

<b>Task Sheet:</b>	<b>Staff Training</b>
<b>Number</b>	<b>Task Sheet LA14</b>
<b>Timeline</b>	<b><i>Start November 07– complete by March 08</i></b>
<b>Purpose:</b>	To familiarise staff with the Local Housing Allowance, changes to processes and procedures and local arrangements with stakeholders, eg CAB referrals.
<b>Composition:</b>	<ul style="list-style-type: none"> <li>• Communication: <ul style="list-style-type: none"> <li>14.1 Ensure training department represented on the regular implementation meetings (see Task Sheet LA01).</li> <li>14.2 Early briefing to staff – make them aware of the changes that are to take place (see Task Sheet LA03).</li> <li>14.3 Regular communication with staff – utilise newsletters / meetings etc</li> </ul> </li> <li>• Planning: <ul style="list-style-type: none"> <li>14.4 Develop a training plan for all LA staff with managers – refer to LHA training guide in the training manual.</li> <li>14.5 Consider who will deliver the training (in-house or external provider).</li> <li>14.6 Note the distinction between LHA legislation training and system training (legislation to provide the basis for the system training)</li> <li>14.7 Train the Trainer on legislation and software</li> <li>14.8 Determine number of staff to be trained</li> <li>14.9 Determine number of sessions to be run</li> <li>14.10 Prioritise teams – ensure that Public Service Teams are up to speed.</li> </ul> </li> </ul>

	<p>14.11 Training material provided by DWP HSD to be adapted to fit circumstances and staff roles – this information will be available on the website and on CDROM:</p> <ul style="list-style-type: none"> <li>• Slides, Power Point presentations, handouts and exercises will all be included in the training material provided.</li> <li>• Consider trying a ‘dry run’ event before the main programme.</li> </ul> <p>Venue:</p> <p>14.12 When delivering systems training – need to ensure that the accommodation is suitable.</p> <p>14.13 Book training venue(s) early (important to ensure that rooms are available)</p> <p>Evaluation:</p> <p>14.14 Consider post-event evaluation and amend training material if necessary</p> <p>14.15 Plan for ongoing training to include any key issues that arise after the implementation of the LHA scheme.</p>
<p><b>Notes:</b></p>	<ul style="list-style-type: none"> <li>• Training should be adapted to specific LA requirement and the job roles of staff (this should not be labour intensive as the training material has been designed for easy amendment depending on the audience).</li> <li>• The timing of training needs to be carefully considered to ensure that relevant training is provided before staff receive enquiries from customers and external stakeholders.</li> </ul>