

Resident Involvement in Contracts

In-house training courses

Introduction to this training

This training has been developed to help residents get involved in the contracts that affect their housing. It can be run either as a 1-day or as a 2-day course. While the 1-day course provides a comprehensive and practical introduction to the topic, the 2-day course enables participants to explore ways of putting it into practice in their own organisations. Both versions of the course are suitable for residents and staff; the 2-day course in particular works well if some technical staff participate alongside residents.

Aims

By the end of this training, participants will

- Have an overview of all stages in the contracts process
- Understand the terminology used in relation to contracts
- Understand the roles that the client, contractors, and customers can play in developing an excellent service
- Know how customers can be involved in specifying contracts, selecting contractors and monitoring performance.

Summary of content

What makes a successful contract?

Understanding the jargon

The 4 key steps in **preparing contracts**

Resident involvement in specifications

The difference between input- and output-based specifications

How work packaging impacts on the service residents receive

Ways of **choosing providers**

Balancing price and quality in the selection of contractors

Running interviews for prospective contractors

How residents can be involved in **monitoring and evaluation**

Setting standards, targets and key performance indicators

How to get high quality customer feedback on services.

SAMPLE 1-DAY PROGRAMME

- 9.30 *Arrival and refreshments*
- 9.45 Aims and introductions
Overview of the contracts process
Client, contractor and customer roles
Understanding the jargon
- 10.30 Contract specifications – and how residents can be involved
- 11.00 *Refreshments break*
- 11.15 Choosing providers
Overview - and practice session
- 1.00 Lunch
- 2.00 Monitoring and evaluating performance
- 3.30 *Refreshments*
- 3.45 What next? – Action planning
- 4.15 Review of course
- 4.30 *Finish*

SAMPLE 2-DAY PROGRAMME

Day 1

- 9.30 *Arrival and refreshments*
- 9.45 Introductions to the programme and to one another
Aims and overview of course
- 10.15 Managing contracts and procurement:
- Why involve customers?
- What are the benefits and challenges?
- Understanding the jargon
- 11.00 *Refreshments break*
- 11.15 Specifying and packaging work – what’s involved
Practice session
- 12.45 *Lunch*
- 1.45 How should residents be involved in specifications?
- 2.45 *Refreshments break*
- 3.00 Selecting contractors – what’s involved
- 4.15 Review of the day
- 4.30 *Finish*

Day 2

- 9.30 *Arrival and refreshments*
- 9.45 Selecting contractors
- Practice session

- 11.00 *Refreshments break*
- 11.15 How should residents be involved in contractor selection?
- 11.45 Monitoring contractors' performance – what's involved
Practice session
- 12.45 *Lunch*
- 1.45 How should residents be involved in monitoring contractors?
- 2.45 *Refreshments break*
- 3.00 The next steps: follow-up to the training
- 3.45 Review of course
- 4.00 *Finish*