

There are four possible tiers of development. Level four being the highest standard achievable. At this stage in the schemes development, PHA is actively supporting residents through Levels 1 and 2 and encouraging new participants for Levels 3 and 4.

The following chart illustrates the criteria for progression through all four levels, as well as the level of support PHA offers at each stage.

<b>Stage of resident involvement: Level 1</b>			
<b>Current involvement level</b>	<b>Training offered</b>	<b>Criteria for enrolment</b>	<b>How PHA will support tenants at this level.</b>
<p>PHA resident / stakeholder</p> <p>Resident enrolled upon the Residents' Involvement Register.</p>	<p>Community level training</p> <p>Consideration for the ALfR programme</p>	<p>Demonstrate an interest in PHA issues and services by any of the following</p> <ul style="list-style-type: none"> <li>• Writing, phoning, using the internet, using the complaints procedure.</li> <li>• Informal consultation e.g. residents of sheltered schemes, young people.</li> <li>• Local and district surveys; face-to- face, postal, telephone, internet.</li> <li>• Focus groups (sample of population) to look at in depth issues.</li> <li>• A one off meeting about an issue.</li> </ul>	<ul style="list-style-type: none"> <li>• Dedicated specialist post of Resident Involvement Officer, with administrative support</li> <li>• Specialist community development worker (subject to HSDM and TUPE)</li> <li>• Training and support to neighbourhood housing management staff on resident involvement</li> <li>• Project support as and when required facilitating local initiatives and activities</li> <li>• Annual Resident Involvement budget, including a ring fenced training and development budget for residents</li> <li>• Supporting community resource buildings / hubs</li> <li>• Travel and child care costs</li> <li>• Accessible venues</li> <li>• Information and advice including a 'getting started' pack for new resident groups</li> <li>• Practical help with meeting organisation, production of newsletters and leaflets</li> <li>• Financial support for constituted Residents' Associations – start up and annual.</li> </ul>

## Stage of resident involvement: Level 2

Current involvement level	Training offered	Criteria for enrolment	How PHA will support tenants at this level.
<p>Residents Involvement Register'</p> <p>Member of the Peninsula Tenants committee and sub-groups.</p> <p>At the present time the required participation in the scheme for current and prospective board members is Level 2.</p>	<p>Up to 12 residents invited to register for ALfR programme Level 2.</p> <p>Individual training portfolio tailored to suit each residents needs and level of commitment.</p> <p>Internal / external training may include the following topics:</p> <ul style="list-style-type: none"> <li>• Group role, dynamics and group work (e.g. chair, secretary and facilitation)</li> <li>• Holding effective meetings, involving groups members and resolving conflict</li> <li>• Communication skills</li> <li>• Equality and diversity</li> <li>• Making presentations</li> <li>• Mystery shopping</li> </ul>	<p>A commitment to Personal Development</p> <ul style="list-style-type: none"> <li>• Signed onto the ASPIRE programme</li> <li>• Recent qualifications or training</li> <li>• Must be on the PHA Involvement Register and contributed to involvement within the past two years.</li> </ul> <p>A commitment to working as part of a team</p> <ul style="list-style-type: none"> <li>• Represent a group</li> <li>• Sports Club</li> <li>• Part of an established Residents' group</li> <li>• Any key role in a similar organisation.</li> <li>• Must be on the PHA Involvement Register and contributed to involvement within the past two years</li> </ul> <p>A commitment to PHA aims and objectives</p> <ul style="list-style-type: none"> <li>• To include local issues</li> <li>• Able to identify agencies in delivering services in neighbourhoods</li> <li>• An appreciation of how local issues affect our objectives</li> <li>• Demonstrate how they will contribute to our aims and objectives</li> </ul> <p>Demonstrate an awareness of others</p> <ul style="list-style-type: none"> <li>• Able to identify the needs of groups and individuals</li> </ul> <p>Awareness of issues including affordability, social inclusion, respect agenda.</p>	<p>As above in Level 1, plus:</p> <ul style="list-style-type: none"> <li>• Induction and training programme for new resident Board members</li> <li>• Access and subscription to certain housing periodicals</li> <li>• Selective and appropriate conference and workshop seminars</li> <li>• All residents who are 'learners' qualify for membership of the Chartered Institute of Housing, which is supported by PHA.</li> </ul>

