

Risk Management for Housing Operatives

Product summary



Background

Housing providers are now required to embrace risk management and most have responded by preparing and then introducing a corporate risk management strategy. These strategies are now being examined by government agencies to determine how risk management is being actioned throughout the entire organisation.

An effective risk management approach is required to systematically identify positive and negative risks, assess their affects and decide on the most appropriate course of action. The successful implementation of the corporate strategy at a technical and operational level is vital to the risk management process. All housing staff, therefore, need to understand how an effective risk management approach is required to systematically identify risks and the associated risk control measures and then to understand how their own role fits in to the overall picture.

Summary

This facilitated interactive discussion between the consultant and delegates involves practical and theoretical content and examples. On completion of the course, delegates will be able to take their practical experience back to the workplace and use it within their own areas of responsibility.

Objectives

The training gives delegates:

- A basic introduction to risk management and the risk management process
- A review of current legal issues
- A review of how the Tenancy Agreement can create its own issues
- The need for compliance with the key risk control process

- The consideration of the operational input into key tasks in the risk control process of:
 - contracts and partnerships
 - inspection regimes
 - maintenance and repair procedures
 - lone working procedures
 - prevention of fire wastage.

Features

- The course is based around a half-day training session for up to 12 delegates with either one half-day session per day or two half-day sessions on the same day at a reduced fee
- This course is designed to compliment the Housing Managers Training and delivers to housing operatives a basic understanding of the risks and the most appropriate control measures specific to the area of housing environment in which they operate
- The product stands alone but can also be linked to other risk management departmental training products if necessary.

Benefits

- Raises awareness of risk management as an overall concept
- Gives an understanding of why a systematic approach to risk evaluation and risk control is essential
- Provides knowledge of the basic legal processes that give rise to the statutory liability of housing providers
- Provides knowledge of the way contractual processes can effect the statutory liability of housing providers
- Helps gain an understanding of why key risk control measures should be in place
- Helps gain an understanding of why compliance with key risk control measures is necessary.

Duration

Half-day.

Provider

A fully trained and experienced Zurich Risk Management Consultant.

Format

Facilitated workshop/training course.

Where this would be useful

For any organisation looking to start or build on a risk management programme to reduce the cost and number of claims made against them by tenants and others.

Who is it aimed at?

All operational staff who are involved in the provision of technical and operational frontline services, including maintenance and housing provision staff.

Case studies/quotes

An organisation in the South, whose managers were trained in risk management, had agreed on improvements to its current processes. It wanted to get the operational staff who had to implement those processes to take ownership of the problem. This was achieved through a training session where the need for, and the thinking behind, the new procedures were explained.

For further information
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