

PEP Training in 2010

TAILORED JUST FOR YOU

Ideas into Action

PEP is a highly skilled 'know how' organisation. Our expertise is informed by action research and the wide diversity of our work.

Know for our skills and experience, PEP is all about people. We work through England & Wales as a not-for-profit organisation.

Our mission is to foster vibrant, resourceful communities in areas of social and economic disadvantage.

Our vision is in line with government objectives to tackle social exclusion, support neighbourhood renewal and build sustainable communities.

We provide advice, hands-on project work, training and research services – based on over 30 years of experience of neighbourhoods across the country.

This brochure outlines our main training topics that we are running during 2010, however, this list is not exhaustive and we offer many more training topics and can design training to specifically suit your needs.

So, if you have a course in mind and don't see it listed here then call us to see if we can provide that training for you.

We have provided tenants, residents and staff members hundreds of different courses throughout our 30 years of operation and are continually updating our skills and knowledge to provide fresh new courses for you.



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If you would like to know more about how PEP can help you fulfil your training requirements, please contact us on 01782 790900 or e-mail us admin@pep.org.uk or visit www.pep.org.uk

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CONTENTS

Plus brand new for 2010;

PEP offer training courses provided by ETC Partners



Confident women – an asset to any organisation

Even managing community events

Health checks for community groups

Mediation Skills

Plus many more, including Regulation of RSL's and TSA Regulation Training – both of which are new courses for 2010!

So, if you have a course in mind that isn't in our brochure, then contact us to see if we can offer this course for you. We simply offer too many courses to list in one brochure!

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A VOICE FOR YOUNG PEOPLE

This will encourage participants to look at ways in which young people can make a valued contribution to their communities.

It will explore formal and informal strategies and techniques for active participation and encourage participants to look at their involvement within the wider regeneration context.

This training topic will generate a wide spectrum of ideas that will help to enthuse and engage young people.

An element of this training will focus on building participants confidence and inter-personal skills to enhance their ability to take action within their own neighbourhoods.

This training aims to stimulate young minds and encourage confidence through a series of practical training techniques.

CARING FOR THE ENVIRONMENT OF YOUR ESTATE

This training course will help to enable the participants understand the key elements of effective environmental provision and investigate different ways in which these services can be delivered.

It will enable participants to:

- Understand the full range of activities and service providers involved in caring for the environment of estates
- Explore innovative approaches to cleaning, grounds maintenance and waste recycling.
- Establish best practice in the delivery of these services.
- Develop service standards by which residents could monitor environmental service provision in their own area.
- Understand the options for resident involvement in the delivery of these services.

ALLOCATIONS & LETTINGS

The aim of this training course is to enable residents from prospective TMO's to share their views on Allocations & Lettings and consider what level of involvement in the service is appropriate for their estates.

Participants will understand the lettings process, including:

- Having a greater awareness of the legislative framework as it relates to social housing
- fairness, equal opportunity and transparency
- understanding of how properties are let and allocated, good practice in lettings and methods of prioritising applicants and alternative approaches to allocations and lettings.

CHANGING THE IMAGE OF YOUR NEIGHBOURHOOD

This training course will explore the participants reasons why neighbourhood image is important and the impact that negative images can have.

Participants will learn:

- Techniques to portray their area in a positive light
- Action planning techniques
- How to identify and promote the positive things about their neighbourhood
- How other communities have met the challenge
- How housing and regeneration initiatives can be used to change the image of the areas in which they happen.

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COMMITTEE SKILLS

This session will develop the skills and confidence of current and potential committee members of TRA's to enable them to contribute to the success of meetings.

It will include:

- Preparation
- Teamwork
- Committee members contributions to running effective meetings

It will also provide practical advice and tips on ensuring that all members or TRA's are included and that everyone's skills are used.

CONFLICT RESOLUTION

This training is for any resident or community group member who wants to create a more harmonious community.

It will look into:

- How common disputes occur
- Help participants understand the nature of these disputes
- Exploring the conditions that are more likely to lead to neighbourhood disputes and what can be done to alleviate these
- Practicing some basic techniques for preventing disputes within communities
- Exploring conditions that will create more harmonious communities.

COMMUNITY WORK & INVOLVING THE COMMUNITY

The issues around community development and intergeneration working are central to any organisation wanting to involve tenants and residents in the management and scrutiny of housing service provision. This training course will help participants to look at a whole range of community activities.

This training also explores:

- How community groups develop and why
- Techniques for harnessing voluntary input in the most effective way
- Techniques for developing community partnerships and to encourage relationships between stakeholders
- Activities and techniques for bringing different age groups together in a mutually supporting and sharing relationship that enhances the development of community activity.

ENTERPRISING COMMUNITIES

This training is aimed at residents groups who wish to target their housing role responding to the economic needs of the community.

