



Learning Equals

2011 / 2012



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 5 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 2011/12

Training Area	Date	Host and Location
Intro to Tenant Scrutiny (for tenants not involved in scrutiny)	21 st Apr 2011	Warwick District Council (Leamington Spa)
Intro to Housing Services and Involvement	12 th May 2011	Nuneaton & Bedworth Borough Council (Nuneaton)
Dealing with Anti-Social Behaviour	8 th Jun 2011	Orbit Heart of England (Leamington Spa)
Repairs and Maintenance – Involvement in procurement	29 th Jun 2011	Whitefriars (Coventry)
Tenant Inspectors, Auditing and Mystery Shopping	12 th Jul 2011	DDH (Daventry)
Everyone's Different – Diversity	7 th Sep 2011	Riverside (Leicester)
New Technology as an Involvement Tool	11 th Oct 2011	Oadby & Wigston Borough Council (Wigston)
Housing - The Bigger Picture: Post CSR, Localism Bill and proposed reforms	25 th Oct 2011	Nuneaton & Bedworth Borough Council (Nuneaton)
Tenant Scrutiny Best Practice (for tenants involved in scrutiny)	17 th Nov 2011	Warwick District Council (Leamington Spa)
Involving Residents in Achieving Value for Money	25 th Jan 2012	Whitefriars (Coventry)
Housing Law	15 th Feb 2012	Rugby Borough Council (Rugby)
Housing - The Bigger Picture: Looking Ahead	13 th Mar 2012	LHA-ASRA (Leicester)



Introduction to Tenant Scrutiny

(for tenants and staff not involved in scrutiny)

21st April 2011

Venue: The Pavilion, Victoria Park,
Archery Road, Leamington Spa,
Warwickshire, CV31 3PT

- Identify what is meant by tenants' scrutiny
- Identify the relationship between scrutiny and other resident involvement activities and strategies
- Consider tenant scrutiny's role in the regulation of social housing landlords
- Look at how social housing landlords are responding to the new regulatory environment
- Identify implications for residents



Introduction to Housing Services

12th May 2011

Venue: Town Hall, Coton Road,
Nuneaton, CV11 5AA

- Consider what it is that the housing service does
- Look at how it is organised
- Consider the role of tenants
- Introduce resident involvement in housing services



Dealing with Anti-Social Behaviour

8th June 2011

Venue: Sydni Centre, Cottage Square, Sydenham, Leamington Spa, CV31 1PT

- Identify the main powers and tools for tackling anti-social behaviour (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



Repairs and Maintenance – Involvement in Buying Services

29th June 2011

Venue: The Moat House Leisure and Neighbourhood Centre, Winston Avenue, Wood End, Coventry, CV2 1EA

- What is procurement?
- Consider the options for procuring and delivering repairs and maintenance services
- Review procurement policy and procedures
- Identify the methods and benefits of involving residents in procurement
- Look at tendering and tender documents, including pre-qualification questionnaires
- Consider involvement in short-listing and interviewing (and site visits if appropriate)
- Consider the context of procurement - contract reviews, asset management strategies, investment and business plans



Tenant Inspectors, Auditing and Mystery Shopping

12th July 2011

Venue: Nene House, Drayton Fields Industrial Estate, Daventry, Northants, NN11 8PB

- Identify the different ways that tenants can audit the services they receive
- Understand what is meant by mystery shopping and what's involved
- Consider what support tenants need to become actively involved in auditing
- Consider the relationship between tenant auditing, tenant scrutiny and the self-regulation of social housing landlords



Everyone's Different – Diversity

7th September 2011

Venue: Riverside House, 49 Western Boulevard, Leicester, LE2 7HN

- Look at Diversity in terms of Respect: for ourselves, for others and our relationships
- Identify practical ways of recognising and addressing our different needs
- Consider good practice and guidance
- Consider how social housing landlords 'profile' their customers
- Consider the uses of 'profiling' data



**Oadby and Wigston
Borough Council**

New Technology as an Involvement Tool

11th October 2011

Venue: Council Offices, Station Road,
Wigston, Leicestershire, LE18 2DR

- What types of new technology can be used as part of a customer involvement strategy
- Identify the barriers to maximising the use of new technology
- Consider new technology and residents
- Identify what new technology is useful to staff

**Nuneaton
&
Bedworth**
United to Achieve



Housing - The Bigger Picture: Post CSR, Localism Bill and proposed reforms

25th October 2011

Venue: Town Hall, Coton Road,
Nuneaton, CV11 5AA

- Assess the implications of the 2010 Localism Bill in particular, local accountability and regulation
- Consider the implications of the 2011 Comprehensive Spending Review
- Consider the Government's proposed reforms to social housing, including flexible (fixed term) tenancies and the new social housing product 'affordable rents'
- Discuss what effect these changes may have on customer involvement and delivering the 'local offer'



