

TO:	Management Committee
PREPARED BY:	Linda Sichi (Deputy CEO)
SUBJECT:	ORGANISATIONAL TRAINING & DEVELOPMENT STRATEGY 2024/25
DATE OF MEETING:	06 August 2024
APPROVED BY:	Paul Martin (CEO)

ORGANISATIONAL TRAINING & DEVELOPMENT STRATEGY 2024/25

LS/AUGUST.2024/REF P51

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ORGANISATIONAL TRAINING & DEVELOPMENT STRATEGY 2024/25

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SECTION 1 - INTRODUCTION

- 1.1 The Organisational Training & Development (T&D) Strategy is one of the Association's key documents and links to several other strategic policies and strategies.
- 1.2 The Training & Development Strategy takes account of recent organisational changes including the updated Business Plan and MHA becoming full members of Employers in Voluntary Housing (EVH) for both employment and health & safety guidance. The strategy also takes account of the staff structure changes over the last financial year and the forthcoming year.
- 1.3 The Training & Development Strategy has been designed to cover the following areas:
 - Strategic Perspective on Organisational T&D – this states the Management Committee's commitment to training and learning within MHA.
 - Training & Development Policy – As full members of EVH, the Association is required to adopt their policy and adhere to its conditions.
 - Health & Safety Manual (H&S), Training Requirements – Membership of EVH includes providing a comprehensive H&S Manual which encompasses the role and responsibilities of both committee and staff in all areas relating to H&S.
 - Training Needs Analysis (TNA) – The strategy concludes with an organisational TNA for 2024/25 which will be monitored by the Governance Sub-Committee.

The strategy also contains several appendices which are referred to throughout the report.

SECTION 2 – **STRATEGIC PERSPECTIVE OF TRAINING &** **DEVELOPMENT**

- 2.1 As outlined within the Business Plan 2023/26, MHA has a longstanding commitment to training and development. As an Investors in People (IIP) Gold employer, the Association is proud of its track record of ongoing learning opportunities for employees, committee members and volunteers.
- 2.2 This is demonstrated through the high number of employees the Association has supported over the years to achieve professional qualifications through our comprehensive Training & Development Policy which, when translated into practice, is a key element of providing Committee Members and Staff with the skills and knowledge necessary for the effective running of the Organisation.
- 2.3 The primary purpose of the training function will be the foundation towards the ultimate realisation of the Association’s Key Performance Indicators (KPI’s). Consequently, to place this into a strategic context, the undernoted principles have been established:

Principle 1	The training provision will be focused on the specific needs of the Organisation identified through the Business Plan and its members which will be determined by the findings of a Training Needs Analysis (TNA) conducted annually. This information will inform the annual Organisational Training & Development Plan.
Principle 2	Training and learning will be properly resourced through a detailed and categorised training budget, agreed annually by the Management Committee.
Principle 3	Personal Development Plans will be developed for staff as part of the annual staff appraisals which will be reviewed through regular workplace support sessions.
Principle 4	All Management Committee Members will be required to undertake MHA’s induction & committee skills audit programme on joining the Association.

	All Management Committee Members will be required to undertake a committee skills audit annually to demonstrate their competencies and identify any training or learning needs.
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- 2.4 The Depute CEO will ultimately be responsible of the training and development function. However, the line managers are expected to support the operational aspect of the function. The effectiveness of it will be closely monitored by the Governance Sub-Committee.

SECTION 3 – TRAINING & DEVELOPMENT POLICY



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TO:	Management Committee
PREPARED BY:	Linda Sichi (Deputy CEO)
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TRAINING & DEVELOPMENT POLICY 2024/25

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TRAINING & DEVELOPMENT POLICY

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1. MHA's Strategic Objectives
2. MHA's Values
3. Regulatory & Legislative Compliance
4. Policy Introduction
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6. Policy Conditions
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8. The Role of the Line Manager
9. Sharing knowledge
10. Recording Training
11. The Appraisal Process
12. Coaching
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1. MILNBANK HOUSING ASSOCIATION (MHA) STRATEGIC OBJECTIVES

MHA's mission is to provide excellent homes and services in a thriving community. We believe that people living in the MHA community should:

- Have warm, safe, and affordable homes, and receive excellent services from MHA.
- Live in neighbourhoods that are clean and well cared for, with real community pride.
- Have access to opportunities and services that promote a good quality of life.