It will introduce tenant activists to a range of options for economic development including:

- Local labour schemes
- Community businesses
- Credit unions
- Community development trusts
- LETS schemes
- Resident service organisations
- Careers advice and placement
- Local training schemes

Participants will:

- Explore and understand ways to tackle unemployment
- Look at benefits from community led initiatives
- Explore the challenges and conditions for local economic initiatives to flourish.
- Develop action plans to take ideas forward

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EQUALITY & DIVERSITY

This training course is for all community representatives, especially those living in communities that do, or want to, celebrate diversity.

This training course is aimed at helping community activists understand and practice equal opportunities, both within their organisations and in the housing management responsibilities that they take on.

By the end of the training course, participants will be aware of the law relating to equality and diversity and have an understanding of the common terms in the debate.

Participants will also have looked at the practical application of good equality procedures.

GETTING THE BEST FROM YOUR CONTRACTORS

This course aims to provide participants with the skills and knowledge needed to manage contractors effectively.

During this training, participants will gain an understanding of:

- The clients role & responsibilities
- How to select and package services into contracts
- How to define the brief
- How to manage contracts
- How to monitor and review performance.

FINANCE FOR THE TREASURER

For anyone considering being involved in the finance function of a voluntary organization, or those who need a reminder!

Topics to be covered:

- Role and duties of the treasurer
- Setting up the finance function (internal controls, books etc)
- Common tax issues (VAT, PAYE, company tax)
- What is an audit (to include common points raised by the auditor)?
- Budgeting and forecasting techniques
- Understanding the audited accounts

GETTING THE BEST FROM YOUR ESTATE SERVICES

The aim of this training course is to help participants understand how key front line services are organised on estates and how this is changing.

It will enable participants to:

- Understand alternative ways of designing local service provision
- Get the know how to specify local services so that they match residents needs and priorities
- Know how to monitor local services
- Have the confidence to liase with local service providers

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GROUP OFFICER SKILLS & DUTIES

This training course will help to develop the skills of current and potential TRA officers.

It will include:

- Skills for chairs, secretaries and treasurers

It will cover:

- The practicalities of developing teamwork with group officers to ensure that meetings are successful, interesting and properly recorded
- Practical advice and tips on ensuring that all members of TRA's are included and that everyone's skills are used.

HOW TO RUN GREAT MEETINGS

Participants will develop an understanding of how residents meetings are successful and can have positive outcomes.

This training course will include:

- Agenda setting
- Timekeeping tips
- Methods for involving everyone in the process
- Identifying and using the skills of everyone to ensure success.

INTERVIEWING SKILLS FOR RESIDENTS

This training session will enable residents whom are involved in interviewing to develop appropriate skills.

It will be of special value to residents who are keen to become involved in interviewing contractors, independent tenant advisors or other organisations who may be appointed by social housing providers.

This training course will cover all aspects of:

- Interviewing skills
- Questioning and listening skills
- Consistency and equality in interviews and appointments
- How to give constructive feedback to unsuccessful applicants.

INVOLVING MINORITY AND ETHNIC COMMUNITIES

This training course will enable participants to:

- Understand the barriers to involvement experienced by black and ethnic minority groups
- 'Map' the black and minority ethnic communities in their area and understand how to reach them
- Identify and prioritise tools that can be used to facilitate involvement

By the end of the training, participants will understand:

- The recent history of immigration
- How to make their organisations and events welcoming to people from black and minority ethnic communities
- How to use a range of tools and techniques to involve residents from black and minority ethnic communities
- The specific action they can take to involve the diversity of residents in their own community.

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IT TRAINING

This training course is offered at two different levels; basic and advance and PEP are also offering a third IT course in Microsoft Access (please request further details.)

Basic level IT Training covers:

- File management
- Word processing
- Spreadsheets
- Databases
- Powerpoint
- E-Mail
- The Internet

Advance level IT covers:

- Word processing (formatting)
- Creating and modifying diagrams and charts
- Performing calculations in tables
- Summarizing document content using automated tools
- Mail merging
- Modifying documents, indexes and tables
- Spreadsheets (creating and manipulating data)

NEIGHBOURHOOD MANAGEMENT

This training will be useful to any resident or community groups who are keen to transform the way their own neighbourhoods are managed.

By the end of this training, participants will be able to:

- Understand the advantages and difficulties of neighbourhood management and assess the potential for their own locality
- Understand the range of options for neighbourhood management and know how these have worked in practice
- Advise their own organisation on how it could become involved in different stages of local implementation of neighbourhood management

This training will also introduce participants to the Governments approach to Neighbourhood Renewal, focusing particularly on neighbourhood management.

MARKETING TRAINING

This training course covers all of the basic principals of marketing, including:

- The 4P's (Product, Price, Place and Promotion)
- How to apply the marketing mix
- Marketing techniques and which would work best for you.
- How to attract your target market

You will also learn how to write and implement a marketing plan.

This is a great course for people with no previous marketing experience or for those who need a refresher on marketing and the marketing principles. Or it will simply help you write a sustainable marketing plan that can help you and your organisation for years to come.

