

## ASTH225

# Support residents' involvement in the local community



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### Overview

This standard is about developing resident involvement in the local community by recognising resident aspirations and encouraging them to take up suitable opportunities. It is about consulting with residents on needs and issues within the local community and supporting customer associations and networks.

# ASTH225

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### Performance criteria

- You must be able to:*
- P1 identify the current level and nature of resident involvement in the local community
  - P2 establish residents aspirations and their self-defined needs
  - P3 identify available options for community involvement
  - P4 contribute to setting up and running activities which meet their needs
  - P5 identify opportunities for and effective methods of consulting with residents which respects individual and group needs and wishes
  - P6 share the outcomes of consultation openly and in a form which assists decision making
  - P7 maintain the confidentiality and security of information gathered
  - P8 carry out your work in accordance with organisational and legislative requirements
  - P9 establish and maintain contact with resident associations and other networks
  - P10 liaise with associations and networks to check and improve the support which you provide
  - P11 encourage residents to engage with existing associations and networks
  - P12 provide appropriate support to associations and networks to meet their needs

# ASTH225

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### Knowledge and understanding

*You need to know and understand:*

- K1 the range of organisations and groups operating within the local community
- K2 how to engage with residents and others in the community
- K3 the range of opportunities for greater community involvement
- K4 how to present opportunities to residents in a positive and non-judgmental way
- K5 the importance of presenting accurate, accessible and honest information
- K6 how to support residents to become more involved in the community
- K7 how to ensure equality of opportunity and inclusion in community engagement
- K8 opportunities and methods for consulting with the local community
- K9 organisational and legislative requirements influencing consultation
- K10 the need for community activities to be self-directed and self-sustaining
- K11 reasons for, and limits of, confidentiality
- K12 how to contact and liaise with associations and networks
- K13 methods of avoiding discrimination and reducing social exclusion

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<b>Validity</b>	Current
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<b>Original URN</b>	ASTH225
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<b>Suite</b>	Housing
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