

Housing Leeds Training & Development Programme for Volunteer Tenants, Leaseholders and Residents



What really matters to Housing Leeds is that tenant, leaseholder and resident volunteers have experience of living in our properties and / or communities to give their perspective on services, and the enthusiasm to help the Council achieve its aims and objectives. There are also some elements of skills and knowledge that enhance their activities and support them in making a difference to our services.

We are committed to providing and supporting training opportunities, to enable tenants, leaseholders and residents to gain a wide range of skills and competencies to support them in making a difference to our services and enhance their personal development.

Here, we outline our Training and Development programme.

- a) We will provide all of our tenant and leaseholder groups and volunteers with a list of skills & competencies that will help them to be as effective as possible. The list is known as a Skills Matrix. During 2015 our existing tenant and leaseholder groups assisted with the development of the matrix and our strategic tenant group, VITAL, agreed it. **See Appendix 1**
- b) For Leeds Tenants Federation, TARAs and Area Reps we have indicated what skills and competencies we would recommend.
- c) We have a Self-Assessment form that individuals can be used to identify what training and development they require. **See Appendix 2.**
- d) Housing Leeds officers will support the Chair of each tenant and leaseholder group to complete a skills matrix with all group members. This will identify training and development requirements for each group.
- e) We have identified training themes to support group members in their roles. **See Appendix 3.**
- f) When dates and venues have been set, training and development opportunities will be promoted via Housing Leeds Facebook Events page, social media, web pages, In The Loop, at meetings and the tenant newsletter (subject to timing).
- g) Wherever possible, we will deliver joint training for volunteers with staff to build relationships and achieve value for money.
- h) Training will be delivered using courses, briefing sessions, fact sheets and guest speakers from a range of outside bodies or council teams, in response to policy changes and new working initiatives.

- i) We will promote appropriate training provided by other organisations.
- j) We may not be able to provide training to large numbers of volunteers due to limited places available. Therefore, on occasions we may be required to limit the number of attendees from each tenant group or TARA. There may also be occasions when we operate a “first come first served” system. When training is oversubscribed, the final decision regarding attendance will be made by a Housing Manager within the Tenant & Community Involvement Team.
- k) To ensure that training is delivered effectively, a person requesting training may need to show that the training will support them to make a difference to our services and / or enhance their personal development. The final decision regarding attendance will be made by a Housing Manager within the Tenant & Community Involvement Team.
- l) We will operate a non- attendance policy. Volunteers failing to attend two pre-booked courses, without exceptional circumstances, will not be invited to further training courses for the following twelve months.
- m) Volunteers will be asked to complete a simple evaluation sheet at the end of each training activity that they attend. This will help us make sure that training is successful.
- n) To help volunteers build a record of the training that they have received we will provide them with a certificate at the end of each training course that they attend.
- o) If requested we will provide volunteers with one folder to retain all certificates and course information.
- p) At the end of each financial year volunteers will be asked how their helped them and / or increased their skills. These comments will then contribute to a wider “looking back at the training year” communication that will be used to promote the benefits of training and include details of all the training provided, attendance, evaluations and photographs.



Housing Leeds Skills matrix for Volunteer Tenants, Leaseholders and residents groups

This skills matrix supports the training and development for tenants, leaseholders and residents that volunteer with Housing Leeds, including: Tenant Scrutiny Board, VITAL, Cross City Chairs Group, Housing Advisory Panels, Housing Leeds tenants and leaseholder city-wide groups, Service Improvement Volunteers, Leeds Tenant Federation, Tenant and Resident Associations and Area Representatives.

The matrix displays the skills and competencies required of volunteers involved with Housing Leeds through its groups and programmes. For TARAs and Leeds Tenants Federation we have indicated what skills we would recommend that members have.

