



Residents' Matters Training

Learn more, to do more



"If learning had been as fun as this at school I would be a genius!"

Jackie from the New Forest, who attended an Effective Meetings course, to help her get more out of the many meetings she attends.



The Hyde Group
Making a lasting difference

If you want to learn new skills, increase your confidence and find out more about The Hyde Group, then you may be interested in attending one of our training courses.

The Hyde Group Resident Training Programme provides training and support so that you can learn new skills and get involved in influencing services within the organisation.

Who is the training for?

Training courses are available for residents who are involved in the following ways:

- Hyde 5000 members
- Resident Board members
- Panel members
- Forum members
- Residents Assurance Committee members
- Residents Association members
- Community groups
- Anyone interested in becoming involved.



“I would encourage other residents to go on Hyde’s training courses. Even though I haven’t been in the class room for over 40 years and don’t have good IT skills I really benefited from the Resident Inspectors Course.”

Joyce from Minster who completed the Quality Inspector Course and received the Chartered Institute of Housing Level 2 Certificate in Housing.

What training is provided?

The Resident Training Programme covers a wide range of topics. The Core courses such as Diversity and Inclusion and Induction to Hyde are aimed at all involved residents, whilst the Scrutiny and Influence courses are mainly for residents on formal groups such as Resident Assurance Committees. We also run courses for local groups to help them run successful events or to assist them in local fundraising.

All courses take place in a relaxing environment where you can meet other residents and learn whilst having fun. The training courses are as interactive as possible, with lots of opportunities for discussion and sharing of experiences.

For residents who cannot attend in person, we offer online courses which can be accessed at home through the internet or at one of The Hyde Group local offices.

Take a look at the programme overleaf and see what is available.

When and where are the courses held?

Courses are held either in central London or at a local venue depending on the demand.

Courses run throughout the year, avoiding peak holiday times. Most courses run on weekdays or in the early evening from around 5pm to 8pm. If there is enough demand, then we can run courses on Saturdays.

How do I apply for training?

Complete the application form at the back of this leaflet, stating which course(s) you are interested in attending. Once registered, we will contact you with more information.

If you would like an informal chat about the training, please contact your local Resident Engagement Officer or the Central Resident Engagement Team on Tel: 020 3207 2600.

MODULAR TRAINING PROGRAMME

TRAINING CATEGORY

CORE TRAINING

INFLUENCE AND SCRUTINY

SUBJECTS

Diversity and Inclusion

Ensuring that everyone is treated fairly, what involved residents should know.

Introduction to Social Housing

History of social housing, funding and services provided.

Induction to Hyde

Find out more about Hyde, its history, structure and services provided.

Data Protection and Confidentiality

What Hyde must do and what involved residents should know.

Personal Effectiveness and Assertion

Improving your confidence and communication skills.

Different Ways of Getting Involved

Find out more about how you can get involved with Hyde.

Complaints

Complaints policy, monitoring and learning from complaints

Understanding Performance Information

Purpose of performance information at Hyde, trends, asking the right questions.

Financial Information and Budgets

Understanding more complex financial information and reports.

Challenge and negotiation skills

How to challenge constructively and negotiate effectively.

WHO IT'S AIMED AT

All involved residents and those interested in getting involved.

Residents on formal Boards and Committees.

RUNNING GROUPS

Effective Meeting Skills

Making the most of meetings, chairing skills, agendas and minutes.

Producing Newsletters, Writing skills

Creating an impact and getting people interested.

Accounts and Budgets

Basic budgets and accounts.

Fundraising

Finding local funders and tips for successful fundraising.

Running Community Events

How to make your local event a success.

Tenants and Residents Associations and community groups.

SERVICE SPECIFIC TRAINING

Customer Services

The standard of service you can expect, and giving your feedback on services.

Anti-social Behaviour (ASB)

Learn about Hyde's policy and how to work together to tackle ASB.

Repairs

Hyde's repairs service, your rights and responsibilities.

Procurement

Find out how Hyde buys in goods and services and how you can get involved.

Leasehold Management

Understanding your lease and service charges.

Service improvement groups, special project groups, resident inspectors.

SERVICE TESTING AND RESEARCH

Mystery Shopping

What is mystery shopping and how residents can test Hyde's services.

Resident Inspector Course

Skills for inspecting Hyde's services as part of Hyde's internal inspection programme.

Resident inspectors, mystery shoppers groups.

What about certificated training?

