

## **Course Title: Resident involvement**

The involvement of residents is seen as critical to the effectiveness of housing associations, ensuring that their communities are places that they want to live. Involvement can also bring increased confidence and new skills to residents.

This one-day workshop focuses on ways to involve tenants more closely in the delivery of housing services and tools and techniques for measuring the impact of their involvement.

This workshop is designed to be highly interactive and practical. Participants will be asked to reflect on current practice within their own organisations and to use live case studies to develop personal action plans for improvement.

### **Key learning outcomes:**

By the end of this workshop you will be able to:

- Identify the building blocks for effective resident involvement
- Understand the business and legal cases for resident involvement
- Identify development needs amongst residents and their representatives
- Apply a range of tools and techniques for effective involvement
- Produce an impact statement

### **Workshop overview**

- ↔ The business case for involvement
- ↔ Policy and requirements within the Housing Corporation Regulatory Code and Guidance
- ↔ Interpreting and evidencing Resident Involvement KLOE
- ↔ The basic building blocks for effective involvement
- ↔ Approaches to involvement and involvement activities
- ↔ How to develop and produce impact statements

🟡 Examples of best practice