The Skills Matrix is to help groups:

- Review the skills and competences within the group
- Identify gaps in skills and competences within the group
- Assess members' training needs
- Develop new skills for members
- Work with the Tenant & Community engagement team to deliver a successful training and development programme

Skill / competency	Groups	SIVs	TARAs	LTF
Understand Purpose of group you are a member of	Essential	Essential	Essential	Essential
Understand the Terms of Reference and your responsibilities as a group member	Essential	N/A	Essential	Essential
Understand the Code of conduct that you must adhere to	Essential	Essential	Essential	Essential
Have knowledge of Council structures and how decisions are made	Desirable	Desirable	Desirable	Desirable
Have a basic knowledge of Housing Leeds - what we do, and who does what	Essential	Desirable	Desirable	Essential
Understand Information governance - the importance of sharing and storing information & documents safely and securely	Essential	Essential	Essential	Essential
Able to communicate effectively	Essential	Desirable	Essential	Essential

Understand how to run and / or contribute to a useful and productive meeting	Essential	N/A	Essential	Essential
Understand the role of Chair / Vice chair	Essential	N/A	Essential	Essential
Able to build good relationships and work well with others – using Restorative Practices	Desirable	Desirable	Desirable	Desirable
Aware of Equality & Diversity in the community and good practices – how to be inclusive	Essential	Desirable	Essential	Essential
Understand the importance of engaging under-represented groups of people	Essential	Desirable	Desirable	Desirable
Understand Health & Safety basics	Essential	Essential	Essential	Essential
Understand what Safeguarding is, why it is important and how to report issues	Desirable	Desirable	Essential	Essential
Knowledge of new housing and social policies and the impact on tenants. e.g. Welfare Reforms	Essential	Desirable	Desirable	Essential
Aware of the roles of partners and other public services to tenants e.g. Police, Public Health, Contractors	Essential	Desirable	Desirable	Essential
Able to use Social media	Desirable	Desirable	Desirable	Desirable
Skills for chairing meetings (for Chairs, Vice chairs and aspiring Chairs)	Essential	N/A	Essential	Essential
Skills for a group Secretary (for Secretaries of LTF and TARAs)	N/A	N/A	Essential	Essential
Managing Finances and book-keeping	N/A	N/A	Essential	Essential



Appendix 2

Housing Leeds Training and Development - Self Assessment

Housing Leeds is committed to supporting all tenant, resident or leaseholder volunteers by offering training and development that helps make getting involved more effective in improving services and more rewarding for the volunteer.

Early in 2016, Housing Leeds asked involved tenants what training and development they felt they needed to help them in their role – and in response to which the Tenant and Community Involvement Team will deliver a training and development programme.

To help make sure the right people get the right training, and to keep the importance of training and development in people's minds, we ask that you complete the following short self-assessment.

Please tick the following statements: (and don't worry if not all are relevant to you)

I understand:	Very little	A little	Mostly	Fully
The purpose and terms of reference of the group I am a member of				
The Code of conduct I have signed				
Council structures and how decisions are made				
Housing Leeds - what it does, and who does what				
'Information governance' - the importance of sharing and storing information about people safely and securely				
How to communicate effectively				
How to run or contribute to a useful and productive meeting				
The role of Chair or Vice-Chair				
How to build good relationships and work well with others.				
How to be inclusive and the diversity that exists in the community.				
Why and how we can engage with 'under-represented' groups of people				
Health and Safety basics				
What 'Safeguarding' is, why it's important and how to report any issues				
New housing and social policies and how they impact on tenants and communities e.g. Welfare Reforms				

I understand:	Very little	A little	Mostly	Fully
The roles of partners and other public services to tenants e.g. Police, Public Health, Repairs Contractors etc				
How to use social media (Facebook and Twitter) to communicate your message.				
The skills needed for chairing meetings (for Chairs, Vice chairs and aspiring Chairs)				
The skills needed for a group Secretary (for Secretaries of LTF and TARAs)				
How to manage my groups finances and book-keeping				
Any we've missed?				

Thinking about your answers a little more, what are the three most important areas of training that you would like to improve or learn about to develop your skills?

1.

2.

3.

You are welcome to talk about your self-assessment with any tenant group, forum or Housing Leeds, or keep this confidential to you. This is just a tool to help think about what we learn and what's most important to us.

A list of training and development opportunities is available in the Events section of our Facebook feed



and on our web pages www.leeds.gov.uk/councilhousing

The Tenant and Community Involvement Team will also be in touch with you, so don't worry if you don't see something that's right for you. For example, if you are new to a group, we'll make sure that you're automatically invited to some induction training.



Training and development themes for tenants, leaseholders, & residents volunteering with Housing Leeds

This document outlines the themes for training that we will seek to provide.

*For TARAs, Area Reps. and LTF members, local Tenant and Community Involvement Officers can assist with identifying appropriate training courses when a training need has been identified.

