



Centre of Excellence Training Programme 2019

1 Legal Duties and Statutory Responsibilities for Management Committee Members

This session provides members with an overview of their responsibilities to maintain effective records and comply with the law

- What records do you need to keep?
- Co-operative legislation
- Housing law and tenancy management
- Repairs and maintenance
- Health and safety / risk assessments
- Data protection and confidentiality
- Dealing with complaints and anti-social behaviour
- Contract law
- Employment law

2 The CCH / NHF Code of Governance for Housing Co-operatives

This session provides members with a detailed understanding of how to govern and control their co-operative

- Principles of good governance
- Key criteria in effective governance
- Co-operative structures – general meetings, management committees and officers
- Involving members
- CCH Accreditation and regulation

3 Performance Management & Delegation

This session provides members with a detailed understanding of how to procure services, recruit staff and contractors, set effective targets, manage performance and delegate responsibility

- Managing agency procurement

- Staff and contractor recruitment
- Performance management and monitoring
- Delegation and reporting structures

4 Complying with the Regulatory Framework

This session provides members with an overview of the core Regulatory Standards and how the Regulator of Social Housing regulates the sector. It moves on to focus in detail on the Economic Standards

- The Economic and Consumer Standards
- Co-regulation and Tenant Panels
- Value for Money Standard
- Governance and Financial Viability – the Code of Practice
- Rent Standard and Rent Waivers
- Regulating the Standards
- Consent to disposals and constitutional amendments

5 The Regulatory Consumer Standards

This session provides members with a detailed assessment of the Consumer Standards and explores how a co-operative should implement effective co-regulation

- Home Standard – quality of accommodation, repairs and maintenance
- Tenancy Standard – allocations, mutual exchanges and tenure
- Neighbourhood and Community Standard – neighbourhood management, local area co-operation and anti-social behaviour
- Tenant Involvement and Empowerment Standard – customer service, choice, complaints, involvement, empowerment, understanding and responding to tenants' diverse needs
- Co-regulation, accountability and performance management

6 Budget Setting and Financial Management

This session provides members with a detailed insight into financial control

- Annual budgeting
- Financial reporting
- Long term financial planning
- Understanding Financial Reporting Standard 102 and the Statement of Recommended Practice (SORP)
- Understanding your accounts and balance sheet
- Reserves strategies and treasury management

7 Risk Management

This session provides members with a detailed understanding of how to identify and manage risk within a housing co-operative

- Identifying key risks – functional and cross functional
- Understanding impact, probability and risk mapping
- Managing risk effectively – the control environment
- Being fraud aware
- Transfer, treat or tolerate?

8 Business Planning

This session provides members with the tools they need to plan for the future of their co-operative

- What is your mission and vision as a co-operative?
- Strengths, weaknesses, opportunities and threats – SWOT analysis
- Understanding external influences – PESTLE analysis
- Managing and maintaining your housing assets
- Using your assets to grow your co-operative
- Greening your homes
- Planning for the future – implementation and financial viability