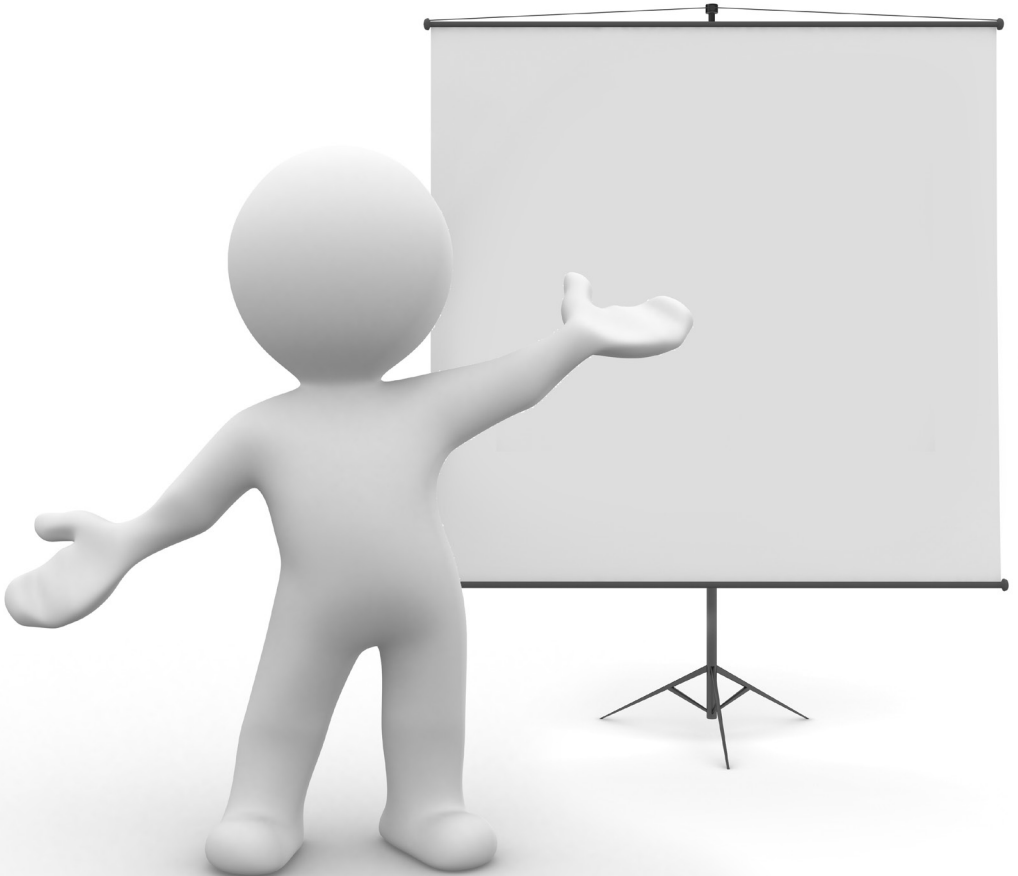


Training Opportunities for Tenants and Residents



Training Opportunities for Tenants and Residents

Derwentside Homes is committed to ensuring that our tenants are at the heart of service delivery. We want our tenants to become more involved in the development and management of our services. We know that our tenants need to have the skills and knowledge that will allow them to work more effectively whether within groups or individually. These new skills will enable you to gain the confidence and knowledge to help you represent your community more effectively.

Derwentside Homes offers a number of different training courses and we will also provide you with information on other training providers within the area who may be able to help you.

Derwentside Homes' training courses are free to all tenants and we will also help with:

- Transport.
- Reimbursement for traveling/mileage expenses.
- Childcare.
- Hearing Loops.
- Large print materials.
- Alternative formats e.g. Braille, CD or audio tape.
- British Sign Language interpreter and translator.

Our training courses can also help in other areas of life too and some even lead to recognised qualifications. Skills like making presentations, first-aid and minute taking are all highly valued by employers. We have developed two training packages.

Basic Training

Designed for all tenants, new and existing Residents' Associations committee members and Community Groups, this course covers a range of subjects to help committee members improve their skills over a period of time. We can tailor the content of the courses to meet the individual needs of committees.

When you have completed the course, you will receive a certificate to show you have taken part in this training.

Advanced Training

This offers more advanced and specialist courses. It is aimed at experienced committee members and individual customers.

When you have completed the course you will receive a certificate to show you have taken part in this training.

Of course you don't have to complete all sections of the course if you don't want to, you can just do the bits that interest you.

Training provided by partnership agencies

We also offer a range of training courses with our partnership agencies. Some of these are accredited courses and will give you a recognised qualification which will help you with your career.

Please read through the training programme, which offers something for everyone to take part in. If you have any questions or need extra information, please call the Community Involvement Team on 0800 783 9295 - free from a landline or 01207 521 100 - this number is cheaper than the free-phone number for people who use their mobile phones. If you would like to attend any of these courses, please complete the training booking form.