Course theme	Outcome	Suitable for
Induction <ul style="list-style-type: none"> • About Housing Leeds Tenant Involvement • Purpose of tenants groups • Terms of reference and members responsibilities • Code of conduct • Information governance, understanding the legalities for sharing and storing information & documents • Equality & Diversity basics • Health & Safety basics 	<p>Understand a member” role and responsibilities.</p> <p>Understand how and why Housing Leeds involves tenants.</p> <p>Understand how tenants contribute to service improvements.</p>	<p>All new members of Housing Leeds Groups.</p> <p>Service Improvement Volunteers</p> <p>Existing members who have not previously attended an induction.</p>
Health and Safety when taking part on Housing Leeds activities	<p>Understand responsibilities for own health and safety.</p> <p>Risk awareness when mystery shopping.</p>	<p>Service Improvement Volunteers</p> <p>Members of Housing Leeds Groups taking part in mystery shopping.</p>
Find your way around the Council and Housing Leeds <ul style="list-style-type: none"> • Council structures and decision making process • Housing Leeds functions and structures 	<p>Understand which departments deal with different issues and provide services.</p>	<p>Housing Leeds Groups</p> <p>Service Improvement Volunteers</p> <p>LTF</p> <p>TARAs & Area Reps.</p>
Understanding jargon A guide will be provided on our web pages	<p>Understand common terms, words and abbreviations used within Government, LCC and Housing Leeds.</p>	<p>Housing Leeds Groups</p> <p>Service Improvement</p>

		Volunteers LTF TARAs & Area Reps.
Computers, mobiles and Social Media <ul style="list-style-type: none"> • Basic IT skills • Using Social media • Staying Safe Online 	<p>Ability to use simple IT packages.</p> <p>Understand and use social media such as Twitter and Facebook</p> <p>Have an awareness of online security.</p>	Housing Leeds Groups Service Improvement Volunteers LTF TARAs & Area Reps.
Recognising differences in people	<p>Develop a better understanding of people from different backgrounds</p> <p>Understand Equality - treating people fairly and with respect</p> <p>Understand Diversity - recognising human qualities that are different from our own</p>	Housing Leeds Groups Service Improvement Volunteers LTF TARAs & Area Reps.
Safeguarding	<p>Understand the importance of Safeguarding practices to protect people, including children, from abuse and maltreatment, preventing harm health and development and the provision of safe and effective care</p> <p>Understand how to report issues and how reports are handled.</p>	Housing Leeds Groups Service Improvement Volunteers LTF TARAs & Area Reps.
Working well with others <ul style="list-style-type: none"> • Effective communications • Running an effective meeting • Restorative practice 	<p>Understand why good communication is needed, and why it is important to respect others' views.</p> <p>Understand how to make a meeting a success.</p>	Housing Leeds Groups Service Improvement Volunteers LTF TARAs
Skills for chairing meetings (for Chairs, Vice chairs and aspiring Chairs)	<p>Develop an understanding of the key roles at meetings including, including the role of the</p>	Housing Leeds Groups LTF

	<p>chairperson, facilitator, minute taker and attendees.</p> <p>Develop skills, techniques hints and tips to manage different behaviours and energy levels within a meeting to ensure you get the most from the attendees, deal with challenging and difficult situations and make a meeting a success.</p>	TARAs
Presentation skills <ul style="list-style-type: none"> • Delivering presentations • Using PowerPoint 	<p>Develop an understanding of dos and don'ts when presenting information and different ways to help get your group's message across.</p>	Housing Leeds Groups LTF TARAs
Delivering a successful community project	<p>Understand the elements of a successful project.</p>	Housing Leeds Groups LTF TARAs
Skills for Group Secretary	<p>Develop an understanding of the role of the Group Secretary.</p> <p>Develop skills, techniques, hints and tips to be an effective Group Secretary.</p>	LTF TARAs
Skills for Company Secretary	<p>Develop an understanding of the role of the Company Secretary.</p> <p>Develop skills, techniques, hints and tips to be an effective Company Secretary.</p>	LTF
Minute taking	<p>Understand how to overcome problems faced by minute takers and boost confidence in writing accurate and concise minutes.</p>	LTF TARAs Persons wanting to develop their skills.
Book keeping and Treasurer <ul style="list-style-type: none"> • Skills • Regulations and rules 	<p>Understand the role and responsibilities of a treasurer.</p>	LTF TARAs