2. MHA's VALUES

Working as 'One Milnbank' so that we offer the same quality of services, support and housing to all tenants and residents.

3. LEGAL & REGULATORY COMPLIANCE

The Management Committee leads and directs MHA to ensure good outcomes for its tenants and other service users. The Scottish Housing Regulator's Regulatory Framework Financial & Regulatory, Standard 6 states that the governing body and senior officers have the skills and knowledge they need to be effective. MHA adheres to all relevant legal employment requirements associated with this policy.

4. POLICY INTRODUCTION

- 4.1 MHA is a dynamic and people-friendly organisation which strives to support its employees' development, at the same time ensuring that such development is relevant and supports the business. It is acknowledged that training and development (T&D) are best self-driven by individuals, although management and the business policy have a role to play in encouraging individuals to take the initiative.
- 4.2 The approach to staff T&D varies between different industries and sectors. Some professions require an element of continuing professional development (CPD) and set a requirement in terms of days/hours per year. Often such activity will be process specific and directly required to do the job (e.g. a new machine is introduced, and staff need to be shown how to work it, health and safety required training, food hygiene, manual handling & lifting etc). Such activities will not be classed as development for the purpose of this policy. CPD is only one aspect of training and for the

purpose of the policy MHA is looking at training in its wider meaning.

The Training & Development Policy should be read in conjunction with section B4, (Training & Development), in the terms & conditions of employment.

5. PRINCIPLES OF THE TRAINING & DEVELOPMENT POLICY

MHA's Training and Development Policy aims to:

- Ensure fairness, clarity and consistency for all MHA's staff.
- Provide a framework for ensuring that MHA, as well as employees, benefit from development activities undertaken.
- Promote a culture of sharing knowledge and skills with work colleagues.
- Assist MHA's staff with their continuous professional development.
- Assist a development discussion between staff and their line managers during appraisals.
- Promote considering alternative methods of training to attending courses and conferences.

6. POLICY CONDITIONS

6.1 Training Parameters

This policy sets clear parameters for staff and management to follow in terms of the expected and allowable level of personal development. There are no minimum or maximum training days set per annum, however, the level of days used for staff undertaken training courses will be closely monitored and report to the Governance Sub-Committee.

6.2 To assist in recording and monitoring of the training parameters, MHA requires employees to complete the following forms:

FORM A	Undertaking to repay a loan for professional or vocational training fees.
FORM B	Training Request Form
FORM C	Post Training Evaluation Form
FORM D	Record of training and development undertaken form
FORM E	Record of training and development delivered form

6.3 What counts towards training and self-development

All T&D activities, including conferences (apart from MHA run events), courses, self-learning, job shadowing, reading and self-guided learning, attending sessions run by MHA colleagues, etc will count. Staff are

encouraged to consider various methods of training, considering their suitability for the purpose and to suit individual preferences. Health and safety and "how to" (operating new equipment etc) sessions will not be counted as personal development for this policy.

7. TRAINING BUDGET

Applications for training/conference fees to be subsidised fully or partially by MHA will be subject to availability of funds in the annual training budget.

8. THE ROLE OF THE LINE MANAGER

It is acknowledged that personal development is self-driven. However, MHA also recognise a motivational role of the line managers who should encourage staff to take the initiative. Staff are required to discuss with their line manager how the training event they wish to undertake would benefit MHA. It may be that the training would also benefit other colleagues or individual employees, increasing their efficiency and making them more valuable to MHA. The staff development form will prompt employees to think in these terms when planning their development.

9. SHARING KNOWLEDGE

9.1 It is acknowledged that there is considerable specialised knowledge held within MHA's staff team that could be shared to benefit colleagues and the Association. Therefore, this policy aims to encourage colleagues to share their knowledge and skills with each other. Senior staff will be expected to actively promote shared knowledge within their teams and the wider Association.