Basic Training

Roles and responsibilities of a committee

This training will enable you to carry out your role as a committee member, whether this is in the role of Chair, Secretary, Treasurer or committee member.

It will help you to work effectively both as an individual committee member and as part of the full committee, helping to ensure you can work efficiently as a team.

Ensuring effective communication

This is an informal session to help you to communicate with people from different backgrounds. It will give you an insight into different types of communication to use and when to use them.

Making meetings work

This training will help you to run effective and efficient meetings, both for your committee and the public.

Report writing

This training will give you an insight into report writing and an introduction to basic report writing skills.

Minute taking

This course in minute taking will give you all the necessary skills to record your meetings.

Marketing your group

Making sure local people know about your Forum/Residents' Association is vital to make sure you have public support in your area. This training will give you tips on the best ways of marketing your group in your area.

Forming a committee

This course will give you an insight into the roles of each committee member whether it is Chair, Secretary, Treasurer or committee member. It will help you take the first steps to forming your committee and give you useful information on how to work effectively.

Presentation skills

This session will teach you the basic skills in putting together and delivering presentations. We can offer an advanced course too if required.

Group work

This training will provide you with the knowledge and skills to work effectively within a group. It will show you how to work with other group members to get the desired outcomes you all want.

Leadership styles

This will give an insight into your leadership styles and those of other members of your committee. It will help you to understand the characteristics of each member of your group and help you decide which tasks suit each committee member.

Basic book-keeping

Whether or not you are the Treasurer of your committee, this training will help you to understand how to keep your committee finances in good shape.

Safeguarding children

This training will provide you with basic knowledge and skills about childcare and the precautions needed if you plan to hold events involving children or arranging trips away. There is also an advanced course that you can progress to after this one.

Activity risk assessment

This training will help you understand why risk assessments must be carried out before holding any activities or events. A risk assessment identifies the things that could happen when you are holding an event and their likelihood. The training covers your responsibility to carry out Activity Risk Assessments.

Applying for grants/funding

This training will give you a basic background on grants and funding that Community Groups/Residents' Associations may be entitled to so you can improve your area. It will also give you help on how to access or apply for funding or grants.

Completing job application forms or C.V's

Derwentside Homes will help you to choose the correct agency to help you complete your application.

Completing housing and benefit forms

This training will show you how to complete your own housing application and benefit forms and also how to help other members of the community complete theirs. This means you can work with and help the people in your area.

Advanced Training

Anti-Social Behaviour (ASB)

This training offers in-depth information on Anti-Social Behaviour and will show you which organisations can deal with which aspects of ASB.

Decent Homes and Responsive Repairs

This training explains the timescales, categories and responsibilities for Decent Homes work and day-to-day repairs.

Choice Based Lettings (CBL's)

This training explains Choice-Based Lettings in detail. You will learn about what Choice Based Lettings are and how the system works locally.

Access and Customer Care

This training teaches you about the work of the Access and Customer Care Service at Derwentside Homes. It will be carried out by members of the Community Investment & Customer Services Team and will also cover customer involvement.

Action planning

This course will give you the skills to create your own surveys. It will show you how to collate the results and develop a plan of action to tackle any issues of concern highlighted. The training will teach you how to create action plans that are easy to follow and surveys that have an impact with your audience.

Advanced presentation skills

This course will expand your knowledge and skills around developing and giving presentations. It will give you more in depth knowledge and is a good follow on course from the basic presentation skills.

Advanced Health and Safety

This training will give you an insight into Health and Safety legislation. It will also provide you with the knowledge you need to organise events, fun days and so on.

Equality and Diversity

This training will give you a full understanding of all the Equality and Diversity issues you may face.

Fundraising and applying for grants

This training will give you advanced skills and knowledge about applying for funding and grants.

Voids and Allocations

This training will provide you with an insight into what happens when we have a void property. You will learn the procedures you must follow in making sure the property meets our Lettable Standard and also what we must do when looking for a suitable customer to take up a tenancy.

Potential Board Member training

To ensure that our Board runs effectively, training is provided to each board member or potential member.

Key principles of housing management

In this session you will look at what housing management is, how our understanding and expectations have changed, what the requirements of housing management are today and what the implications are for Derwentside Homes.

Accredited Courses provided by our Partners

Computer Skills - European Computer Driving Licence (ECDL)

The European Computer Driving Licence (ECDL) is an internationally recognised qualification which demonstrates people's competence in computer skills. The ECDL syllabus is designed to cover the key concepts of computing, its practical applications and their use in the workplace and society.

The course consists of two sections; on completion of both parts the candidate is awarded ECDL level 2.

Derwentside Homes and East Durham Partnership are offering the following free training courses to unemployed tenants and their families who live within the district.

