



## Elected Member Training Needs Analysis



## Overview

**Elected Member's Training Needs Analysis** has been developed specifically for Elected Members within Local Authorities in Scotland.

The web-enabled tool can measure an individual's level of knowledge and understanding across a range of topics. The results can be used to identify gaps in knowledge and training needs. The evidence can also demonstrate that Elected Members have met competencies, which can in turn feed into a personal development plan.

## Features

It is fast and cost effective to deploy in either small areas or across the organisation, through a series of varied questions, knowledge and performance can be appraised enabling focused attention where required.

The system is easy to use and administer and available with off the shelf content templates including:

- Code of Conduct
- Induction
- Repairs
- Equalities
- Rent Arrears
- Benefits and Council Tax
- Allocations
- ASB & Neighbour Nuisance
- Homelessness
- Housing Management

Even greater benefits can be obtained when organisations choose to customise content to focus on their own specific policies & procedures. New content can be easily and quickly created and promptly made available to users. This approach enables the organisation to quickly measure the effectiveness of existing or new specific information.

The tool can quickly identify areas of policy, procedure or practice that have been misunderstood or where there are different interpretations.

Content and questions can be built around the following question types:

- Multiple Choice
- Date
- Numeric
- True/False
- Drag and Drop
- Currency
- Image and "Document" Files

**Elected Members Training Needs Analysis** is typically deployed as a hosted application and no specialist software is required. It works with most standard desktops; all you need is Internet Explorer and Adobe Flash Player.

The real power lies in its reporting and benchmarking suite, capable of providing a range of information from pinpoint data to broad organisational development needs. This sophisticated tool is used to analyse the results and forms the basis on which training schedules are developed and is invaluable for personal development plans.

By using the comprehensive result suite, administrators of the system can pinpoint exact training needs and put into place action plans. This can mean a remarkable reduction in the amount of time on training courses and in briefings on policy and procedural issues.

Following a re-sit assessment a local authority can evidence improvements and demonstrate that Elected Members have a high level of knowledge of policies, procedures and the legislative environment. The second set of results will show improvements:

- By individual
- By political party (if required)
- By ward
- By the overall local authority
- Etc

ESP can help you make a real difference to your organisation

The project can be delivered at a minimal cost providing excellent value for money. Evidence shows our **Elected Members Training Needs Analysis** to be very economical, particularly in comparison to completing training needs analysis manually. It can also be used as an effective tool to encourage excellent performance in a way which is both cost and time effective.

# Examples and layout of questions within the Housing Knowledge Assessment Tool

The screenshot shows a web browser window with the URL <http://www.esptna.com/testengineESP/testengine1.asp>. The page features the 'esp' logo, a 'Come back to this question later' checkbox, and navigation buttons: 'First', 'Back', 'Next', 'Last', and a clock icon. The question text is: '1. What is the minimum age an applicant can be accepted onto your waiting list?' followed by '(Choose 1 option only)'. Below the question are four input boxes containing the numbers 16, 18, 21, and 25. At the bottom, a progress bar shows '1 question attempted out of 12', and the user's name 'Alison Flynn' is displayed.

The screenshot shows the same web browser window as above, but for question 11. The question text is: '11. Which of the following methods can a tenant use to report a repair?' followed by '(Choose 6 options only)'. Below the question are nine input boxes arranged in a 3x3 grid, containing the following options: 'Phone the repair hotline', 'Letter', 'During a home visit by a Housing Officer', 'By pigeon post', 'Phone call to the Contact/Call Centre', 'Our website', 'By contactin their Local Housing Office', 'At the Post Office', and 'By telling a friend'. At the bottom, the progress bar shows '11 questions attempted out of 12' and the user's name 'Alison Flynn' is displayed.

**ESP** has developed a range of customised web testing tools including Housing Management for Practitioners, Housing and Council Tax Benefit, Data Protection and Freedom of Information. If you would like to find out more about these or any of our other products, please contact us for further details.

## **Benefits**

Our customers have consistently told us they have derived significant payback from using our solutions, such as:

- Reduced recruitment costs
- Measurable employee performance improvements
- Increased employee retention
- Easy to retrieve evidence trail proving compliance against inspection and legal requirements
- Lower training costs
- Protection against litigation

**ESP** are continually developing new products sometimes in partnership with RSL's, local authorities and other organisations. If there is an area you would like to see addressed by a knowledge assessment tool please contact us to discuss it further.

***“This has reduced staff time away from the front line both during the training needs analysis process and afterwards. The results can be used to target our training budget towards improving knowledge amongst staff that requires it instead of using a broad-brush approach of providing training to all staff.*”**

***This has had two significant effects; firstly we have reduced the amount of time staff spend in briefings on our core business and secondly created efficiencies in the training budget”***

***West Lothian Council***



## **Contact Us**

### **Glasgow**

Suite 0/1  
120 Dixon Avenue  
Glasgow  
G42 8EL

Tel: 0141 423 4175  
Fax: 0141 423 4175

### **South East**

Suite 2, 1<sup>st</sup> Floor  
East House  
43-47 Chiltern Avenue  
Amersham  
Bucks HP6 5AF

Tel: 01494 431 188  
Fax: 01494 431 443

**For all email enquiries, please contact: [enquiries@espsconsultancy.com](mailto:enquiries@espsconsultancy.com)**