



TENANT ENGAGEMENT EXPERTS

tpas

What's on?

July – December 2019

Whether you want to develop new skills or take a strategic look at your organisations engagement activities, we have an event or course for you.

From scrutiny and co-design masterclasses to accredited eLearning, our tailor-made training and events are delivered by leading experts, with a deep understanding of the housing industry to help you find the latest solutions to improve services, save money and bring lasting change to communities.



Our brand new 'Skills Studio' offers an exciting range of courses exclusively delivered by Tpas for both staff and tenants.

Scrutiny: Journey to Excellence

8 August 2019 - London

Join us at our brand new scrutiny course to learn how to revamp your existing approach and respond to the new pressures emerging from the Together with Tenants Charter and the Green Paper. There's room for everyone on our Scrutiny course.

Harnessing the Power of Co-Creation

5 September 2019 – London

10 September 2019 – Manchester

What does meaningful engagement really look like? How do you create the equality needed to truly work together? And more importantly, how do you turn conversations into outcomes? Learn this and more on this brand new course.

Better Chairing

6 September 2019 – Peterborough

9 September 2019 – London

26 November 2019 – Manchester

3 December 2019 – Midlands

4 December 2019 – Taunton

An essential introductory course that will help you understand the roles and expectations of the Chair, officers and other committee members.



Resident Engagement in Building Safety

11 September 2019 – Taunton
19 September 2019 – Norwich
4 October 2019 – Manchester
8 October 2019 – London
17 October 2019 – Birmingham

This is a unique course that we're really proud of. Book on to ensure you put residents at the heart of building and fire safety and put the Hackitt report insights into direct action.

Effective Challenging & Questioning Skills

12 September 2019 – Midlands
2 October 2019 – Taunton
31 October 2019 – Manchester
8 November 2019 – Norwich
12 November 2019 – London

Develop your communication skills, be more assertive, learn how to challenge effectively and express your point of view.

Data Protection and Customer Engagement

17 September 2019 – Manchester
30 October 2019 – London
21 November 2019 – Nottingham

Whether it's complaints data to inform a scrutiny review, financial information to hold your landlord to account or sending out a survey to your local community – understanding the issues around data protection and information sharing is essential to meaningful engagement.

Meeting Skills

8 November 2019 – Midlands
13 November 2019 – Taunton
26 November 2019 – Norwich
29 November 2019 – London
5 December 2019 – Manchester

A popular course that offers advice and tips on how to achieve productive meetings that are chaired well and make a difference. It will help you to focus on the issues in hand and make use of your valuable time to deal with different personalities and achieve results.

With dedicated elarning and webinar platforms that are facilitated by expert virtual trainers, Tpas offer an easy and convenient way of learning on your computer, tablet and even your phone. Our digital learning offers you a range of topics that's a low cost way of learning.

Webinars

How to Spot Improvements in Your Engagement Framework and Strategy

29 July 2019 – Online

Join our national consultancy manager, Gill McLaren as she helps you identify short/ long term performance issues, reduce the risk of not having accountable systems in place and help organisations stay compliant with regulatory requirements pressures emerging from the Together with Tenants Charter and the Green Paper.

Elarning

Understanding Tenant Scrutiny

Start Date: 3 September 2019

An excellent introduction or refresher course with accreditation to help you understand what scrutiny is and how you can be involved.

Elarning

Understanding & Using Housing Performance Information

Start Date: 8 October 2019

This course is designed for tenants and residents involved in setting performance standards and indicators, monitoring, scrutinising and inspecting as well as those who just want to learn a little more about how this information is collected and used. Officer level staff may also find the course useful.

Elarning

Co-Creation: A New Approach for Resident Engagement

21 August 2019 – Online

Engaging with tenants is a priority for all of us but despite the best intentions it can be challenging to make our interactions meaningful and constructive for all parties while fitting amongst all the other pressures our roles bring.

These elarning courses are accredited at Level 2 by Open Awards and require 10 hours of study over a two week period and are supported by an online tutor.

Our packed schedule of events are here to tackle the latest policy thinking, innovation and best practice in the sector. Our open access themed events and regular member only events pick up topical issues and provide case studies, information and time to network and debate.

Revise and Revitalise Your Engagement

7 August 2019 – Bristol

This event is specifically designed to overhaul your approach to engagement to ensure you're accountable to tenants and are in a position to act upon tenants voices, priorities and issues.

Challenging the Stereotypes

5 September 2019 – Bristol

This challenging and high impact event will ask you to consider your organisation's culture and attitude towards customers.

Bringing Diversity Home

**25 September 2019 – London
24 October 2019 – Manchester**

This workshop provides an interactive introduction to developing and using a Life Swap approach to help combat stigma, create more understanding within communities through engagement and inclusion.

Complaints: Delivering New Expectations

**16 September 2019 - London
30 September 2019 - Midlands
14 October 2019 - Manchester**

New expectations around complaints are on their way – just check out the National Housing Federation Together with Tenants Draft Charter or the Social Housing Green Paper - but is your organisation ready?

All of our events are guaranteed to be dynamic, practical and focused on delivering first hand experiences from people in the know.

We hit the road twice a year bringing our exciting mini conferences to all six regions across England. Hear about good practice in tenant engagement from key speakers including housing and sector professionals and tenants. There's also an opportunity to hear from Tpas about what is going on nationally and there's always time for you to meet and have a chat with one another and create future connections.

Tpas North East Member Event

10 September 2019 – Redcar

Tpas Midlands Member Event

26 September 2019 – Coalville

Tpas Eastern Member Event

11 October 2019 – Houghton Regis

Tpas South West Member Event

23 October 2019 – Wimborne, Poole

Our meetings are open to tenants and staff and what's more you can attend as many as you like!



London &
North West
events TBC

Want us to design and deliver a course for staff and/or volunteers? Tpas in house training is tailored with you to deliver the learning outcomes you want at a venue of your choice.

Visit www.tpas.org.uk/tpas-events/in-house to download the full A-Z list of the courses we offer.

We deliver training covering an extensive range of topics for staff, tenants and board members. These can be 'off the shelf' or new and bespoke just for your organisation



To find out more about Tpas visit:
www.tpas.org.uk



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