Tenant Scrutiny Best Practice

(for tenants and staff involved in scrutiny)

17th November 2011

Venue: Sydni Centre, Cottage Square,
Sydenham, Leamington Spa, CV31 1PT

- How are different registered housing providers approaching scrutiny?
- Consider best practice
- Share common problems
- Look at the how scrutiny may develop and emerging themes



Involving Residents in Achieving Value for Money

25th January 2012

Venue: The Moat House Leisure and
Neighbourhood Centre, Winston Avenue,
Wood End, Coventry, CV2 1EA

- Consider what value for money means for housing.
- Look at what tenants and social housing organisations want from value for money (VFM)
- Consider how VFM fits into scrutiny and regulation
- Look at how we can judge whether our involvement activities provide value for money



Housing Law

15th February 2012

Venue: Stacey Court, Arden Close,
Rugby, CV22 6LF

- 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: Looking Ahead

13th March 2012

Venue: 3 Bede Island Road,
Leicester, LE2 7EA

- Consider the Government's priorities and strategies
- Look at 'housing need', the likely demand for social housing and issues relating to maximising the use of social housing
- Identify the emerging themes for social housing providers
- Identify the implications for staff and residents

LEP is pleased to announce its 2011/12 Training Programme...

We have reviewed the content of the programme so that it meets the needs of experienced residents and staff as well as those people who are relatively new to involvement.

In the current financial climate and to ensure that we address the implications of the Government's Localism Bill and the proposed reforms of social housing we have devised two courses about the 'Bigger Picture' for social housing. One, to be delivered after the Government's October Comprehensive Spending Review, will consider developments half way through the year to examine how social housing landlords are responding to them. The second 'Bigger Picture' course in March 2012 will further review these developments, any new emerging themes and the likely future demand for social housing.

Our new courses include an introduction to tenant scrutiny for staff and tenants not currently involved in the scrutiny function. For new tenants and staff we have designed an introduction to what the housing service does, how it is organised and why resident involvement is important.

We are also running new courses about new technology and involvement and a new approach to equality and diversity issues that focuses on respect and relationships in a course we are calling 'Everyone's Different'.

We are continuing to run courses on repairs and maintenance and dealing with anti-social behaviour because we know that these are such high priorities for residents. We are also running again our courses on Housing Law, Tenant inspectors and Value for Money as these are very popular with both staff and residents.

I liked the group interaction and working with others

The information and training were relevant to my job's roles

The tutor was always ready to answer questions

Dynamic delivery

It was very informal and allowed all persons to get involved

Explained things well in a language we understood

Excellent – informative and accessible and down to earth

It was friendly and I felt I could ask any questions however basic they may have seemed

I liked the information that was provided and the relevance of it

It was good to meet different people and learn how they do things in their areas

<p>LHA-ASRA Kathryn Lee 0116 257 6774 kathryn.lee@lha-asra.org.uk</p>	
<p>Nuneaton & Bedworth Council Sarah Cox 02476 376493 sarah.cox@nuneatonandbedworth.gov.uk</p>	
<p>Warwick District Council Margaret Allen 01926 456451 margaret.allen@warwickdc.gov.uk</p>	
<p>Orbit Heart of England Sally Fowler 01789 404430 sally.fowler@orbit.org.uk</p>	
<p>Whitefriars Housing Group Fiona Moran 024 7676 7096 fiona.moran@whitefriarshousing.co.uk</p>	
<p>Riverside Rupa Chandarana 0116 247 3800 Rupa.Chandarana@riverside.org.uk</p>	
<p>Daventry & District Housing Sarah Sims 01327 707500 getinvolved@ddh.org.uk</p>	
<p>Rugby Borough Council Penny Jeffers 01788 533604 penny.jeffers@rugby.gov.uk</p>	
<p>NW Leicestershire District Council Nick Jones 01530 454605 Nicholas.Jones@NWLeicestershire.gov.uk</p>	
<p>Oadby & Wigston Borough Council Claire Erskine 0116 257 2619 claire.erskine@oadby-wigston.gov.uk</p>	

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.

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Please cut out and return



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

Please cut out and return





Learning Equals Partnership

LEP is pleased to announce its 2011/12 training programme.

This features four new courses in addition to some of our most popular courses that have been substantially redesigned.

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.

Helped demystify a lot of detail around standards, impact assessments and the nature of local offers

Good to hear about what happens with other housing providers

Good paperwork for future use

Delivered with good humour

As a member of staff at a housing association it was very helpful to hear tenants' and board members' views

Clear direction, good info and hand outs

Good to network with others



Learning Equals Partnership

For information on Learning Equals Partnership
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