



## Housing Management .. Training Needs Analysis (TNA)

### A low cost way to improve your Team's productivity

**ESP's** e-enabled training needs analysis tool can measure a team or individual's level of knowledge and understanding across a range of topics. This innovative tool and reporting suite will also provide a baseline against which to monitor change including improved productivity and customer service.

The topics covered within the Housing Management TNA include:

- Induction
- Housing Support
- Homelessness
- Debt Support
- Allocations
- Repairs
- Neighbour Nuisance and Anti Social Behaviour
- Equalities
- Tenant Participation

### Bespoke Assessments

An assessment can include one or more topics and can be designed for specific job roles. Each topic contains different levels of questions; level 1 which are basic questions to level 4 which are more complex.

The Housing TNA contains a core library of questions and answers. These can be adapted to your organisations own policies and procedures. There is also the option of adding bespoke topics and questions.

Our Customers are utilising the system to assist in the following areas:

- Staff Appraisals
- Recruitment and Promotion
- Audit Preparation
- Service Improvement Plans
- NVQ/SVQs and Investors in People
- Benchmarking
- Procedure development
- Comprehensive Performance Assessment

**ESP** has developed a range of customised web testing tools including Housing and Council Tax Benefit, Revenues, 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.

**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 TNA please contact us to discuss it further.

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