NEIGHBOURHOOD WARDENS

This training would be relevant to all resident groups wishing to develop a greater understanding of Neighbourhood Warden schemes.

This training will help to build a greater understanding of the role of neighbourhood wardens and of how residents can play a useful part in managing this service.

By the end of this training, participants will have an understanding of:

- The range of warden schemes
- The reductions in anti-social behaviour, reassurance and community building that wardens can help to deliver
- The purpose and limitations of warden schemes
- Possible sources of funding
- The training, equipment and support necessary for wardens

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NEW CHALLENGES FOR LETTING AND ALLOCATING HOMES

This training seminar will be of great value to members of residents associations and tenants involved in the management of social housing, whom would like to know more about new approaches to letting properties or to have a role in the lettings of allocations process.

This course will provide participants with an understanding of the challenges for landlords in allocating their properties. It will encourage an awareness of how tenants could be involved and of the new approaches such as choice based systems.

This course will provide information on:

- Social inclusion
- Choice based lettings
- Neighbourhood Management
- Community lettings
- Sensitive lettings and allocations
- Assured short hold tenancies

PREPARING FOR BOARD MEMBERSHIP AND BEING ON THE BOARD

This training course is aimed at potential board members of organisations such as Arms Length Management Organisations, shadow management boards of stock transfer organisations, tenant management organisations and neighbourhood management boards.

The key areas that will be covered in this training, include:

- Roles of resident board members or resident representatives
- Characteristics of effective boards
- Establishing the boards priorities
- Structures for sharing the workloads
- Working with staff and advisors

The course aims to develop delegates an understanding of the responsibilities of board members, where their powers come from and how their powers are exercised. This training will provide participants with techniques to help them to prioritise workload, working with staff and partners and understanding rules.

NEW OPTIONS FOR SOCIAL HOUSING

This training course will equip any resident representatives with useful information and ideas about stock transfer and other investment options, including:

- The options open to local authorities for stock improvement
- Their implications for tenants
- Approaches to appraisal of the options
- Methods by which tenants can be involved in the Councils consideration of these options.

By the end of this training, participants will have learnt about:

- Current trends in social housing
- The impact of current requirements on local authority landlords
- Stock transfer and stock retention options
- The role tenants should have in looking at the options
- Techniques for comparing the options

PRESENTATION SKILLS

This training course is aimed at anyone involved in resident / community organisations who would benefit from knowing when and how to get a message across through successful presentations.

The training course will provide participants with the skills to identify the need to prepare for, deliver and reflect upon successful presentations. It will train tenants in giving effective presentations, enabling them to make contributions at meetings and to improve their self-confidence in giving presentations.

By the end of this training course, participants will:

- Understand how and why people learn
- Know how to plan, prepare and structure a presentation; using the principles of how and why people learn as a foundation
- Understand how to influence an audience and sell their ideas
- Knowing how to communicate and use body language in a variety of ways to add to the effectiveness of a presentation
- Learn how to deal with questions

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PROJECT MANAGEMENT SKILLS

This course is aimed at anyone involved in community projects and wanting the techniques that will help them to properly evaluate projects within their community.

This course will investigate Project Cycle Management; which is a recognised framework for designing, implementing and managing of projects.

The key areas covered in this training are:

- What is project cycle management
- The stages involved in project management
- Appraisal using the logical framework
- How to use this framework and its tools

REPAIRS AND MAINTENANCE

This training course is aimed at members of Tenant Management Organisations and Residents Associations.

The aim of the training is to give attendees an introduction to the principal issues associated with the repair and maintenance of their homes.

By the end of the course, participants will have an overview of delivering an effective repairs and maintenance service, including:

- Emergency repairs
- Day to day repairs
- Costs involved
- Effective repairs reporting
- Effectively managing voids
- Cyclical maintenance
- Programmed replacements

RESIDENT INVOLVEMENT IN REGENERATION

This course is aimed at any resident or community representative.

The aim of this training course is to develop participants understanding of the NDC initiatives identifying best practice and to build confidence and skills.

By the end of this training, participants will have explained the potential for best practice

- representing the community
- how to develop a community dialogue
- project design and delivery
- how to reach hard to reach groups
- innovative ideas for participation
- partnership working
- structures for making it work
- understanding budgets

TACKLING ANTI-SOCIAL BEHAVIOUR

This training course is for any resident representative; from Tenant management Organisations or resident groups, who have an interest in looking for solutions to the complex problems of anti-social behaviour.

The aim of the training course is to help residents understand the roles that housing management and the community can play in tackling anti-social behaviour.

Participant will learn about:

- Current laws governing tenancy agreements and security of tenure
- Current laws on anti-social behaviour
- The extents and limits of powers of landlords, police and other agencies
- Mediation and when it can be used
- The need for multi-agency working
- The need for comprehensive strategies

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Improving Services

Regenerating Neighbourhoods

Empowering Communities

Developing Partnerships

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