



**Livin - bespoke
training**

LIVIN

As part of a bespoke piece of work in response to a client request, DCA designed a training programme specifically for housing provider Livin to help them build the capacity of their customer voice volunteers.

We delivered a series of practical workshops designed to build confidence and develop the skills required to undertake the role of a Livin' scrutiny volunteer, such as talking to other tenants about their experiences, report writing, observing how a service works in practice and using a laptop or computer.

The workshops were designed to support volunteers in skills acquisition and enable them to confidently contribute to the customer voice process in order to support, influence and shape new and existing policies, strategies, local offers and service improvement at Livin.

As part of the training, the tutor took care to make sure that learners were comfortable using the technology and recordings and activities available through Google classrooms. The Google classroom enabled volunteers to revisit training at their own pace alongside further support from the tutor.

The training programme delivered real impact for Livin and their volunteers who responded really well to the workshops. 100% of the volunteers said that they felt the programme achieved its objectives, was well organised and that the tutor made things clear, easy to understand and also that the course was delivered at the right pace.

FEEDBACK FROM LIVIN

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I feel like I've gained so much more confidence now that I have done this training and I think it has given me the confidence to speak to Livin about doing more volunteering in the future.

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The training has been brilliant, and the content was exactly what we asked for!

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I have enjoyed the course and enjoyed working with other volunteers.

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DURHAM COMMUNITY ACTION

We are delighted with this positive feedback from the volunteers and Livin acknowledge that there was a noticeable improvement in confidence and skills developed from all volunteers who attended the course.

DCA's role is to support organisations within the voluntary sector with information, advice and guidance. Working with partners in this way enables us to build the capacity of the voluntary sector so that volunteers have the skills and confidence they need to undertake their roles.

Supporting Livin has contributed to the continued expansion of our work by adding to our portfolio of bespoke training.