9.2 Gaining diverse knowledge and skills from colleagues can effectively help in enhancing people's career prospects and employability. All staff will be encouraged to attend sessions run by their colleagues; such attendance will be voluntary to reflect that some development gains may be of little interest or relevance to colleagues. The demands of the service delivery at any given time must also be catered for.

10. RECORDING TRAINING

Using the standard forms, all staff should keep their own simple record of MHA supported T&D throughout each financial year. This will also be used by the relevant appraiser in monitoring and approving requests for training throughout the course of the year. MHA employees are encouraged to discuss their T&D with their line

managers regularly throughout the year, rather than leaving such discussions to the appraisal meetings only.

11. THE APPRAISAL PROCESS

To prompt a meaningful discussion between the staff member and their line manager, as well as to help achieving the targets set by this policy, the targets for T&D activities have been incorporated into MHAs standard appraisal form. Appraisers and staff should work together in achieving this level of focussed development – all of which should be driven by the staff appraisal system, which in turn should heavily reflect business priorities. (Please refer to MHA's Staff Appraisal Policy for more information).

12. COACHING

Coaching is the highest form of internal training & support. Where contemplated it should be accompanied by a proper plan and expected outcomes and is best led by someone other than the staff member's direct line manager (though it is subject to the line manager's approval).

13. MANAGEMENT COMMITTEE MEMBERS

13.1 The T&D Policy also applies to the governing body members and, as such, forms part of the overall strategy.

13.2 In relation to committee members attending annual conferences, it is acknowledged that this may be limited depending upon the number of places available, either by limits imposed, or financial constraints. In determining who should represent the Association:

(a) The order of priority shall be Committee Members, then staff.

(b) In the event of more delegates than places being available for conferences, the selection criteria shall be:

- A ballot shall be held to determine attendance.
- Members who are granted a Leave of Absence during the calendar year will not be eligible to attend.

(c) Upon notification of Committee Members having to stand down and seek re-election to the Management Committee, participation in any training event or attendance at conferences will be dependent upon those members being re-elected.

14. EQUALITY & HUMAN RIGHTS

MHA's is committed to equal opportunities, and we will respond to the different needs and service requirements of individuals, and we will not discriminate against any individual for any reason outlined in Equality & Human Rights Legislation.

15. DATA COLLECTION

MHA will manage all personal data in accordance with our obligations under the GDPR regulations and the Association's Policy.

16. POLICY MONITORING & REVIEW

The Health & Safety Policy will be reviewed by the Governance Sub-Committee on an annual basis in line with EVH updates, or as otherwise deemed necessary.

(Appendices below)

TRAINING & DEVELOPMENT POLICY

APPENDIX A

Undertaking to repay a loan for professional or vocational training fees.

I (employee), agree that I will continue working for Milnbank Housing Association for 12 months after completing any course you have paid the fees for.

If I leave your employment or am dismissed before the end of 12 months after completing the course or if I leave the course (or the institution makes me leave), I will refund you an amount to cover the period of service I would be due to work. This will be worked out using all money loaned to me for the course of studies.

I agree that you may take any amount I owe from my salary or other payments due to me under my contract of employment.

Course Title Course Date(s)

Signed Date

Training request form

NAME:
TITLE OF TRAINING COURSE:
DATE OF COURSE: VENUE:
DURATION: COST: £
TRAINING ORGANISATION

PRE- TRAINING DISCUSSION: OBJECTIVES

- 1) What **skill or knowledge** is this training activity delivering?

- 2) How do you anticipate this training will **improve your performance**?

- 3) What **function objectives** will this training support?

- 4) What **Association objectives** will this training support

- 5) Have you discussed this with your **line manager**?

Post Evaluation Date with Line Manager Agreed: -----

Course Booked: ----- Signed -----

Date form passed to Deputy CEO -----

Post Training Evaluation Form

1) What **knowledge or skills** did you gain because of this training?

