

Annual Training Programme

Why do we offer training?

- To serve as an incentive to get more residents involved
- To engage with residents who wouldn't normally engage with us
- To increase the effectiveness of involved residents
- To help with the personal development of involved residents
- To encourage partnership between staff and residents (when trained together)
- To help build sustainable communities

What are the priorities for this year?

- To increase resident take-up of training by
 - Advertising more widely and further in advance
 - Stressing the benefits to them as well as to PHP
 - Running training that residents want to take part in
 - Filling training gaps determined through a representative audit
- To get involved residents ready for inspection
- To ensure involved residents are effective in their involvement sphere
- To give residents skills in their lives outside PHP
- To train staff, residents and board members together to ensure RI is embedded
- To ensure training is given on a value-for-money basis, from in-house training, joint procurement or cost comparison

Publicity

- Local Community Representatives will be asked to advertise training to residents in their areas through word of mouth and newsletters (and highlight any feedback on other desired training)
- At Home will be better used for advertising through up to six months of forward planning with training
- Specifically target groups that would benefit from the training
- Advertise clearly in reception, RRC, communal areas (notice-boards, lounges, lifts)
- Advertise on website, stickers and strap-lines on relevant letters
- Advertising with relevant resident working groups and meetings
- Advertise through In Touch newsletter and LCR coffee mornings

Current status

- Over thirty different training courses have been run over the last three years, not including seminars and conferences.
- Despite being open to all residents, attendance has been restricted to a small number of involved and older residents, and outside this group take-up is low
- **TRUST** (Tenants R US Training) group is a joint procurement group between four social housing providers: New Forest District Council, Bournemouth Borough Council, Poole Housing Partnership and Twynham Housing Association.
- 4 resident training courses are organised per year by this organisation to facilitate networking between residents and staff, as well as the six aims listed at the start of this document.

2007/8 training

- **Energy Efficiency 23/01/07**
 - 16 residents
 - *Feedback: mostly good, two residents complained that information given was 2 years old*
- **RESPECT Agenda 09/03/07 (TRUST)**
 - 7 residents (4 cancellations)
 - *Feedback: day was enjoyed overall, found the Bournemouth's RESPECT programme interesting; transport difficulties*
- **Fundraising 14/03/07**
 - 3 residents (3 cancellations)
 - *Feedback: the information was interesting and potentially useful*
- **Committee Skills 26/04/07**
 - 7 residents, 1 community member
 - *Feedback: residents said that the information would be useful in their own work; encouraged Woodstock Close to set up a committee*
- **An Inspector Calls (KLOEs) 18/05/07 (TRUST)**
 - 2 residents (3 cancellations)
 - *Feedback: very useful to see 'behind the scenes' and what we were measured on; venue very good*
- **Cooking on a Shoe String 18/07/07 (TRUST)**
 - 1 resident (1 cancellation)
 - *Feedback: the information was useful and the resident would like to attend any similar courses*
- **Effective Writing 26/07/07**
 - 3 residents, 2 staff (1 cancellation)
 - *Feedback: enjoyed the training but aimed too high for residents present*
- **Emergency Life Support 11/09/07**
 - 2 residents, 2 staff (4 cancellations)
 - *Feedback: a good day, smaller group meant more time with trainer*
- **Cleaner, Safer, Greener 05/10/07 (TRUST)**

- 8 residents (4 cancellations)
 - *Feedback: very good day, very interesting with good venue*
- **I.T. Training (various dates)**
 - 31 + some Ray
 - *Feedback: residents have generally found this interesting; attendees at the Poole Adult Learning course generally enjoyed the course; a lot of residents liked the informal training with Ray*
- **Data Protection (various dates)**
 - 15 residents (15 cancellations)
 - In house, Sue Phillips
 - *Feedback: good, residents found short introduction to principles useful; small sessions also appreciated*
- **Committee Skills 29/04/08 (TRUST)**
 - 19 residents (1 cancellation)
 - *Feedback: very good day, useful, interesting, would like more*