

# Scrutiny & Tenant Inspectors

Accredited  
Tenant Training for  
Co-regulation

 **DuttonFisher & Associates**  
Management Training & Consultancy

Accredited  
Centre



CIH Level 3 Award  
in Resident  
Scrutiny

## 1 Delivery of Tenant Scrutiny Training via the CIH Level 3 Award in Resident Scrutiny

The CIH Level 3 Award in Resident Scrutiny aims to both empower tenants and enhance the skills of engaged tenants and leaseholders to participate fully in the new Regulatory Framework for public housing as outlined in the Localism Bill. It is also a useful mechanism to enhance Governance and Regulatory skills of Board Members and Housing Officers.

Housing Minister Grant Shapps said:

*"... I'm putting tenants in the driving seat so they can scrutinise the services offered by their landlords and hold them to account. They will also be key in resolving disputes and local councillors, MPs or tenant panels will have a new role in standing up for tenants and driving up standards. It's about encouraging local solutions to local problems.*

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The Award will enable skill development in the following areas:

- Co-Regulation with the Landlord
- Interpret performance information including information on equality and diversity
- Use performance management information to make recommendations for service improvement
- Review customer complaints to ensure standards are met and organisational learning
- Outline and assist in the preparation and/or evaluation of a resident participation strategy
- Annual Performance report to Tenants

It will also ensure participants have knowledge of:

- The role of residents in improving the performance of housing organisations
- Performance management information about housing services
- How residents can contribute to the improvement of the delivery of housing services
- The range of opportunities for resident participation
- The impact of resident participation on the housing service

There are two units associated with the Award: 'Resident Participation in Performance Management' and 'Resident participation in the Housing Service'

There are two assignments associated with the Award. These two assignments are internally written and assessed. We negotiate with the Landlord to ensure that these assignments are appropriate to the specific needs of the organisation and the learner.

### **1.1 Services included in the delivery of CIH Level 3 Award:**

- 3 Full Day Workshops
  - Qualification can be delivered using 6 half day workshops
- Workshops can be delivered at premises of the client organisation
- Learning Support
  - Tutorials
  - Assignment Support
  - Feedback on draft assignments
- All Quality assurance related to course
  - Assessment
  - External Moderator liaison and visits
- Half day consultation to agree learning content / scheme of works
- Preparation and delivery of training material
- All assessment and moderation
- Registration and Certification with the CIH (£95 per learner)
- On year's student membership with the CIH
- Summative student feedback / course evaluation and short report

### **1.2 Flexibility in the delivery of CIH Level 3 Award**

The following to be tailored to the client's needs

- Delivery timetable
- Assessment vehicles (i.e. individual or group assessment)
- Assignment questions (i.e. assignment questions suitable to meet needs of client organisation)
- Workshops can be delivered to the cohort on a full day or half day basis
- Individual on-line learner records and support can be provided

From the very first contact, we work with clients to design and deliver a programme that meets the needs of the organisation. We seek to ensure training programmes are delivered in a style and format that is suitable for the learning and development needs of the participants. Workshops are engaging and interactive - unlike traditional classroom learning.