

2011 events

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**1<sup>st</sup> Annual Tenant Panel Conference**

Monday, 28<sup>th</sup> November 2011

York Racecourse

Quality  
of Life

# Continuous learning and development



**Linda Levin**

Scrutiny and Empowerment Partners

# Welcome!

*We are going to look at the value of different ways to continue your development:*

- Keeping yourself up to date with latest hot topics
- Networking & good practice research
- Mentoring or other independent support
- Coaching



**What training and support  
have you received?**



# Keeping up with the changes...

- Significant changes happening in housing
- What information is your landlord providing? How often? How?
- Good sources of information:
  - Websites e.g. [www.tenantadvisor.net](http://www.tenantadvisor.net);  
[www.insidehousing.co.uk](http://www.insidehousing.co.uk);  
[www.tenantservicesauthority.org](http://www.tenantservicesauthority.org) ;  
[www.communities.gov.uk](http://www.communities.gov.uk);
  - Magazines e.g. Inside Housing weekly
  - Conferences and workshops



# Networking & good practice

- Conferences and workshops – swap contact details
- Membership of networks e.g. Scrutiny and Empowerment Partnership Network
- Visit other landlords and their tenants – identify who you want to talk to via:
  - Audit Commission website – inspection reports and positive practices <http://www.audit-commission.gov.uk/housing/goodpractice/pages/default.aspx>
  - Housing News daily news bulletins [www.housingnews.co.uk](http://www.housingnews.co.uk)
  - Award winners
  - HouseMark benchmarking information



# Mentoring & other independent advice

- Even the most experienced scrutiny tenants/panels have some form of external, objective support
- ***Mentors*** give advice and guidance based on their experience – can be ‘professionals’ or other tenants
- ***Independent expert witnesses***



# Coaching

- Different to mentoring as it:
  - Helps to unlock a person's potential to maximise their own performance
  - Coach helps build self awareness, self belief and responsibility
- Different models of coaching e.g. GROW model





# GROW model

- **Goals** – what immediate and longer term goals do you have?
- **Reality** – what is your current situation?  
Opportunities and challenges?
- **Options** – what would help you to achieve your goals?
- **Way forward** – what are the next steps?  
And when will they **take action**?



# Coaching club

- Person to be coached
- A 'buddy'
- Coach Levin!
- Audience interaction – follow the coach's lead



**Thanks for listening & participating -  
any questions?**



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