2) How do you propose to **apply this knowledge/skill** to your job?
(E.g. should it be incorporated into a policy review, does a working practice need to be altered?)

3) How has this **training helped improve:**

- Your performance? -----

- Your function's performance? -----

- The Associations performance? -----

4) Have you **identified further training** required to assist you to meet your objectives, your functions and that of the Association?

Yes/No (Please support your answer)

Signed: ----- (Employee) Date -----

Signed: ----- (Line Manager) Date -----

Date form passed to Deputy CEO -----

TRAINING & DEVELOPMENT POLICY

APPENDIX D

Record of training and development undertaken

Employee's name -----

Training period from (state financial year -----)

Key dates and number of days (part days)	What did you do and why?	What was the method of the training/development?	How did 1) you and 2) MHAs benefit from this?	How have/will you use this? Any further action?

TRAINING & DEVELOPMENT POLICY

APPENDIX E

Record of training and development undertaken

Employee's name -----

Training period from (state financial year -----)

Date and number of days (part days)	What event/activity did you organise for your colleagues?	Who was involved?	How did the colleagues and the business benefit?	Any further training needs identified?

SECTION 4 - HEALTH & SAFETY MANUAL, TRAINING REQUIREMENTS

- 4.1 Full Membership of EVH includes providing a comprehensive Landlords H&S (LHS&W) Manual which encompasses the role and responsibilities of both committee and staff in all areas relating to H&S and wellbeing with a large emphasis being on training.
- 4.2 The H&S Control Manual states its purpose is to ensure that “all personnel with delegated compliance responsibilities and duties are competent to carry out, supervise or monitor the activities, taking account of appropriate education, training and experience”.
- 4.3 Competence and Training
 - 4.3.1 The Senior Manager responsible for LHS&W (Director of Asset) will be qualified and experienced in facilities/landlords’ risk management with demonstrable competence in managing compliance issues across property portfolios.
 - 4.3.2 The Senior Manager responsible for LHS&W (Director of Asset) shall identify the competency requirements for individuals within the team who have delegated duties of a compliance or LFHS&W nature. Where the need for additional information, instruction and training is identified, this shall be reported to the CEO without delay.
- 4.4 MHA shall operate and maintain a Competency Framework Programme, which shall comprise:
 - 1. A Training Needs Analysis (TNA) for all core functions and job roles within the H&S operations.
 - 2. The TNA will include additional specific training requirements for key personnel with topic-specific responsibilities.
 - 3. Records identifying the dates and/or frequency of all training due.
 - 4. TNA review programme following a change of process, incident, and at least annually.
- 4.4.1 The H&S Committee (in MHA, H&S Working Group) shall be responsible for approving the Competency Framework Programme, including any additions or deletions.

4.4.2 The Senior Manager responsible for LHS&W (Director of Assets), with the support of the H&W Working Group, shall identify and appoint competent trainers/instructors to carry out the required training.

4.4.3 HR (Deputy CEO) shall be responsible for the maintenance and operation of the Competency Framework and that all training is provided timeously. HR is also responsible for maintaining records of all information, training and instruction provided to individual employees.

5. Competence and Training Requirements– Levels of Responsibility

The following minimum competence and training requirements shall apply to those with specific LFHS&W responsibilities and shall be incorporated into the competency framework:

5.1 Management Committee – Training in ‘Landlord’s Facilities Health & Safety Awareness’, ideally incorporating a leadership/corporate governance focus.

5.2 Chief Executive – Training in ‘Landlord’s Facilities H&S Awareness’ and ‘H&S Awareness Training’, ideally incorporating a leadership/corporate governance focus.

5.3 Senior Manager Responsible for LFHS&W (Director of Asset) – Suitable qualifications and experience commensurate with a compliance management role and ‘Landlord’s Facilities H&S Awareness’, ideally incorporating a leadership/corporate governance focus.

5.4 Facilities Safety Administrator (Maintenance Co-Ordinator) – Will undergo training, which will include as a minimum ‘Landlord’s Facilities H&S Awareness’ and job-specific instruction in the administration duties. (in-house training).

