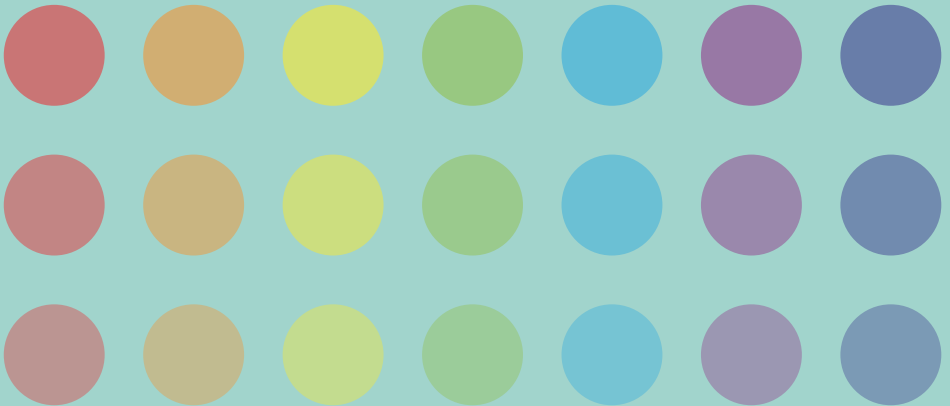


Learning Equals



2010 / 2011



Learning Equals Partnership

What is the Learning Equals Partnership?

A group of housing associations and local authorities that have decided to pool their resources to co-fund a joint programme of learning.

The programme will develop the skills, confidence and abilities of residents, staff and service users so that they can play a full part in developing better services within each organisation. It is also designed to encourage positive joint working between staff and residents.

The programme will be delivered by PEP, a national, not-for-profit company working with statutory and voluntary agencies, and local communities to improve services and make sure they meet the needs of local people.

Taken together the 5 housing associations and 6 local authorities manage more than 50,000 homes across the East and West Midlands.

All LEP courses start at 10.00am though you can register from 9.30am onwards. The courses finish at 3.45pm. Lunch is provided.

Summary Programme 2010/11

Training Area	Date	Host and Location
TSA and the regulatory code part 1	27 th Apr 2010	DDH (Daventry)
Two introductory sessions for people new to involvement (one or both sessions)	30 th Apr 2010 am & pm	Nuneaton & Bedworth (Nuneaton)
Engaging tenants at a local level	26 th May 2010	Orbit Heart of England (Leamington Spa)
Repairs and maintenance	11 th June 2010	NW Leicestershire (Coalville)
Involving the 'need to reach'	29 th June 2010	DDH (Daventry)
TSA and the regulatory code part 1	23 rd July 2010	Warwick (Leamington Spa)
TSA and the regulatory code part 2	27 th Sep 2010	Nuneaton & Bedworth (Nuneaton)
Dealing with Anti-social behaviour	30 th Sep 2010	Riverside (Leicester)
TSA and the regulatory code part 2	18 th Oct 2010	Charnwood (Loughborough)
Involving residents in achieving value for money	23 rd Nov 2010	Rugby (Rugby)
Housing Law	16 th Feb 2011	Whitefriars (Coventry)
Housing - the bigger picture and emerging new themes	16 th Mar 2011	Whitefriars (Coventry)



TSA and the regulatory code part 1

27th April 2010

Venue: Daventry

- Consider the role of the regulator (TSA) and with reference to the new Regulatory Code
- Consider tenants’ scrutiny and inspection role
- Look at how social housing landlords are responding to the new Code
- Identify implications for residents



Two introductory sessions for people new to involvement

(one or both sessions)

30th April am & pm 2010

Venue: Nuneaton

Morning Session

- Consider the range and scope of modern resident involvement
- What is the purpose of a residents group?
What can it do? What can't it do?
- Recruiting to a Residents Association
- Understand how to organise and run a resident group meeting
- Identify the role of resident group officers

Afternoon Session

- Understand how to organise events and fundraising
- Understand resident group budgeting and basic book-keeping
- Consider resident communications



Engaging tenants at a local level

26th May 2010

Venue: Leamington Spa

- Consider what we mean by local involvement
- Identify how and by whom it is delivered
- Identify what resources are required and what tenants need to be engaged locally
- Consider how to make local involvement sustainable



