

	May		June		July	
	Housing	Customer Services	Housing	Customer Services	Housing	Customer Services
1. How many staff were trained on this day?	19 - Housing Officers dealing with Homelessness and Allocations	10	18 - Housing Officers dealing with Homelessness and Allocations	8	18 - Housing Officers dealing with Homelessness and Allocations	11
2. How many staff who were eligible for training, but did not attend due to illness, annual leave or were working normally?	1	5	2	7	2	4
3. What time did the training start and what time did it end?	09:30 - 12:30	09:00 - 16:00	09:15 - 17:00	09:00 - 16:00	9:00-16:45	09:00-17:00
4. What specific training did staff receive?	Resilience Training - AM GDPR Compliance PM	1. All in it together training 2. Safeguarding Part 1	Housing Officers had Homelessness Reduction Act and Locata HPA 2 systems training - first opportunity to link the new legislation to specific parts of the system. Day used to map agreed processes. Advisors went on section 21 training in Stroud - advice on what type of notices are valid etc - was required to upskill them to undertake triage functions	1. Change in process (update/training) 2. Safeguarding Part 2 3. Foodbank Training	Housing Officers - Homelessness Decision Making Advisors - Triage Training - determining homelessness, questioning techniques, dealing with difficult customers	1. Corporate briefing. 2. Resilience Workshop 3. Canvassing Information/training 4. Volunteer Scheme 5. Prospect House visit.
5. Who was the trainer?	Corporate arrangement	1. County Council 2. E-Learning Module	HRA HPA2 - Mo Bhula/Michelle Wheatley Section 21 Training - Mark Pritchard - Housing Consultant	1. City Council (Internally from team) 2. E-learning module 3. Foodbank Team	Decision Making - Mark Pritchard Housing Consultant Triage Training - Mo Bhula	1. Cabinet member and Head of Service 2. County Council and Occupational Health 3. City Council (Elections) 4. City Council (Community Wellbeing) 5. City Council
6. How much did the training cost?	Resilience Workshop- delivered by Occupational Health- cost of £590 plus VAT	No cost	HRA/HPA2 - Free internal Mark Pritchard - £400 for 4 staff	No cost	Triage Training - Free Internal Mark Pritchard - £950	Resilience Workshop- delivered by Occupational Health- cost of £590 plus VAT

Aug		Sept		Oct	
Housing	Customer Services	Housing	Customer Services	Housing	Customer Services
17 - Housing Officers dealing with Homelessness and Allocations	11				
3	4				
09:00 - 17:00	09:00 - 16:00	09:00:17:00	09:00 - 16:00	09:00-17:00	09:00 - 16:00
Domestic Violence Training Decision Letter Writing Training H-CLIC -Government reporting training Civica Financials Training Homelessness Suitability of Offer Training	1 Council tax training	All in it together training Safeguarding Training TBC	1. Conflict Resolution 2. Customer Services Training	Priority Need/Vulnerability Training Housing Benefit Training	1. Council Tax Training 2. Document Verification Training
Domestic Violence Training - GDASS All other training delivered by GCC Staff	1. Civica	HR TBC	1. Mental Health 2. GEL	Mark Pritchard Civica	1. Civica 2. City Council (Internally from team)
All delivered by Officers who specialise in these areas - DV training delivered by GDASS free of charge	Council Tax Training - £595 plus VAT	TBC - Likely to be free	1. Conflict Resolution delivered by Mental Health Training- cost of £787 for training (plus £200 total management fee). Total of £987 2. Customer Services training delivered by Gloucester Enterprise Ltd (GEL)- £1,200 for one session. Not yet paid.	£900 + TBC	1. Council Tax training - £595 plus VAT