5.5 H&S Working Group – Training in ‘Landlord’s Facilities H&S Awareness’.

5.6 Employees with specific LFHS&W Duties (e.g. Asbestos Co-ordinator, Legionella Co-ordinator, etc.) – Training in ‘Landlord’s Facilities H&S Awareness’ and topic-specific training as appropriate and required by legislation /good practice.

- 5.7 Training effectiveness shall be evaluated in relation to the specific course provided. Including examination and certification, peer review and via the results in internal audits, risk assessments and inspections.
- 5.8 Each employee shall be subject to a formal appraisal process annually, which shall include appraisal of H&S training carried out and any outstanding training due to be undertaken.

SECTION 5 – TRAINING NEEDS ANALYSIS (TNA)

- 5.1 The final part of the strategy is to compile a Training Needs Analysis (TNA) for the Association for 2024/25. A TNA is a process that organisations use to determine the gap between the current and desired knowledge, skills and abilities of employees.
- 5.2 For MHA, the undernoted TNA will help to focus training and learning in the correct areas. This ensures that:
- (a) The organisation benefit as it assists in achieving the strategic objectives within the Business Plan are met.
 - (b) The operational objectives within the function work plans are achieved.
 - (c) Employees can upskill and increase confidence and competency in carrying out their job role.
- 5.3 The TNA has been compiled from the following key MHA documents:
- Business Plan 2023/26 (Year 2 Update)
 - Function work plans
 - Training & Development Strategy
 - Succession Planning Strategy
 - Annual Staffing Report
 - Staff Appraisals & Workplace support sessions

MHA – TRAINING NEEDS ANALYSIS 2024/25

TRAINING & DEVELOPMENT 2024/25 - <u>ORGANISATIONAL</u>							
NAME	TRAINING NEED	TRAINING OBJECTIVE	ACTION	DATE	COST	FACILIATOR	OUTCOME
Management Committee & Leadership Team	MHA'S Mission Statement, Purpose & Values are achieved.	Review and update MHA's Business Plan to set key strategic objectives annually.	Hold annual Committee/LT Away Day	Feb. 2025	£1,000 (Approx.)	TBC	To work together to ensure the wide range of MHA strategic business issues are planned to go forward.
Management Committee & Leadership Team	Ensure LT providing sufficient support for the MC.	Identify & implement any support changes required.	Hold a joint training session to provide an opportunity to discuss that the MC, as customers, are getting enough support from the LT.	Oct. 2024	Nil	CEO	Build on the current effective supportive relationship where required.
Management Committee & Staff	Maintain communication/ Team working	Build upon effective communication links between the MC & staff.	Hold regular Team Building Away Day Events.	April 2024 June 2024 Aug. 2024 Oct. 2024 Feb. 2025	£1,000 (Approx.)	CEO	Continue to develop the staff/committee working relationships, address the IIP Action Plan.
Emerging leaders	Increase in-depth knowledge of	Increase understanding of	Attend emerging leaders sessions/training	2024/25	TBC	Inhouse & external	Increased knowledge, skills & understanding of

	MHA, gain valuable qualities & skills to become a future leader & meet work plan objective	how the MHA operates					wider MHA business needs. Assists with succession planning/talent management development.
IT – Office staff	IT computer training to ensure staff have the required competencies for Home Master & O365.	Employees have an increased understanding of software to ensure it is fully utilised in line with our Digital Transformation Strategy.	Home Master Office 365 training	2024/25	TBC	Inhouse & Home Master	Ongoing training on all aspects of H/M to ensure staff have knowledge to maximise using the system & streamlining processes. Implemented updated document library system within existing teams ensuring legislative requirements on holding data and streamlining processes are achieved.
All MC & Staff	Raise awareness of the various aspects of health & safety (H&S), including wellbeing, in the workplace.	Specific training objectives are listed throughout this plan.	Arrange a series of H&S training across MHA.	2024/25	TBC	ACS Risk	The requirements of H&S legal requirements and EVH's H&S Control Manual are achieved.