Repairs and Maintenance

11th June 2010

Venue: Coalville

- Consider how social housing landlords can deliver a customer focused repairs and maintenance service
- Understand what factors influence a quality responsive and voids repairs service
- Understand what drives the demand for services
- Consider how asset management strategies are integrated with investment and business plans
- Consider the options for procuring and delivering repairs and maintenance services



Involving the 'need to reach'

29th June 2010
Venue: Daventry

- Identify who we mean by 'need to reach'
- Identify sector expectations and the benefits of involving the need to reach
- Consider good practice and guidance
- Identify the issues we face when involving young people and younger tenant
- Consider what works when involving young people and younger tenants
- Consider the needs of black and minority ethnic and disabled tenants and "special communities"



TSA and the regulatory code part 1

23rd July 2010
Venue: Leamington Spa

- Consider the role of the regulator (TSA) and with reference to the new Regulatory Code
- Consider tenants' scrutiny and inspection role
- Look at how social housing landlords are responding to the new Code
- Identify implications for residents



TSA and the regulatory code part 2

27th September 2010
Venue: Nuneaton

- Consider the role of the regulator (TSA) and with reference to the new Regulatory Code
- Consider tenant involvement in standard setting, including developing local standards
- Identify what is involved in carrying out an impact assessment
- Consider how landlords report on their performance and their compliance with the Regulatory Code



Dealing with Anti-social behaviour

30th September 2010
Venue: Leicester

- Identify the main powers and tools for tackling ASB
- Consider the responsibilities of social landlords in tackling ASB
- Consider the role of the main agencies
- Look at recent developments in how ASB is dealt with



TSA and the regulatory code part 2

18th October 2010

Venue: Loughborough

- Consider the role of the regulator (TSA) and with reference to the new Regulatory Code
- Consider tenant involvement in standard setting, including developing local standards
- Identify what is involved in carrying out an impact assessment
- Consider how landlords report on their performance and their compliance with the Regulatory Code



Involving residents in achieving value for money

23rd November 2010

Venue: Rugby

- Consider what constitutes value for money with respect to social housing
- Consider sector and tenants' expectations
- Identify the regulatory implications of achieving value for money
- Look at how we can decide whether our involvement activities provide value for money



Housing Law

16th February 2011

Venue: Coventry

- Identify what constitutes housing law
- Identify the main types of housing legislation and its effect on social landlords
- Consider what 'tenants' rights' are and examine public sector tenancies
- Identify frequently asked questions relating to housing law



Housing - the bigger picture and emerging new themes

16th March 2011

Venue: Coventry

- Consider the new Government's priorities and strategies
- Understand the financial context of providing social housing
- Identify the emerging themes for social housing providers and the development of the TSA a regulator for both social housing sectors
- Identify the implications for staff and residents

LEP is pleased to announce its 2010/11 training programme. We have reviewed how we can make the programme meet the needs of both staff and service users, experienced tenant representatives and those people who are relatively new to resident involvement. We have also been mindful of the developing role of residents in the inspection and scrutiny of their landlords, the new regulator for local authorities (the Tenant Services Authority - TSA) and the new Regulatory Code for both social housing sectors.

To meet the needs of those people who are new to involvement we have designed two short - half day - courses that will provide the basic involvement tools, like running resident group meetings, organising events and basic book-keeping as well as setting the context for modern resident involvement.

To do justice to the strategic and regulatory importance of resident involvement and the regulation and guidance emanating from the TSA we have devised two new courses devoted to this:

TSA 1 – tenant scrutiny and tenant inspection

TSA 2 – standard setting, including developing local standards, impact assessment and reporting

Because we anticipate high demand for these courses we are running them twice and have identified venues within easy travelling distance for all LEP members.

Other new courses include involving tenants in achieving value for money, engaging with tenants at a local level and involving the need to reach.

We are continuing to deliver courses on subjects such as repairs and maintenance and dealing with anti-social behaviour because we know that these are such high priorities for residents.

LEP training is designed for both service users and staff, attendance on past courses has been about 50/50 and this joint-working approach involving staff and residents of different housing providers continues to be its greatest strength.

