



# An Introduction to Resident Involvement

Course information



**tnta**  
THE NATIONAL TRAINING ACADEMY





## Overview

Resident Involvement is when a housing provider engages with their residents to help facilitate improvements to the services they provide. When done well it can drive service improvement and enhance accountability to residents. It provides social value to the organisation, individuals and communities they live in.

The Housing Regulator requires all social housing providers to offer residents 'a wide range of opportunities to influence and be involved in the making of decisions around how housing related services are delivered'. How do you meet that challenge, and what are the key outcomes, mechanisms and measurements that characterise an excellent resident involvement programme?

This course is for executive team members, managers, team leaders and officers who want to establish an outstanding resident involvement process or benchmark their existing service. -

### This course contains the following modules:

**Module 1 - The role of resident involvement** - In this module you will look at what resident involvement is, requirements within different regions (England, Scotland and Wales), the principles underpinning resident involvement, how resident involvement fits into your organisation and challenges of resident involvement.

**Module 2 - Engagement and participation** - The importance of training and information, the difference between participation, engagement, involvement and active engagement and participation. The ladder of participation, techniques for active engagement, representing others, Covid-19 and digital engagement.