017	18 May 2017	2 May 2017	16 May 2017	11 May 2017	11 May 2017	10 May 2017
2. Involving everybody	7 June 2017	11 July 2017	8 June 2017	6 June 2017	20 June 2017	13 July 2017	13 July 2017	28 June 2017
3. Advanced involvement	5 July 2017	12 Sept 2017	6 July 2017	4 July 2017	18 July 2017	14 Sept 2017	14 Sept 2017	26 July 2017
4. Effective meetings – harnessing your power to influence	6 Sept 2017	10 Oct 2017	7 Sept 2017	5 Sept 2017	19 Sept 2017	12 Oct 2017	12 Oct 2017	27 Sept 2017
5. Importance of co-regulation and tenant scrutiny	4 Oct 2017	14 Nov 2017	5 Oct 2017	3 Oct 2017	17 Oct 2017	9 Nov 2017	9 Nov 2017	25 Oct 2017
6. Figuring it out - understanding the numbers	8 Nov 2017	5 Dec 2017	16 Nov 2017	7 Nov 2017	21 Nov 2017	14 Dec 2017	14 Dec 2017	22 Nov 2017
7. Understanding Housing finance	10 Jan 2018	18 Jan 2018	25 Jan 2018	5 Jan 2018	16 Jan 2018	11 Jan 2018	11 Jan 2018	24 Jan 2018
8. Understanding Housing Act 2016	7 Feb 2018	13 Feb 2018	8 Feb 2018	6 Feb 2018	20 Feb 2018	15 Feb 2018	15 Feb 2018	28 Feb 2018
9. Social housing: past, present and future	7 March 2018	13 March 2018	8 March 2018	6 March 2018	20 March 2018	22 March 2018	22 March 2018	28 March 2018

Please see page 17 for full day training session on improving governance and developing leadership course.



Venues by district:

Ladywood

Ashcroft Sheltered Housing Scheme,
3-4 Windsor Place (off Barracks Street),
Nechells,
Birmingham, B7 4ET

Northfield

38a Middlemore Road Sheltered
Scheme,
Middlemore Rd,
Northfield,
Birmingham, B31 3UP

Edgbaston

Toronto Gardens Sheltered Housing
Scheme,
Toronto Gardens off Court Oak Road,
Quinton,
Birmingham, B32 2EA

Hodge Hill, Hall Green and Yardley

Needwood House Common room,
Bericote Croft,
Acocks Green,
Birmingham,
B27 6DD

Steel Grove Sheltered Housing Scheme,
2 Steel Grove,
Yardley,
Birmingham, B25 8BA

Manston Road Sheltered Housing Scheme,
adjacent to 38 Manston Road,
Sheldon,
Birmingham, B36 2TS

Ambridge House
Folkestone Croft,
Bromford Drive,
Birmingham, B36 8QY

Horne Way
Sheltered Housing Scheme
Shard End
Birmingham, B34 7SW

Perry Barr

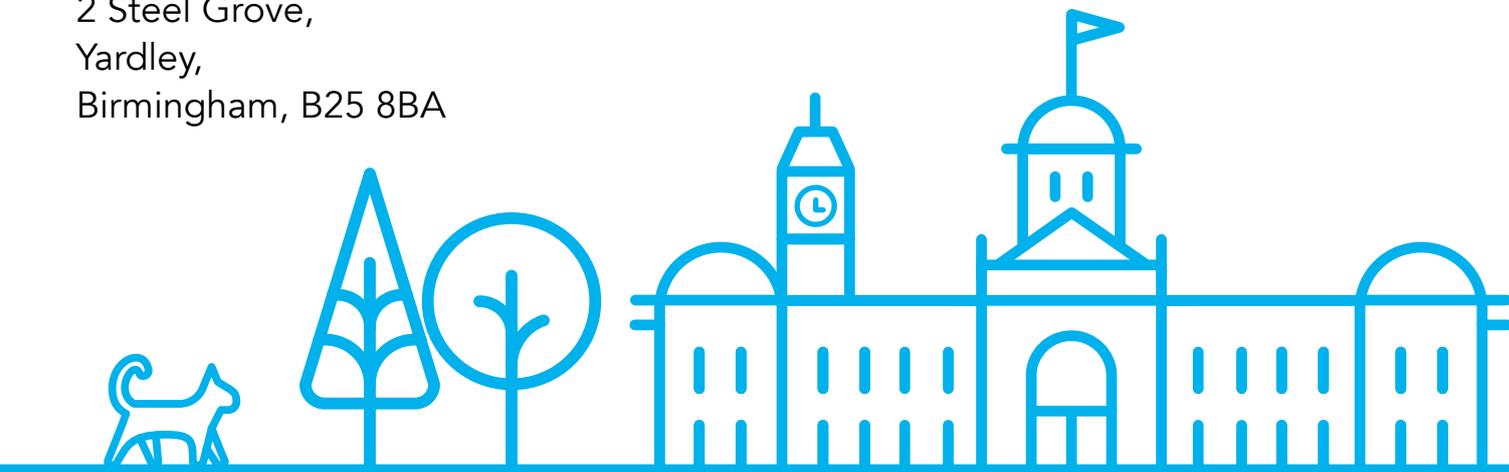
Golden Croft Sheltered Housing,
off Grove Lane,
Handsworth, Sandwell,
Birmingham, B20 2EW

Selly Oak

Coleside Avenue Sheltered Scheme
Common Room, Coleside Avenue,
Billesley,
Birmingham, B13 0BX

Sutton Coldfield and Erdington

Sorrel House,
Tyburn Road,
Erdington,
Birmingham, B24 0TQ



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