

Training for resident inspectors

The following are possible components of the proposed training programme for resident inspectors, with suggested timing.

Training component	Time (hours)
Overview of a resident inspectors' programme <ul style="list-style-type: none"> • Aims, who will do what, roles and responsibilities, hopes and concerns of residents and officers, outline time-table etc. 	1.5
Overview of inspection methods <ul style="list-style-type: none"> • Introduction to the range of possible methods • Pros and cons of each • Practical implications • How to combine them for maximum effect 	1
Introduction to core communication skills needed <ul style="list-style-type: none"> • Introductions / putting people at ease • Explaining purpose of interview • Asking questions • Listening • Checking understanding • Summarising • Non-verbal language • Avoiding bias 	2
Code of conduct / confidentiality agreement / health and safety issues	1.5
Designing questionnaires <ul style="list-style-type: none"> • Differences between qualitative and quantitative data • Wording • Ordering questions 	1.5
Conducting 1 to 1 interviews with customers <ul style="list-style-type: none"> • Practice session • Recording responses 	1.5
Interviewing contractors and officers (incl. Exploratory questioning)	1
Observational inspections: <ul style="list-style-type: none"> • Property inspections • Estate inspections • Mystery shopping 	1.5

(intro and practice / review)	
Report writing	1.5
Outstanding concerns / Potential difficulties	1.5
Review of learning / Questions / Next steps	
Total time:	14.5

The above is likely to require approx. 2.5 days training, if run during the day. The following is outline timing for a typical 1-day training event for residents:

9.45 – 11.15	Session 1
11.30 – 1.00	Session 2
1.30 – 3.00	Session 3
3.15 – 4.15	Session 4

Total training time per day = 5.5 hours.

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