All Staff	Customer service delivery	To implement the Customer First Strategy	A series of group training will be undertaken to ensure all employees have the necessary skills and knowledge to provide customer services.	TBC	TBC	TBC	MHA's Customer First objectives of staff putting tenants, owners and other customers at the heart of everything we do will be achieved.

TRAINING & DEVELOPMENT 2024/25 - MANAGEMENT COMMITTEE

NAME	TRAINING NEED	TRAINING OBJECTIVE	ACTION	DATE	COST	FACILIATOR	OUTCOME
All Management Committee	Training items identified through Committee Annual Skills Audit	To complete all training identified through the skills audit action plan	Schedule training & briefing sessions into committee annual schedule	2024/25	TBC	Inhouse & external	Complete and/or continue to work towards addressing the committee skills audit action plans to keep knowledge updated to ensure good governance is maintained.
All Management Committee	Evidence of training & learning	To record training & learning via individual learning logs.	Record courses, training, seminars etc	2024/25	Nil	Deputy CEO	Members will have a record of continuous learning & development for 2024/25

All Management Committee	MC members to be aware of their H&S responsibilities	Assurance that the EVH H&S Control Manual is implemented to demonstrate MC compliance with their responsibilities as an Employer.	A series of external H&S training is held during the financial year.	August 2024	£960	ACS Risk	MC assured of their governing body competence for H&S for MHA as a landlord. H&S update reports will be presented at the monthly MC meetings. H&S update reports will be presented at the quarterly H&S Working Group meetings.
All Management Committee	Annual housing conferences	Keep knowledge updated, continuous improvement.	Attend annual GWSF & SHARE conferences	2024/25	£7,000 (Approx.)	SHARE & GWSF	Members will attend workshops & general sessions to maintain housing knowledge & can network with MC members from other CBHA's.
All Management Committee	IT communication	To ensure MC members are competent in using IT for committee purposes.	Arrange training on new committee portal	TBC	TBC	Iteko	Members confident they can assess & utilise the committee portal.
New MC Members	New MC members elected at the Sept. 2024 AGM.	New MC members understanding how MHA works	Induction Training	Sept. 2024	Nil	Deputy CEO	Provide knowledge to build upon for newly elected MC members.

	Maintain & develop current governance knowledge	Ensure MC members have up to date knowledge & awareness of governance within a CBHA.	Attend Governing Body Convention	Sept. 2024	£495 £495 £495 £495	SHARE	Enhanced knowledge of important topics to shape the future of the CBHA sector. Business knowledge increased for governance, financial management, regulatory requirements.
	Keep updated of housing issues	Chair of SHARE's Executive Committee.	Attend regular meetings	Scheduled meetings during 202/25	Nil	SHARE	Ensure knowledge of wider housing movement is kept updated & share knowledge with fellow MC members.
	Attend SHARE's Chairs Retreat	Keep knowledge updated & network with Chairs from other HA's	Attend 2-day conferences	TBC	£400 (Approx.)	SHARE	Attend various workshops to maintain knowledge required to chairing MC meetings & feedback to members.
	HA Governance	Increase knowledge of governance of a CBHA	Undertake Committee Governance Masterclass	TBC	£385	SHARE	All rounded knowledge on CBHA governance requirements
	Dampness & mould	Increase knowledge of dampness & mould	Dampness & Mould training	July 2024	£110	SHARE	Provide more in depth understanding surrounding dampness & mould.

TRAINING & DEVELOPMENT 2024/25 - LEADERSHIP TEAM

NAME	TRAINING NEED	TRAINING OBJECTIVE	ACTION	DATE	COST	FACILIATOR	OUTCOME
	LT refresh on being leaders	The LT spend time focusing on the strategic objectives.	Business Planning Away Day	May 2024 August 2024 Nov. 2024 Feb. 2025	£1,500 (Approx.)	CEO	Strategic action points for the immediate & medium term to ensure MHA achieves its business purposes.
	LT to be aware of their H&S responsibilities	The LT understand their responsibilities as leaders of H&S.	Undertake H&S training	July 2024	£960	ACS Risk	All LT members to implementing & monitoring H&S for their teams. LT aware of their H&S role in ensuring governance compliance for MHA.
	H&S for staff	To provide a forum for staff to increase awareness of the range of H&S issues.	H&S as a standard agenda item at the quarterly skip meetings.	July 2024 Oct. 2024 Jan. 2025	Nil	CEO	Open forum provides an opportunity for staff to cover H&S matters. The feedback from the open forums will be reported to

