



## Facilitator notes

These notes will help you to deliver the Rethinking membership workshop and submit the results.

### Setting up your workshop

First things first - set a date, time and location for the workshop and invite people who you think may be interested in taking part. To make things as easy as possible we have drafted a template invitation email explaining the workshop and how it feeds into the wider project, which you can amend and send out.

We recommend no more than 25 people taking part in each workshop. The deadline to submit results from your workshop is 10 March.

### The presentation

If you are able to run our presentation alongside the workshop use these notes to help you deliver that presentation.

If you are not able to deliver the presentation then use these notes to introduce the session and explain the tasks.

You'll also need to download and print several copies of our results sheet.

### Delivering the workshop

#### Some context

Rethinking membership is a project that the Chartered Institute of Housing is running in collaboration with regional board members to rethink the current model for connecting with CIH members in their local area.

As a membership body, it is important that what's on offer to members reflects what members want and need from CIH. CIH exists to support housing professionals to create a future where everyone has a place to call home. This is your chance to tell us what you need from CIH in your local area.

CIH wants everyone in the housing sector to have their voice on what a great regional membership offer looks like by:

- Engaging with a wider audience - both members and non-members
- Provoking discussion by giving everyone a chance to say what they think a great membership offer could look like where they are
- Identifying what CIH can do to make this happen

### **That's where you come in**

- This is your opportunity to contribute directly to the project and help to shape the future of our regional offer to members

## **What you're doing**

Today's workshop is a chance for you to have a voice.

The workshop has been developed as a crucial part of the project to give you a chance to have your say. It is open to everyone to complete - current members, former members, people who have never been members - as well as social housing tenants and residents.

You'll take part in a series of short exercises which help you to define the membership offer.

- The exercises are simple and discussion-based so everyone can take part - it doesn't matter if you know a lot or a little about the current regional membership offer - this is your chance to have your say

We will record the responses as we go through and these will be returned to CIH after the workshop

- These are the answers that you come up with as a group
- Your results will be anonymous
- We won't be recording any personal information or anything that could identify you - so please feel free to give your honest views

They will help to inform a series of recommendations to the CIH executive team and board

## **The workshop**

The workshop involves four brainstorming exercises examining key questions about how CIH should support you in your local area

- I'll display these shortly. In your group you'll be asked to brainstorm answers to the question in the form of words/short phrases

Remember this is about your opinion - there is no right answer, only yours

- You don't need to know a lot about membership or even be a member, you just need to give your opinion in answer to the questions



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Institute of  
Housing**

- Try as far as possible to answer only the question you are on and not ones which are to come
- While context is important, please consider the questions based on where we are today/going forward

## Splitting the group

If you have a large group you should split the group into smaller groups at this point – all of which can complete the same questions at the same time. We would recommend no more than six people taking part in each discussion. Give each group a results sheet.

The questions

### 1. What do you want CIH to do in your area?

In your group, discuss and brainstorm answers to the question:

What do you want CIH to do in your area?

At the end of your brainstorm, identify up to five words/short phrases you think best answer the question – you have 15 minutes

Once you have agreed these, please make a note of your answers on your results sheet

Some thoughts (use these only if the group is struggling)

- Provide networking opportunities
- Involve you in influencing local or national policy
- Ask for your views on CIH's work
- Organise events
- Support your career progression
- Provide learning opportunities
- Share local good practice examples
- Bring people together around shared interests to take action
- Help you with ethical dilemmas
- A combination of these things?
- What area should these be done in?

## 2. How would you like to get involved in that?

In your group, discuss and brainstorm answers to the question:

### How would you like to get involved in that?

Identify up to five words/short phrases you think best answer the question - you have 15 minutes

Once you have agreed these, please make a note of your answers on your results sheet

Some thoughts (use these only if the group is struggling)

- I would like to attend
- I would like to help organise
- I would like to lead
- I would like to approve decisions
- I would like to be consulted
- I would like to develop recommendations for action CIH should take
- I would like to be part of a formal group of members
- I would like to be part of an informal group of members
- I would like to participate online/remotely only

## 3. What will help you get more involved with CIH in your area?

In your group, discuss and brainstorm answers to the question:

### What will help you get more involved with CIH in your area?

Identify up to five words/short phrases you think best answer the question - you have 15 minutes

Once you have agreed these, please make a note of your answers on your results sheet

Some thoughts (use these only if the group is struggling)

- If there is financial support (what for?)
- If there are non-financial resources (what for?)
- If I have the support of my employer (if so, how could CIH help you with this?)
- If there is advice or support on my role
- If there is an opportunity relevant to my day job or career plan
- If I am able to participate online/remotely

- If I don't have to travel far
- If I can do it outside working hours
- If I had more information about the opportunities available and the benefits
- If another member could buddy up with me
- If I knew other members with the same interests

#### 4. How will this help you as a housing professional?

In your group, review your answers to the first three questions and agree an answer to the following question.

- How will this help you as a housing professional?

Identify up to five words/short phrases you think best answer the question - you have 15 minutes

Once you have agreed these, please make a note of your answers on your results sheet

Some thoughts (use these only if the group is struggling)

- To develop my career
- To improve my professional knowledge, skills or behaviours
- To improve my performance
- To grow my network
- To influence a policy change locally or nationally
- To shape CIH's work
- To achieve my CPD requirements
- To take action to make a difference

#### Wrapping up

Now ask the group or groups if there is anything else you would like to tell us? This can be an open discussion but please ask the group or groups to make a note of their thoughts on their results sheet/s.

Thank the group for taking part and ask them to leave the answers they would like to be submitted online.

#### Submitting your results

Once you have collected your group's results sheets, please submit them online by filling in [this survey](#) by 10 March. If your group was split into smaller groups, you will need to submit one survey response per group.