

Tenant and Community Involvement Team

TRAINING GUIDE FOR VOLUNTEERS



Caerphilly Homes
Cartrefi Caerffili



Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.
This document is available in Welsh, and in other languages and formats on request.

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Introduction

The purpose of this booklet is to provide you with guidance on how to access the skills and knowledge that you may need to be able to fulfil your role as an involved tenant or resident working in partnership with Caerphilly Homes.

From time to time you will receive invitations to apply to attend a variety of training courses and seminars.

The training opportunities that are available have been split into the following subjects for ease of reference.

Induction Training

This course will be specifically tailored for tenants and residents who are new to working with Caerphilly Homes and will cover topics such as Equality & Diversity, Code of conduct and key information about the types of involvement that Caerphilly Homes offers. An induction pack will be provided at the training event.

Personal Development Courses

These courses are aimed at developing and building on the variety of skills you already have as an individual. An example would be confidence building, information technology skills and first aid skills.

Operational Courses

These courses or information briefings will provide you with the skills and specific knowledge to undertake your role in an effective manner. An example would be Chairing skills, Monitoring and Evaluating, Teambuilding and Information on current housing policy and practice.

Training Course Criteria

Training places will be allocated based on the priorities agreed with you, as part of your individual training needs assessment. This assessment is called a 'one to one' and it involves completing an assessment form to analyse the skills/strengths/knowledge that you already have to identify the areas that you may need to develop further. The 'one to one' assessment will be undertaken with a Participation Officer.

The number of training spaces offered will be determined by the Tenant and Community Involvement Team based on available funding and appropriateness/relevance of the course. However, if you have applied for more than one course we will give priority to individuals who have not received any training in the past two years or new members.

Tenant Participation Advisory Service (TPAS) & Welsh Tenants (WT) conference attendance criteria

The number of delegates attending Conferences/Seminars will be determined by the Tenant and Community Involvement Team. Priority will be given to new members who have not previously attended a Conference/Seminar and any remaining places will be selected by the Tenant and Community Involvement Team from those expressing an interest in attending. Normally you can only be allocated a place on one or the other of the TPAS/WT conferences, not both. The annual CIH Cymru conference (TAI) places would usually be offered to Caerphilly Homes Task Group members first.

Other Conferences and Seminars

Places will be allocated depending on the subject, content and based on the priorities selected, as part of your 'one to one' training needs assessment.

Transport and Expenses

We will arrange and pay for taxis to and from the venue where no alternative transport is available. If you travel by car or public transport, we will reimburse your expenses after the event on production of a completed claim form and relevant receipts. (See the Tenant Participation a guide for claiming travel & subsistence expenses for further information).

Our Promise To You

- We will use the most appropriate venue for each course
- We will provide transport to the venue or reimburse your travel costs
- We will provide clear guidance on how to book your place on the course
- We will ensure that attendees receive clear joining instructions in writing prior to the event
- We will undertake an evaluation exercise after each training course to ensure the course met the set aims and your expectations

To enable us to fulfil our promise, we ask that you:

- Follow the booking and cancellation guidelines
- Make the necessary travel arrangements to the venue and arrive at the course on time
- Ensure that your behaviour is in line with the agreed code of conduct for the course
- Complete an evaluation form at the end of each course
- Share your learning with others
- Put your new skills into practice

How To Book A Training Course

In order to book onto a training course please complete the Caerphilly Homes booking form and return to the Tenant & Community Involvement Team at the address shown on the form or via email.

If you need information in large print or another language please advise us on the form. If you have any issues with completing the form please let us know.

Further hard copies can be obtained by contacting the Tenant & Community Involvement Team on 01495 235557/5011/5025 or via email at housing@caerphilly.gov.uk

Cancellation Policy

If you are unable to attend a training course or session that has been booked for you, please advise the Tenant & Community Involvement Team as soon as possible. This may enable the team to re-allocate your place, cancel any meals or avoid a cancellation fee.

To cancel your booking please either contact the Tenant & Community Involvement Team on 01495 235557/5011/5025 or via email at housing@caerphilly.gov.uk

Training Courses

The following pages contain information about future training courses and also some general information sessions specific to Caerphilly Homes.

Information Session

Getting Involved

Description: A taster session explaining what tenant participation is all about. This session will provide an opportunity to meet the Tenant Participation Officers to discuss the different ways that tenants are/can be involved with the Caerphilly Homes Service.

Length: 2 hours

Trainer: Participation Officers

Time of day: Daytime/Evening

Although this course is open to all tenants who would like to get involved it is specifically recommended for tenants who:

- would like to find out more about how they can get involved with Caerphilly Homes
- are already involved tenants but would like to know more about other opportunities that are open to them



Course

Equality and Diversity

Description: To recognise the benefits of equality and diversity and consider the meaning of stereotyping, prejudice, discrimination and harassment. To gain an understanding of appropriate terminology.

Length: 1 day

Trainer: External training provider

Time of day: Daytime/Evening

Attendance on this course is a requirement for all involved tenants.



Code of Conduct

Description: A session providing information and guidance on the Code of Conduct that applies to all involved tenants and residents working with Caerphilly Homes.

Length: 2 hours

Trainer: Participation Officers

Time of day: Daytime/Evening

Involved Tenants & Residents Network

Description: The Involved Tenants & Residents Network session is an opportunity for all tenants and residents that we currently work with to get together to network.

Length: 3 hours

Trainer: Guest speakers & internal facilitators

Time of day: Daytime/Evening

This event is open to all tenants and residents involved in working with Caerphilly Homes.



Other courses that can be arranged if required are as follows:

- Leadership skills
- Confident Communication
- Assertiveness & self-development
- Dealing with difficult situations
- Time management
- Public speaking
- Information Technology skills
- Speed-reading
- Effective meetings
- First aid taster sessions
- Fund raising for your group
- Chairing skills
- Secretary and treasurer training
- Team building

If you would like to attend a course that is not listed above please contact the Tenant & Community Involvement Team for further assistance.

Caerphilly Homes Booking Form

I would like to apply for the following courses.

Course Name	Course Date

Name:

Address:

..... Post Code:

Contact Number:

Email Address:

Dietary requirements:

.....

Other requirements:

.....

Transport required (*Tick as appropriate*) YES ☐ NO ☐

Please return your completed form to:

Tenant & Community Involvement Team

Pontllanfraith House, Pontllanfraith, Blackwood, NP12 2YW

or via email at housing@caerphilly.gov.uk

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Training Evaluation Form

In order to assist us in monitoring the effectiveness of the training supplied please complete and return the attached evaluation form.

Were your expectations of this training:

Not Met

Met

Exceeded

(Circle as appropriate)

If not met please state why?

.....

Would you recommend this training to others?

No

Possibly

Yes

(Circle as appropriate)

If answered no/possibly please state why?

.....

How much has this training improved your skills or knowledge?

1 2 3

4 5 6

7 8 9

(Circle the appropriate number)

(Not at all)

(Somewhat)

(A lot)

Please tell us why you chose the number you did.

.....

How could the training have helped you more?

.....

.....

Any suggestions for further training?

.....

.....

Name: Date:

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