							the H&S Working Group.
	H&S	Ensure H&S management systems are fit for purpose	Quarterly review of LFHS&W management system & report to the LT on its continuing suitability, adequacy & effectiveness.	August 2024 Nov. 2024 Feb. 2025	Nil	Director of Asset	MHA ensures compliance for H&S management.

TRAINING & DEVELOPMENT 2024/25 - CORPORATE SERVICES

NAME	TRAINING NEED	TRAINING OBJECTIVE	ACTION	DATE	COST	FACILIATOR	OUTCOME
	H&S awareness	Raise awareness of H&S requirements for corporate services staff	H&S training	Nov. 2024	£960	ACS Risk	CS staff H&S awareness for their role (e.g. lone working reception & off-site office, dealing with difficult customers).
	MHA timekeeping system	Increase understanding of MHA's electronic time keeping system	Kilo training	April 2024	£357	Kilo	Maximise system to produce reports for LT to monitor.
	Freedom of Information (FoI)	To increase knowledge on working with FoI requests.	FoI training	Aug. 2024	£135	SFHA	Understanding of responding to FoI request & duty to publish for MHA.

	Complaint handling	Ensuring knowledge is up to date on handling complaints	SPSO training	Sept. 2024	£85	SPSO	Ensure MHA compliant with legislative requirements when dealing with complaints. Ensure staff are aware of these requirements.
	Provide knowledge & skills for this relatively new post.	Cover main corporate governance requirements of the post.	Governance training	Sept/Oct/Nov. 2024	£1,300	SHARE/CIPFA	Provides knowledge on good practices for governance, supporting committee members, internal assurance & control.

TRAINING & DEVELOPMENT 2024/25 - HOUSING SERVICES

NAME	TRAINING NEED	TRAINING OBJECTIVE	ACTION	DATE	COST	FACILIATOR	OUTCOME
	H&S	Raise awareness of H&S requirements for housing services	H&S training	Oct. 2024	£960	ACS Risk	Housing staff H&S awareness for their role (e.g. lone working, house visits, annual visits to include MHA landlords' responsibility, dealing with difficult customers).

TRAINING & DEVELOPMENT 2024/25 – COMMUNITY ENGAGEMENT

NAME	TRAINING NEED	TRAINING OBJECTIVE	ACTION	DATE	COST	FACILIATOR	OUTCOME
	H&S	Raise awareness of H&S requirements for community engagement staff	H&S training	Nov. 2024	£960	ACS Risk	Community engagement H&S awareness for their role (e.g. lone working, house visits, dealing with the public, manual handling).
	Welfare Rights refresher course	To ensure benefits knowledge is up to date	Welfare Rights training	June 2024	£196 £196	Child Poverty Action Group	Knowledge updated to support MHA tenants maximise income.
	MHA employee to have knowledge in energy	To support MHA tenants with energy advice to assist them in saving costs.	Energy Awareness training	July 2024	Nil (funding received)	Energy Action Scotland	City & Guilds Certificate
	Bar Licence Holder	Refresher licencing training	Accredited Licence course	July 2024	£132	F1 Training Services	Ensures MHA remains legally compliant.
	Food & Hygiene for working in cafe	Refresher course to keep knowledge up to date.	Food & Hygiene training	May 2024	Nil	Barmulloch Community Dev. Company	MHA meets legal requirements for providing food to the public.
	First Aid	Refresher session on basic first aid	First Aid training	May 2024	Nil	Rosemount Lifelong Learning	Knowledge updated to ensure compliance

