

Appendix 5 – Housing Skills Academy Training

Mandatory Training	Currently Mandatory for...
Case Notes & Record Keeping	All Staff
Challenging Stigma and Social Housing	Housing Management Services
Customer Care	All Staff
Domestic Abuse	All Staff
Emergency Centre Officer	Housing Management Services
Health and Safety: The Five Fundamentals	All Staff
Lone Worker Awareness	Staff using Lone Worker Devices
Personal Safety	Staff using Lone Worker Devices
Plain English	All Staff
Resident Engagement	Housing Management Services
Risk Assessment for Managers	All Service Managers
Safeguarding Adults and Children at Risk	All Staff
Supporting Vulnerable Customers	All Staff

Optional training list is populated by requests that have come in from specific service areas, so training is not 'optional' for all but rather mandatory for one team only. This is not clear from the below information and reporting, an example of how we will be improving the training programme going forward.

Optional Training
An Introduction to HHSRS and Housing Standards
Communal area and Block inspections: What you need to know
Duty to Manage Asbestos
Emotional labour and resilience
Financial Exclusion for Housing
How to effectively tackle anti-social behaviour

Income Management Masterclass 2025: Prevention and recovery of rent arrears
Social Housing Sector: Everything you need
Tenancy management: The essential guide for housing officers
The Golden Thread
Vulnerability in debt collection and enforcement
Welfare benefits overview
Working effectively with Hoarders

Operational training example: General Needs

Each team will also deliver Officer training on operational processes and systems, especially where there has been an influx in recruitment. A great example of this is in General Needs with the new Area Tenancy Managers. Regular training sessions are booked in, delivered by the Service Manager, and recorded to create a knowledge base for this service area. Topics covered include:

- Case notes
- Anti-Social Behaviour cases
- Tenancy fraud
- Income collection
- Lettings
- Terminations

Housing Performance Managers monitor attendance and pick up questions with the direct reports.