

Trainings Needs Survey Results**June 2019****14 responses**

Training type preference	Yes	No
E-learning	6	8
Shadowing other residents or officers	9	5
Small group training	14	0
Larger workshops or conferences	10	4
Reading training packs	10	4
Other training	1	13

Would you travel to a training event?	Yes	No
Central Croydon	13	1
Central London	6	8
Another part of the country	4	10

Are you interested in accredited training?	Yes	No
	8	6

When are you available for training?	Yes	No
Weekday morning	9	5
Weekday afternoon	9	5
Weekday evening	11	3
Saturday morning	7	7
Saturday afternoon	5	9

Level of training need by subject	No need / Not required	Low need	Medium need	High need
Introduction to housing finance (how your rent is spent)	6	0	2	4
Introduction to housing law	6	0	2	4
Making meetings work (including chairing)	1	1	3	5
Equality & diversity	1	1	5	3
Getting your point across/presentation skills	0	4	2	5
Effective challenging & questioning skills	0	2	4	6
Mystery shopping	6	1	2	0
Scrutiny skills	2	0	1	8
Understanding performance information	2	1	2	3
How the council works	1	0	4	6
Health & safety in homes & estates	0	0	3	8
Complaints handling	1	1	3	8
Basic IT – Getting on-line	7	0	2	1
Finding & using the council's web site	6	1	2	1
Using social media	5	1	1	2

Any other training needs?

- Training others
- I would like to do an estate walk about with officers to get a better understanding
- First aid training
- Note taking , assertiveness training and confidence

Any other suggestions?

- Interested in DBS checks. Training to be fed back to Tenant & Leaseholder Panel
- Allow certain managers to attend training courses to answer questions as part of learning process.