

Policies & Procedures

Policy No. 119

Training Strategy

[May 2007] (Reviewed June 2008) April 2009 April 2010 April 2011

Policies & Procedures are to be read and signed in the Central Policy File every six months

1. Introduction

This strategy covers the practical skills, knowledge, training and competencies that staff will require in delivering a high standard of service to our tenants and other customers.

2. Mission and Core Values

- 2.2. The mission statement for is “...provide housing with a quality supportive service for needs assessed adults enabling independent living”
- 2.3. In order to meet this aim we will create a training and development environment that meets the needs of sheltered housing.
- 2.4. We will value employees and encourage them to maximise their learning and development potential and to achieve excellence in everything that they do.
- 2.5. We are committed to attracting good quality entrants and providing them with appropriate training and development in order for them to grow and develop satisfying careers.
- 2.6. We are also committed to assisting tenants and other residents with training through Tenant Participation Compacts to build capacity in order that they may participate more fully in building and shaping the sheltered housing service.

3. Responsibility for monitoring and managing the Council Training Policy

- 3.1 The Head of Housing Management or his appointed deputy will be responsible for developing and monitoring the success of the training Strategy.
- 3.2 He/she will be responsible for managing the agreed programme of training and the training budget.
- 3.3 All senior managers will be responsible for the training and developing their staff.

4. Training Methods and Implementation of the Strategy

4.1 The Council will use a variety of training techniques to ensure that staff are able to perform their respective roles to the highest standard:

- In-house courses
- External Training
- On-the-Job Training
- Conferences
- Shadowing
- Distance Learning
- Job Rotation and Secondments

4.2 Each post will be benchmarked in terms of qualification and skills and we will aim to achieve those skills and qualifications when recruiting new staff. If this is not possible any new employee will commit to achieving his/her benchmark qualifications within a set timescale. Benchmark qualifications could include:

- In-house computer training
- Certificate and Advanced Certificate in Supported Housing
- Chartered Institute of Housing – Diploma in Housing
- Tenant Participation Certificate
- Distance Learning Housing Certificates
- Management Qualifications

4.3 All staff will be encouraged through staff appraisals to obtain their benchmark qualifications and also ensure that skill and knowledge is updated in line with modern policies, changing legislation and Supporting People initiatives.

4.4 All training needs for staff will be incorporated in a Training Needs Analysis which will be prepared annually once Corporate Objectives and Appraisals have been agreed.

4.5 All staff will have a minimum of 4 days training away from the work place each year.

5. Immediate Priorities

-the following training priorities will be addressed during the first twelve months of operation:

Include in here the priorities for the coming year and include all those policies/procedures in the relevant Code of Practice Standard plus others such as Supporting People/QAF

Abuse
Health and Safety
Manual Handling
Professional Boundaries
Essential paperwork
Policies and procedures

5. Training Resources

-the main resource required to achieve this training strategy is the time of Managers and staff.

-It is expected that Senior Managers to spend at least 10% of their time on the management, training and development of staff.

-In terms of training resources the annual training budget will be equivalent to 2% of total payroll costs or £1,000 per head for all Staff.

6. Review and monitoring of Training Strategy

-An annual report will be produced giving the following information

- Average number of training days per staff member
- Performance against Training Strategy
- Sample Induction Plans for new staff
- Training providers used
- Average cost per day of training
- Evaluation on courses attended
- Staff attendance on each training

_____ Business Improvement Manager

Dated 1st April 2011
Review April 2012