TRAINING & DEVELOPMENT 2024/25 - ESTATES SERVICES

NAME	TRAINING NEED	TRAINING OBJECTIVE	ACTION	DATE	COST	FACILIATOR	OUTCOME
	H&S	Raise awareness of H&S requirements for estate workers.	H&S training	Sept. 2024	£960	ACS Risk	Estates staff H&S awareness for their role (e.g. using machinery, manual handling, fire prevention, site safety)
	Manual Handling	Refresher on manual handling requirements	Manual Handling Training	April 2024	£99 £99 £99 £99 £99 £99 £99	GOSTA	Estates staff aware of the the procedures around manual handling in their role.
	General skills training update	To complete part 2 of CSCS training	Construction Skills Certification Scheme (CSCS) training	Oct. 2024	£156 £156 £156 £156 £156 £156 £156 £156	Construction Certificate company	Refresher on H&S responsibilities, site safety, manual handling, using equipment & legal requirements.
	Attend Toolbox Talks, including H&S training relative to role.	Be competent in job role & operating machinery.	Attend Toolbox Talks	2024/25	Nil	Estates Co-ordinator	Maintain knowledge & skills to support job role & comply with H&S.

TRAINING & DEVELOPMENT 2024 – <u>MAINTENANCE</u>							
NAME	TRAINING NEED	TRAINING OBJECTIVE	ACTION	DATE	COST	FACILIATOR	OUTCOME
	H&S	Raise awareness of H&S requirements for maintenance admin team.	H&S training	Oct. 2024	£960	ACS Risk	Maintenance admin staff H&S awareness for their role (e.g. lone working, house visits, dealing with difficult customers).
	H&S	Raise awareness of H&S requirements for in-house tradesmen.	H&S training	Sept. 2024	£960	ACS Risk	Inhouse trades staff H&S awareness for their role (e.g. lone working, using machinery, manual handling, safety in tenants' homes, asbestos, legionella)
	H&S	Raise awareness of H&S requirements of role within MHA.	Undergo H&S training to include Landlords Facilities H&S Awareness.	Aug. 2024	£960	ACS Risk	Staff member competent in the H&S requirements for MHA safety as a landlord and the administrative role this incorporates (e.g. recording asbestos register, risk assessments etc.)

	General skills training update	Attend online training for refresher course	Construction Skills Certification Scheme (CSCS) training	Oct. 2024	£156 £156 £156 £156	Construction Certificate Company	Refresher on H&S responsibilities, site safety, manual handling, using equipment & legal requirements.
	Attend Toolbox Talks, including H&S training relative to role.	Be competent in job role & operating machinery.	Attend Toolbox Talks	2024/25	Nil	Maintenance Co-ordinator	Maintain knowledge & skills to support job role & comply with H&S.
	On the job and formal training to successfully complete the terms of the apprenticeship contract	Develop the relevant skills & knowledge to become a fully qualified Joiner	Gain wider joinery experience through secondment to a larger company on MHA's framework. Gain SVQ Carpentry & Joinery qualification	Nov. 20224	Nil – course fully funded by Skills Development Scotland	South Lanarkshire College	Gain relevant knowledge to complete Joinery apprenticeship.

TRAINING & DEVELOPMENT 2024/25 - VOLUNTEERS

NAME	TRAINING NEED	TRAINING OBJECTIVE	ACTION	DATE	COST	FACILIATOR	OUTCOME
All volunteers	Training as required	To ensure that volunteers have the relevant training required	As required	As required	TBC	TBC	MHA ensures that all volunteers are sufficiently trained to undertake voluntary work as per the policy.
All volunteers	H&S	Raise awareness of H&S requirements for volunteers.	H&S training	Nov. 2024	£960	ACS Risk	Volunteers are aware of the H&S requirements for their role (e.g. cash handling arrangements, lone working).

TRAINING & DEVELOPMENT 2024/25 - FINANCE

NAME	TRAINING NEED	TRAINING OBJECTIVE	ACTION	DATE	COST	FACILIATOR	OUTCOME
	H&S	Raise awareness of H&S requirements for finance staff.	H&S training	Nov. 2024	£960	ACS Risk	Finance staff H&S awareness for their role (e.g. cash handling arrangements).

