
Overview

This standard is about promoting customer involvement in the development of the local community.

Performance criteria

You must be able to:

1. establish working relationships with existing local community-based groups, networks and organisations
2. evaluate current customer participation in the development of the local community and identify opportunities for further involvement
3. identify relevant methods of promoting local community involvement with customers based on their requirements and abilities
4. promote the benefits of local community involvement
5. support customers to become involved in existing associations and networks involved in the development of the local community
6. identify barriers preventing customers becoming involved in the community and work with customers to minimise these barriers
7. present customers with options for local community involvement
8. support effective links between community organisations
9. manage disputes and/or differences of opinion in accordance with your organisational procedures
10. create and organise community activities which contribute to the development of the local community
11. assist customers and relevant groups, organisations and agencies in establishing and managing activities which meet the requirements of the local community
12. monitor the outcomes of local activity and use the results to inform future development

Knowledge and understanding

You need to know and understand:

1. how to communicate and work with your customers and local community organisations
2. how to identify and agree your organisation's role in developing new local community associations and networks
3. the operational constraints on the types and levels of support which you can provide
4. the relevant organisational policies, procedures, legal requirements and arrangements covering collaborative work undertaken with external agencies
5. the importance of promoting local community involvement
6. the range, functions, responsibilities and values of relevant organisations and groups operating within the local community
7. the range of opportunities for local community involvement for customers
8. how to work with associations and networks involved in the development of the local community
9. how to monitor and measure the support you provide
10. the different methods for local community consultation
11. the methods of democratic and participatory practice and what it means in local community development work
12. the strengths and weaknesses of consultation methods you will be using
13. how to assist with and facilitate consultation with the community
14. how your organisation must comply with the relevant data protection legislation
15. how to support customers as they become more involved in the community
16. the requirement for customer associations and networks to be self-sustaining in the longer term

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Originating Organisation	Instructus
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Relevant Occupations	Assistant Portfolio Manager (without portfolio); Repairs Assistant; Resident Involvement Assistant; Revenue Officer/Assistant; Housing Assistant; Housing Administrator; Housing Manager; Housing Officer; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator
Suite	Housing
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