



# The Fab 4: our latest hot topic training sessions

**This is just a taste of some of our training and learning sessions, which can be delivered in-house tailored to suit your organisation or group. To see our full range of sessions please see our full training brochure on our website or contact us.**

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## **So What?! - How to make sure your Tenant & Community Involvement activities are making a difference**

**Tenant & Community Involvement should be designed and delivered to make a real difference so being clear on what your intended outcomes will be and how you will demonstrate them is essential.**

This session will help you to have a clear purpose for involvement by exploring and understanding the outcomes you want to achieve.

We'll also explore some practical ways to 'measure' and demonstrate the difference your involvement activities are making. You'll soon be 'outcome and not 'output' focussed!

### **What the session will cover:**

- What are 'outcomes'?
- Identifying outcomes – planned & unintended
- What needs to be in place to be 'outcome' focussed?
- Examples of how to measure and demonstrate outcomes

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## **Using Digital for Tenant & Community Engagement**

**TPAS Cymru as the engagement experts in Wales are able to deliver training that will change the way you engage with your communities. We want to show you how to widen and transform your engagement using simple but effective digital techniques.**

### **What the session will cover:**

It's packed full of ideas, but is fun, practical and contains clear usable examples from a wide range of sectors from Wales and beyond. You will be inspired! We will finish the day off with a look at new technology that will impact how people engage with each other going forward.

This training has been developed within the last 12 months but is updated monthly with new material. It's been delivered to a number of Landlords and Local Authorities to date, to both officers and tenants, with very positive feedback. Also, many 3rd sector organisations such as MIND and BASW have benefited.



## Tenant Involvement in Landlord Health & Safety

**How can you involve Tenants in landlord health & safety? This practical course will explore 3 approaches to involving tenants and help you put this key Welsh Government recommendation into action.**

The recent Welsh Government report into Landlord Health & Safety includes a clear recommendation that tenants should be involved in landlord health & safety. What arrangements could landlord organisations put in place?

This brand-new training course will explore how this new expectation might look in practice by looking at 3 practical approaches you could use.

### **What the session will cover:**

- Background & context
- Exploring 3 approaches to involving tenants in landlord health & safety
- Openness and Transparency
- Encouraging tenants to engage with landlord health & safety



## Accountability & Transparency: getting it right for Tenants and Residents

**Getting transparency and accountability right is essential to building trust and relationships with tenants, residents and community stakeholders. This practical workshop session will explore ideas and approaches to enable landlords to put the principles of transparency and accountability into action.**

What arrangements and systems should landlord organisations put in place?...find out practical ideas on this essential and topical ½ day masterclass

### **What the session will cover:**

- Background & context
- What information should landlords share now and, in the future.
- Examples of good practice from across the UK
- What needs to be in place within the organisation to make it work.

**To have an informal chat about any of our training courses, get in touch:**

**02920 237303 / 01492 593046; enquiries@tpas.cymru**