

REPORT TO: COMMUNITIES COMMITTEE ON 19 AUGUST 2008

SUBJECT: HOUSING SERVICES TRAINING AND DEVELOPMENT STRATEGY

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 This report presents the Housing Services Training and Development Strategy 2009-2012.
- 1.2 This report is submitted to the Communities Committee in terms of the Council's Administrative Scheme relating to the Council's housing functions.

2. RECOMMENDATION

- 2.1 **It is recommended that the Sub Committee agrees the Training and Development Strategy 2009-12.**

3. BACKGROUND

- 3.1 On 28 May 2003 the Community Services Committee noted the report on the development of a Training and Development Strategy for Housing Service staff (paragraph 16 of the Minute refers). The strategy was revised for the period 2005 to 2008.
- 3.2 The strategy was developed to ensure that staff are equipped with the skills and knowledge required to meet the business needs of the Housing Service and to deliver a high quality service to Council tenants. A broad range of actions and targets were identified to support the aims and objectives of the strategy.
- 3.3 Following consultation with officers, the Strategy has been revised for the period 2009-2012 (**APPENDIX 1**).

4. REVISED STRATEGY 2009-2012

- 4.1 The earlier strategy was successful in meeting a number of its key objectives, including:
 - Identifying the training and development needs of staff and service annually through the Employment Review and Development Programme (ERDP) process
 - Producing a Housing Service Training Plan annually in support of individual staff training plans as well as delivering a programme of operational training on policies and procedures

- Enabling most Housing Service managers to participate in the corporate management training programme
 - Providing Financial support to enable most Area Housing Officers to obtain professional housing qualifications and other staff such as Clerical Assistants and Estate Caretakers to undertake housing courses
- 4.2 The objectives and actions of the earlier strategy continue to feature in the revised strategy but the targets and measures of success have been updated to reflect the achievements of the earlier strategy and the changing needs of the service. A target has been set for the development of an essential skills and knowledge module for all staff across the service. This will incorporate awareness training on customer care and equalities. A further target has been set for the development of an essential operational skills module for each staff group within the service. It is anticipated that these targets will help improve the planning and monitoring of staff training plans
- 4.3 The implementation of the earlier strategy was not consistent in reviewing achievements and reporting on progress. In implementing the new strategy it is intended to improve the arrangements for monitoring, evaluating and reviewing the success of the strategy in meeting its actions and targets. Progress on the Strategy will be monitored at the Housing Service Training and Development Working Group meetings and reported to Housing Planning Group. An annual report will be produced.

5. **SUMMARY OF IMPLICATIONS**

(a) **Corporate Development Plan/ Community Plan/ Service Improvement Plan**

The ongoing training and development of housing staff is required to enable them to make an effective contribution to the objectives and priorities contained in the Council's Single Outcome Agreement. The proposals in this report will assist the Housing Service to achieve its Service Improvement Plan priority of improving the quality of its housing service.

(b) **Policy and Legal**

There are no legal implications arising from this report. The quality of the Council's housing services will be subject to inspection by the Scottish Housing Regulator in 2008/09.

(c) **Resources (Financial, Risks, Staffing and Property)**

There are no direct resource implications arising from to this report. Funding for the Training and Development Strategy is contained within the Housing Revenue Account (HRA).

(d) Consultations

The Director of Community Services, the Chief Housing Officer, the Housing Programmes Manager, Senior Managers within the Housing Service and the Council's Employment Development Advisor were consulted on this report.

6. CONCLUSION

5.1 The Housing Service Training and Development Strategy 2009-12 has been revised following consultation with officers. The revised Strategy is submitted to the Committee for noting.

Author of Report: Graeme Davidson, Housing Strategy & Policy Manager

Background Papers: Held by author

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