“Invaluable and very worthwhile”

“Everyone was really friendly”

“Down to earth and informative”

“A great opportunity to stop and think about my issues and responsibilities”

“Nice relaxed atmosphere”

“A good insight into moving forward with new ways of working”

“Engaging and easy to follow”

“Lively and informative”

“I picked up a lot of ideas”

“I learned an awful lot today”

LHA-ASRA Emma Macnish 0116 257 6700 emma.macnish@lha-asra.org.uk	
Nuneaton & Bedworth Council Sarah Cox 02476 376493 sarah.cox@nuneatonandbedworth.gov.uk	
Warwick District Council Margaret Allen 01926 456451 margaret.allen@warwickdc.gov.uk	
Orbit Heart of England Sally Fowler 01789 404430 sally.fowler@orbit.org.uk	
Whitefriars Housing Group Fiona Moran 024 7676 7096 fiona.moran@whitefriarshousing.co.uk	
Riverside Rupa Chandarana 0116 247 3800 Rupa.Chandarana@riverside.org.uk	
Daventry & District Housing Sarah Sims 01327 707500 getinvolved@ddh.org.uk	
Rugby Borough Council Penny Jeffers 01788 533604 penny.jeffers@rugby.gov.uk	
Charnwood Neighbourhood Housing Sally Harbey 01509 632556 sally.harbey@cnh.org.uk	
NW Leicestershire District Council Tracy Hodgkins 01530 454605 Tracy.Hodgkins@NWLeicestershire.gov.uk	
Oadby & Wigston Borough Council Claire Erskine 0116 257 2619 claire.erskine@oadby-wigston.gov.uk	



Expression of interest - LEP Training

If you want you can let your organisation know about the courses you are interested in by completing this tear-off form. You will then need to return the form to the appropriate section of your organisation; e.g. your tenant participation or resident / customer involvement team.

Confirmation that you have been booked onto a course will be made by your organisation. PEP sends out further confirmation and directions about a week before the course date.

Summary Programme 2010/11

Training Area	Date	Host and Location	Tick those courses you would like to attend
TSA and the regulatory code part 1	27 th Apr 2010	DDH (Daventry)	
Two introductory sessions for people new to involvement	30 th Apr 2010 am & pm	Nuneaton & Bedworth (Nuneaton)	
Engaging tenants at a local level	26 th May 2010	Orbit (Leamington Spa)	
Repairs and maintenance	11 th June 2010	NW Leicestershire (Coalville)	
Involving the 'need to reach'	29 th June 2010	DDH (Daventry)	
TSA and the regulatory code part 1	23 rd July 2010	Warwick (Leamington Spa)	
TSA and the regulatory code part 2	27 th Sep 2010	Nuneaton & Bedworth (Nuneaton)	
Dealing with Anti-social behaviour	30 th Sep 2010	Riverside (Leicester)	
TSA and the regulatory code part 2	18 th Oct 2010	Charnwood (Loughborough)	
Involving residents in achieving value for money	23 rd Nov 2010	Rugby (Rugby)	
Housing Law	16 th Feb 2011	Whitefriars (Coventry)	
Housing - the bigger picture and emerging new themes	16 th Mar 2011	Whitefriars (Coventry)	

Expression of interest – LEP Training

Name:

Address:

Home Phone number:

Mobile number:

E-mail Address:

Please indicate whether you have any special dietary needs

Yes No

Do you have any other needs?
(i.e. difficulty walking, transport, childcare etc.)

Yes No

PLEASE RETURN THIS FORM
TO YOUR RESIDENT / CUSTOMER ENGAGEMENT TEAM



Learning Equals Partnership

LEP is pleased to announce its 2010/11 training programme. This features five new courses and two courses that have been substantially redesigned in addition to some of our most popular courses that we have run previously.

LEP training is designed for both service users and staff, attendance on past courses has been 50/50 respectively, and this joint-working approach continues to be its greatest strength.

Here are some comments from LEP course participants:

“The course made me realise how much other staff and tenants face similar issues and challenges as I do”

“I really enjoyed the interaction with other course participants”

“Enlightening and useful”

“The training made it all a lot clearer”

Please cut out and return





Learning Equals Partnership

For information on Learning Equals Partnership
please contact:

Rob Webb

Call: **077306 24358**

Email: **robert.w@pep.org.uk**

