

Find out about...

Training and Development Opportunities for Tenants and Residents



Community Gateway Association



Developing neighbourhoods in Preston

Background

Community Gateway Association (CGA) was the first housing association in the country to be set up as a 'community gateway'. This means that tenants and communities are at the heart of our decision making. Local people have many opportunities to get involved with how the CGA is run and to determine the future of their own communities.

The CGA is set up in the knowledge that increasing resident influence and control over decisions will help to improve services and the long-term success of the organisation.

Our commitment to resident influence and control is built into our business. To achieve this and for it to be as effective as possible, we offer a menu of training and development for our tenants and wider communities.

Community Gateway Training Opportunities

Training can help you to gain confidence, knowledge and skills so you can represent your community more effectively. These new skills can also help you to raise awareness of community representation and allow you to develop expertise to become actively involved in your community and beyond.

This Training Programme is designed to support you, as individuals or as part of a community group, to help shape and improve housing services and get involved in your local community area.

CGA offers a number of training courses. We will also provide you with information about other training providers within the area.

Our courses are free for our members. We also pay reasonable out of pocket expenses. For more information, please contact a member of the Community Empowerment Team or speak to your Development Officer, who will be happy to explain the process.

What Courses are available?

The Umbrella Group (TUG)

TUG is a constituted group made up of all the community groups that CGA supports. They meet once a month at Deltic House to exchange best practice, influence service delivery and network. CGA works in partnership with The Umbrella Group to identify and provide a number of training courses for anyone who is actively involved in their local community or wants to become involved. CGA run most of the courses at Deltic House, which is fully equipped with a state of the art IT suite and has excellent meeting/training facilities. Training can also be delivered in community groups' own premises.

Courses available:

Training courses are designed from information received from TUG and may be delivered by CGA staff or by external trainers, depending on the subject.

Who should attend?

Any current member of TUG or anyone interested in joining a community group

Objectives:

- To establish and identify any skill gaps or training needed for TUG and the community groups
- To provide a tailor made training programme for TUG
- To provide a tailor made training programme for all community groups
- To ensure feedback is received on all CGA activities and topical issues

Courses include:

- Communication Skills
- Committee Skills
- Chairing Meetings
- Treasurer Skills
- Minute Taking
- Confidence Building
- Negotiation Skills
- Presentation Skills
- Basic First Aid
- Paediatric First Aid
- Risk and Fire Safety
- Fundraising Skills

- Newsletter writing and Layout
- Basic Child Protection
- Equality & Diversity
- IT Skills – beginners course – with Preston College @ Deltic House
- IT – ECDL – with Preston College
- MiDAS (Mini bus driving)
- Facilitation Workshops on Various Company Topics ie complaints, grounds maintenance etc.....

All the above courses are tailor made and delivered in-house. There are also a number of other training courses available, please contact us to discuss your requirements and we will be happy to help you.



Gateway Tenants Committee (GTC)

All the above courses are tailor made and delivered in-house. There are also a number of other training courses available, please contact us to discuss your requirements and we will be happy to help you.

Courses available:

- Introduction to CGA
- Induction to the GTC
- Ongoing GTC development to enable representation on the CGA Board

Who should attend?

Any current members of the GTC.

Objectives:

- To establish and identify any skill gaps or training needed
- To provide tailor made GTC development/training plan
- To provide an individual development plan

This will then be reviewed annually

Board Members

There are seven tenant members elected to CGA's Board from the GTC

Courses available:

- Induction to CGA Board
- Institute of Leadership and Management (ILM) course in Governance
- Ongoing Board members development

Who should attend?

Any current member of CGA's Board.

Objectives:

- To establish and identify any skill gaps or training needed
- To provide a tailor made board development/training plan
- To provide an individual development plan

This will then be reviewed annually

Chartered Institute of Housing (CIH) - Active Learning for Residents

- Level 2 Certificate in Community Action
- Level 3 Certificate in Tenant Participation and Neighbourhood Renewal
- Level 4 Award in Governance

Course details:

Chartered Institute of Housing (CIH)
Active Learning for Residents

Who should attend?

Any tenant, resident, GCA Member or member of Staff wishing to further their skills and knowledge in community work. You should ideally, already be involved in some kind of community work or activity as you will need to demonstrate this throughout your learning. Members of the Community Empowerment Team, who are trained CIH Recognisers will be happy to discuss your needs and work with you to establish which level would be best for you to start at.

Level 2 Certificate in Community Action

Course Objectives:

- To recognise different roles in a community context
- To consider different tenure types
- To consider the different types of voluntary and statutory organisations and their roles
- To reflect on diversity within a community
- To participate in community related activities
- To develop key skills required for effective community action

Level 3 National Certificate in Tenant Participation and Neighbourhood Renewal

Course Objectives:

- To consider the current issues affecting Housing and the history of tenant participation
- How tenants can participate within the community
- The role of tenant participation
- To consider the different models of neighbourhood renewal
- To raise awareness of Equal opportunities and the need for participation from all sections of the community
- Project work – participation activities



Level 4 Award in Governance

Course Objectives:

- To understand the role of a Registered Social Landlord in the community and its Board
- To understand accountability, conduct, probity, business ethics, environmental ethics, equal opportunities and diversity
- To understand and appreciate the role of the Board
- To have knowledge of key concepts in strategic management and planning and the operational planning process
- Evaluate approaches to a range of Housing Management functions

External Training Providers

CGA work with a number of other training providers, who run some set courses, but who can also offer specially made training. The Community Empowerment Team can help you find the best training courses and provider for your training needs.



Want to know more?

To book a place on any course or for more information please contact:

Community Empowerment Team

Deltic House

West Strand

Preston PR1 8UY

tel: 0800 953 0213

Opening hours 9.00am to 5.00pm

Monday to Friday

Other contact details:

e: info@communitygateway.co.uk

w: www.communitygateway.co.uk

Other agencies and organisations who may be able to help

Apart from the CGA, the following contacts may be able to help you deal with the situation and provide a source of support.

Preston and West Lancashire Racial Equality Council

Town Hall Annexe, Birley Street

t: 01772 906422

Housing Advisory Centre

Birley Street

t: 01772 906836

Victim Support

95 Fishergate

t: 01772 201142

Preston Police

All stations

t: 01772 203203