

HOUSINGLMS

TRAINING CONSULTANCY EXPERTISE

**RESIDENT ENGAGEMENT
IN BUILDING SAFETY**

A ONE-DAY MASTERCLASS

HOUSINGLMS.COM

**THE HOME OF
BUILDING SAFETY TRAINING**

This one-day masterclass has been designed for Building Safety leaders and practitioners. It is also suitable for colleagues with some responsibility for Building Safety, including service improvement, engagement and involvement, housing management and estate services.

In this masterclass participants will be led through a series of exercises and information-sharing sessions by *leading engagement and behavioural science practitioner Anna O'Halloran*.



Anna O'Halloran
Director O'Halloran Consultants Ltd

The outcome of the masterclass is for participants to work with each other, and with the class leader, to:

- > understand the importance of resident engagement in building safety from the perspective of:
 - > The regulator(s)
 - > The landlord
 - > People living in affected buildings
- > agree the purpose of effective engagement, including responsibilities of both landlord and people living in affected buildings
- > work through the barriers to engagement and agree how to overcome these
- > develop methods of measuring the effectiveness of engagement

The class is designed to move participants away from over-relying on involvement with a minority of people who live in affected buildings and move towards successful engagement with large numbers of occupants, ensuring that they feel safe and are safe.

NOTES

This masterclass can be adapted to fit organisational needs, including in-person or on-line; with one landlord or with a consortium. It will be of particular interest to students studying for both the Certificate and Diploma in Building Safety Management.

Anna O'Halloran MSc, the masterclass leader is currently lecturing on the Diploma, covering the Resident Engagement in Building Safety module. Anna has worked in social housing for 40 years, and for the last 20 years has focussed on supporting landlords to improve services. She has worked as a Housing Inspector under the previous regulatory regime, as Director of Consultancy at CIH and at Capita, Head of Consultancy at Tpas and now runs her own limited company. Anna is one of a handful of consultants working in Behavioural Science in social housing including being the first consultant to bring this important approach to housing in 2017, and since then has supported many organisations to deliver effective change.

For further information or to reserve your place please contact us

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