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Refer to guidance notes for completion of each section of the specification.

Module Code:	AUR414

Module Title:	Delivering Involvement for Good Neighbourhoods and Governance

Level:	4	Credit Value:	20

Cost Centre(s):	GABE	JACS3 code: HECoS code:	K450 100196

Faculty	FAST	Module Leader:	Dr Colin Stuhlfelder

Scheduled learning and teaching hours	30 hrs
Placement tutor support	0 hrs
Supervised learning eg practical classes, workshops	6 hrs
Project supervision (level 6 projects and dissertation modules only)	0 hrs
Total contact hours	**36** hrs
Placement / work based learning	
Guided independent study	164 hrs
Module duration (total hours)	200 hrs

Programme(s) in which to be offered (not including exit awards)	Core	Option
Stand-alone module aligned to BSc (Hons) Architectural Design Technology for QA purposes.	☐	✓

Pre-requisites
N/A

Office use only	
Initial approval: 26/05/2020 With effect from: 01/06/2020	Version no:1
Date and details of revision:	Version no:

Module Aims
This short course aims to: • Introduce you to the history, theory and context of the social housing sector in the United Kingdom to help you, as a practitioner, a resident, or just an interested party in understanding how good engagement can aid the development of good neighbourhoods and good participatory governance. • This module will enable you to develop the knowledge and skills required to deliver intelligence-led involvement for residents, service users etc., develop further you understanding of the neighbourhoods you may live or work in, and to reflect on the role of sustainable governance structures in supporting these activities. • You will also appreciate the differences of approach required to deliver such practices in urban and rural settings.

Module Learning Outcomes - at the end of this module, students will be able to	
1	Analyse the roles and activities of organisations and service users in the delivery of involvement plans and schemes
2	Identify the relevance of participation theories in supporting service user involvement and the gathering of customer intelligence
3	Question popular perceptions of neighbourhoods and the implications of these on encouraging regeneration and improvement scheme
4	Explore accepted measures of good governance and how these inform involvement schemes and neighbourhood engagement

Employability Skills The Wrexham Glyndŵr Graduate	I = included in module content A = included in module assessment N/A = not applicable
Guidance: complete the matrix to indicate which of the following are included in the module content and/or assessment in alignment with the matrix provided in the programme specification.	
CORE ATTRIBUTES	
Engaged	I
Creative	I/A
Enterprising	I/A
Ethical	I
KEY ATTITUDES	
Commitment	A
Curiosity	I
Resilient	I
Confidence	I/A
Adaptability	A
PRACTICAL SKILLSETS	
Digital fluency	A
Organisation	I/A

Leadership and team working	I/A
Critical thinking	I/A
Emotional intelligence	I/A
Communication	I/A

Derogations

None

Assessment:

Indicative Assessment Tasks:
Guidance: please ensure you add indicative word count and durations within the narrative body of this section

You task will be group based, requiring you to work collectively in order to produce a multi-format presentation, which could include role play and scenarios, regarding approaches to service user engagement.

The format of this presentation will be agreed with you, and can take a number of formats.

You will also participate in a reflective review of the presentations with regards to how they would work from a governance perspective.

This will be the equivalent of a 3,000 word assignment.

Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)
1	1,2, 3 & 4	Presentation	100

Learning and Teaching Strategies:

The learning and teaching strategy will be to provide key lectures setting context, supported by group discussion and class based exercises.

The assessment will also provide an opportunity for you to examine the module content through good practice examples, and scenario-based examination of involvement methods.

A site visit will provide opportunities for you to reflect on the application of theory to practice.

Syllabus outline:

The syllabus will be divided into three areas:

Section 1
- The history of social housing, providing a context to the module.
- Involvement theory from information, consultation, and participation to actual empowerment, from both a resident and staff perspective.
- Traditional methods of engagement and recent innovations in the field, particularly regarding the use of IT.
- The gathering and deployment of relevant and useful customer intelligence in order to direct future engagement.

Section 2
- Perceptions of neighbourhoods with regards to Place Marketing.
- Examination of inter-community issues and pressures, including intergenerational tensions, respect and measures of satisfaction.
- Measuring trends in neighbourhoods and local communities.

Section 3
- Consideration of measures of good and bad governance.
- Current practice with regards to the recruitment, training and maintenance of boards, tenant and resident associations, neighbourhood committees etc., and their relationships with the executive management of service deliverers.
- The implications on governance of multi area agreements and wider cross organisational/border partnerships.

Indicative Bibliography:

Essential reading

Davis, M. and Millward Hayes, L. (2010), *The Theory and Practice of Tenant Participation in Housing: Their House, Your Homes*. Bristol: Policy Press.

Strutt & Parker (2015), *Housing Futures: The Key Trends Shaping the Residential Market*. London: Strutt & Parker Research

Other indicative reading

The current national participation strategy relevant to the country in which the student works, and then those of the other constituent parts of the United Kingdom.

Students will be guided to online resources during the length of the course and through the VLE.