- Employability Programme OCN Level 1
- Basic Computer Skills
- Communication and Team Working
- Health and Safety

- NVQ's
 - Warehousing and Storage Level 2
 - Customer Service Level 2
 - A1 Assessors Award

- Confidence Boosting and Motivational Skills
- Learn Direct
- Maths and English
- Supervisory and Leadership
- First Aid
- Food Hygiene
- Basic Budgeting

We are also working in partnership with Derwentside Adult & Community Learning who provides a range of computer, numeracy and literacy courses across the district. To find out more, please contact Derwentside Adult & Community Learning on 01207 233 512. These courses are free if you get housing benefit, council tax benefit, income support, job seekers allowance (income based) or working tax credit. You will need to tell them that you heard about the course from Derwentside Homes.

Training Booking Form

Please tick one (or more) of the following training courses that you are interested in attending or finding out more information.

Training provided by Derwentside Homes

- Basic training for tenants
- Advanced training for tenants

Training provided by partnership agencies

Basic Training

- Roles and responsibilities of a committee
- Ensuring effective communication
- Making meetings work
- Report writing
- Minute taking
- Marketing your group
- Forming a committee
- Presentation skills
- Group work
- Leadership styles
- Basic book-keeping
- Safeguarding children

- Activity risk assessment
- Applying for grants / funding
- Completing job application forms or C.V.'s
- Completing housing and benefit forms

Advanced Training

- Anti-Social Behaviour
- Decent Homes and responsive repairs
- Choice Based Letting's (CBL)
- Access and customer care
- Action planning
- Advanced presentation skills
- Advanced health & safety
- Equality & Diversity
- Fundraising and applying for grants
- Voids and allocations
- Potential Board member training
- Key principles of housing management

Please complete your details below, detach and then return this form to:
Derwentside Homes, Greengates House, Amos Drive, Greencroft Industrial Park, Stanley, Co. Durham, DH9 7YE.

Once we receive your booking form, a member of staff will contact you.

Name

Address

..... Post Code

Tel Number: Email:

This leaflet sets out your training opportunities with Derwentside Homes. If you would like it translated or in a different format, contact us at the address below.

中文
Chinese

此传单列明了您在 Derwentside Homes 获取培训的机会。如果您需要翻译版本或其他格式，请按如下地址与我们联系。

हिंदी
Hindi

ये लीफ़लेट आपको डेरवेन्टसाइड होम्स के साथ प्रशिक्षण के अवसरों के विषय में बताता है। यदि आपको ये अनुवादित रूप में या अन्य किसी फॉर्मेट में चाहिये, तब नीचे दिये गए पते पर हमसे संपर्क करें।

Magyar
Hungarian

Ez a szórólap felsorolja, hogy milyen képzési lehetőségek vannak a Derwentside Homes-nál. Ha szeretne fordítást kapni róla, vagy más formátumban szeretné olvasni, forduljon hozzánk az alábbi címen.

Latviešu
Latvian

Šī brošūra izklāsta jūsu apmācības iespējas ar Derwentside Homes. Ja jūs vēlaties, lai to iztulko vai vēlaties to citā formātā, sazinieties ar mums izmantojot turpmāk minēto adresi.

Lietuviškai
Lithuanian

Šiame informaciniame lapelyje išdėstyti mokymo kursų galimybės bendrijoje „Derwentside Homes“. Jeigu norėtumėte teksto vertimo arba kitu formatu, susisiekti su mumis toliau nurodytu adresu.

Polski
Polish

Ulotka przedstawia możliwości udziału w szkoleniach w Derwentside Homes. Jeśli potrzebne jest tłumaczenie lub inny format dokumentu, prosimy o kontakt z nami pod poniższym adresem.

ਪੰਜਾਬੀ
Punjabi

ਇਹ ਇਸਤਿਹਾਰ ਡਰਵੈਂਟਸਾਈਡ ਹੋਮਸ ਨਾਲ ਤੁਹਾਡੀ ਸਿਖਲਾਈ ਦੇ ਮੌਕਿਆਂ ਬਾਰੇ ਦੱਸਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اردو
Urdu

یہ لیفلٹ ڈروینٹ سائیڈ ہومز کے ساتھ آپ کی تربیت کے مواقع کو ترتیب دیتا ہے۔ اگر آپ اس کو ترجمے یا کسی اور شکل میں حاصل کرنا چاہتے ہیں، تو مندرجہ ذیل پتے پر ہم سے رابطہ کریں۔



Customer Services

Derwentside Homes,
Greengates House,
Amos Drive,
Greencroft Industrial Park,
Stanley,
County Durham
DH9 7YE



0800 783 9295 or 01207 521 100



customer.services@derwentsidehomes.co.uk



www.derwentsidehomes.co.uk