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**For booking enquiries or more information, please contact Roger Saunders on**

Choosing Change is an independent organisation set up to support anyone engaged in social, community and organisational change. Since 2005 we have been delivering high quality training to hundreds of community and housing organisations, at affordable prices. All of our training is participative, engaging, thoroughly researched, and designed to empower. Our focus is on helping people make a difference in their communities and neighbourhoods – building confidence, tackling barriers, unlocking potential, working in partnership. Our training for scrutiny groups is intended to be run in-house; that is, we bring the training to you and run it locally. You provide the place and people, we provide the training. Courses are designed for between 6 and 25 people.

# Resident Scrutiny

In-house training for Resident Scrutiny Groups



We bring the training to you

All social housing providers are now expected to empower residents to scrutinise and influence housing services. Resident scrutiny groups play a crucial role in regulating social landlords, ensuring their services meet national and local standards, and helping them improve. Choosing Change offers a range of courses designed to help scrutiny groups do a great job.

## Is Scrutiny for Me?

An introductory training course for residents new to scrutiny and considering getting involved. The course explains what scrutiny is all about, gets behind the jargon, and gives participants a feel for what it would be like to join a panel.

*Like all the courses run by Choosing Change, I found this very informative and very educational. Excellent.*

John Reith, Merlin Housing.

## Get ready to scrutinise!

This programme of sessions is designed for new scrutiny groups or for new members of established groups. It consists of 4 modules:

1. Understanding the framework and principles behind scrutiny
2. How to carry out an effective review of a housing service
3. How to organise a scrutiny group
4. How to identify changes needed and make them happen.

## Training for established scrutiny groups

These courses are designed to help scrutiny groups build their knowledge and skills as they develop their role over time. They can be delivered as stand-alone courses or as a programme:

- Understanding Social Housing
- Holding Effective Meetings
- Performance Monitoring & Evaluation
- Consultation Tools and Techniques
- Working as an Effective Group
- Writing and Presenting Reports
- Negotiating with Service-Providers

*I have learnt so much more than I thought I would – excellent, very enjoyable day.*

Teresa Timmins, BCHA.

*I have gained a lot from this training. Never had such a thorough approach to presentation of skills.*

Cllr.B.Ogunro, L.B.Brent.

*All of our tenants who have attended training courses with Choosing Change, cannot wait until the next session. Roger is highly valued by both tenants and Hounslow Homes for his wealth of knowledge, interpersonal skills and his warm and interesting delivery.*

Jacky Rankine, Tenant Participation Officer.

Contact us now if you would like detailed programmes, or to discuss your training needs

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