### Stage of resident involvement: Level 3

Current involvement level	Training offered	Criteria for enrolment	How PHA will support tenants at this level.
<p>Current key Board member</p> <p>Resident Auditor Team</p>	<p>Invited to register for ALfR Level 3.</p> <p>Individualised training programme to suit the role of the resident. Internal / external training may include the following topics:</p> <ul style="list-style-type: none"> <li>• Group role, dynamics and group work (e.g. chair, secretary and facilitation)</li> <li>• Holding effective meetings, involving groups members and resolving conflict</li> <li>• Communication skills</li> <li>• Equality and diversity</li> <li>• Making presentations</li> </ul>	<p>A commitment to Social Housing</p> <ul style="list-style-type: none"> <li>• Recent or current member of Housing Committee Board or of other similar organisation</li> <li>• Member of Housing Related Body e.g. CIH</li> </ul> <p>Demonstrate progression and active involvement</p> <ul style="list-style-type: none"> <li>• Make a step up / progress</li> <li>• Current time of recent membership community group – two years</li> <li>• Speaking at public meetings</li> </ul> <p>Understanding and commitment to Equality and Diversity</p> <ul style="list-style-type: none"> <li>• Challenge discriminatory attitudes</li> <li>• Promoting Equality and Diversity issues locally or nationally</li> </ul> <p>Understanding and commitment to communities and neighbourhoods</p> <ul style="list-style-type: none"> <li>• Representing the views of the community</li> <li>• Part of voluntary sector organisation</li> <li>• Be on a residents' group</li> <li>• Community initiatives</li> </ul> <p>Demonstrate openness, integrity and accountability</p> <ul style="list-style-type: none"> <li>• Not in dispute with PHA or DCHA group</li> <li>• No current or outstanding notice</li> <li>• Comply with board recruitment policy and</li> </ul>	<ul style="list-style-type: none"> <li>• As above in Levels 1 and 2 , plus:</li> <li>• Access to and subscription to certain housing periodicals</li> <li>• Induction and training programme for new resident Board members</li> <li>• Selective and appropriate conference and workshop seminars</li> <li>• All residents who are 'learners' or 'recognisers' qualify for membership of the Chartered Institute of Housing, which is supported by PHA.</li> </ul>

	<ul style="list-style-type: none"> <li>• Carrying out mystery shopping</li> <li>• Understanding governance</li> </ul> <p>Level 3 ALfR candidate should support down the chain – a mentoring requirement</p>	<p>employment policy</p> <ul style="list-style-type: none"> <li>• Prepared to uphold the values and objectives of the organisation</li> <li>• Meticulous about declaring conflicts of interest</li> <li>• Must ensure that private or personal interests do not influence decisions</li> <li>• Must not use position to obtain personal gain of any sort either for self or family members</li> <li>• Aware of the need to follow best practice in terms of equal access and equal opportunities</li> </ul>	
<b>Stage of resident involvement: Level 4</b>			
<b>Current involvement level</b>	<b>Training offered</b>	<b>Criteria for enrolment</b>	<b>How PHA will support tenants at this level.</b>
<p>Current key Board member or seeking election to the Board</p> <p>Representing PTC on external partnerships eg regional tenant forums</p>	<p>Invited to register for ALfR Level 4</p>	<p>A commitment to the ongoing development and improvement of PHA services</p> <ul style="list-style-type: none"> <li>• Involvement in stakeholder panels or focus groups</li> <li>• Contribution to surveys and questionnaires</li> <li>• Involved in partner and or community organisations which contribute to the delivery of PHA services</li> </ul> <p>Awareness and understanding of effective governance</p> <ul style="list-style-type: none"> <li>• Involvement in a formal participation structure</li> <li>• Knowledge of how organisations and companies work</li> <li>• Knowledge of how organisations direct and control their business</li> <li>• How communities work and direct their business</li> </ul>	<ul style="list-style-type: none"> <li>▪ Building on foundations of support as above in Levels 1, 2 and 3, plus:</li> <li>▪ Residents who have reached level 4 will also provide support by mentoring one or more scheme participants at lower levels.</li> </ul>