Certificated training involves getting a nationally recognised qualification that shows that you have reached a certain standard. We offer accreditation for some of the short courses on the programme under the Qualification and Credit Framework. This is mainly for the Scrutiny and Influence and Running Groups courses.

We are also able to sponsor some residents to take longer courses leading to the Chartered Institute of Housing Level 2 Award in Community Action, Level 3 Award in Resident Scrutiny (QCF), or the Level 4 Award in Governance.

These courses are a longer term commitment and require residents to attend up to 10 training days over several months. There will be a formal application process for these courses. If you are interested, please contact the Central Resident Engagement Team to find out more.

How much does the training cost?

All courses on the main programme are free to Hyde residents, and we can pay any reasonable travel expenses or carer's costs to support you in attending a course.

We do ask that you let us know as soon as possible if for any reason you are unable to attend, so that we can offer your place to another resident.

Our commitment to Diversity and Inclusion

We will ensure that everybody can access training opportunities, and we will use training methods adapted to individual needs. All venues are accessible for wheelchairs users or those with limited mobility. Hearing loops can be supplied for those with a hearing impairment. We also provide signers, interpreters and translations upon request.

If you would like this document in another language or format, such as large print, Braille, CD or audio tape, please contact us.

ARABIC:

إذا أردت هذه الوثيقة بلغة أخرى أو بطريقة أخرى، أو إذا كنت بحاجة إلى خدمات مترجم، فترجو أن تقوم بالاتصال بنا.

BENGALI:

আপনি যদি এই নথিটিকে অন্য ভাষাতে বা ফরম্যাটে পেতে চান, বা আপনার যদি একজন অনুবাদকারীর প্রয়োজন হয়, অনুগ্রহ করে, আমাদের সাথে যোগাযোগ করুন।

FRENCH: Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

ITALIAN: Se desidera ricevere questo documento in un'altra lingua o in un formato diverso, oppure se ha bisogno di un interprete, La preghiamo di contattarci.

KURDISH:

ئەگەر دەتەوێ ئەم بەلگە بە زمان یا شێوازیکی دیکە بۆ تۆ ئامادە بکەین، یا بێنویستنت بە وەرگێری زارەکی هەبە، تکایە بە یۆهەندیماڵ بۆه بکە.

LITHUANIAN: Jei pageidaujate šio dokumento kita kalba ar kitokiu formatu arba jeigu prirreiktų vertėjo, maloniai prašome kreiptis į mus.

MANDARIN:

如果您需要本文件的其他语言版本或格式，或者您需要一名翻译，请与我们联系。

POLISH: Jeżeli chcieliby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

PORTUGUESE: Se gostaria de ter este documento em outro idioma ou formato, ou se necessita de um intérprete, contacte-nos.

PUNJABI:

ਇਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਜੇ ਇਹ ਸਮਝਾਏਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਇਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਚੁ. ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਸੱਸੋ।

SOMALI: Haddii aad dokomantigan ku rabtid luqad ama hab kale, ama haddii aad u baahantahay tarjubaan, fadlan nala soo xiriir.

SPANISH: Póngase en contacto con nosotros si desea obtener este documento en otro idioma o formato, o si necesita los servicios de un intérprete.

TURKISH: Bu belgenin Türkçe'sini veya Türkçe bilen birisinin size yardımcı olmasını istiyorsanız bize başvurabilirsiniz.

VIETNAMESE: Nếu quý vị muốn tài liệu này được ấn hành bằng ngôn ngữ khác hay định dạng khác hoặc nếu quý vị cần người phiên dịch, xin quý vị vui lòng liên hệ với chúng tôi.

Yes, I'm Interested – If you are interested in attending any courses from The Hyde Group Resident Training Programme, then please provide your details.

Name:

Address:

..... Postcode:

Contact Number:

Email:

List the courses you are interested in:

.....

Upon receipt we will contact you to discuss your specific training requirements.

Return this completed freepost form to: **The Central Resident Engagement Team,**
c/o The Hyde Group, 30 Park Street, London, SE1 9EQ.

Or email your information to: **residentengagement@hyde-housing.co.uk**

Resident Engagement
The Hyde Group
30 Park Street
London SE1 9EQ
Tel: 020 3207 2600

 Visit us online
www.hyde-housing.co.uk

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twitter.com/hydehousing

 You speak
We listen

 Residents
Approved



The Hyde Group
Making a lasting difference



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