

**Statement of Best Practice in Joint Working Between
Glasgow City Council
and Social Housing Providers in Glasgow City Council
(No.12)**

12. JOINT TRAINING

PURPOSE OF STATEMENT

To ensure that there are arrangements in place for the joint training of staff from Community Health and Care Partnerships Community Health and Care Partnerships (CHCPs), Registered Social Landlords (RSLs), Local Housing Organisations (LHOs) and other interested parties in the field of care and housing (eg other independent sector housing support providers; Glasgow Community Safety Services Ltd). This statement is part of a suite of 13, which can be accessed via Glasgow City Council web site (*insert link*).

MAIN ISSUES TO BE ADDRESSED

1. Training of relevant RSL, GHA/ LHO , GCC and NHS staff from CHCPs and independent sector providers providing support to tenancies will cover the following areas:
 - Content of and arrangements for the implementation all agencies of agreed Statements of Best Practice in Joint Working
 - Information sharing about roles and responsibilities within the various agencies with a view to improving local contact networks and understanding of each others jobs for the benefit of service users/ tenants
 - Any new statement of best practice, protocol or agreement developed to cover a new area of joint work

- Implications of new procedures/ legislation which affect the joint working of the various agencies.
- Any relevant new partnership arrangements locally or city wide
- Tenancy sustainability, prevention of homelessness and any joint arrangements which will improve this

ORGANISING STAFF TRAINING

2. Training of staff will be organised in two ways:-

- Centrally led by the Statements of Best Practice (SOBP) Working Group in order to promote joint working over specific protocols/issues amongst local managers and staff of relevant agencies.
- The SOBP Working Group will contact the various partners involved to develop outline programmes of training which will assist Essential Connections Forums (see SoBP 2 on Local Liaison Arrangements) to organise training locally which is in line with city wide priorities, but which can be amended locally in respect of local priorities identified (see outline year 1 programme attached).
- Locally led by Essential Connections Forums to deal with locally identified issues of joint concern or to familiarise front line staff in the various partner agencies with the roles and responsibilities of the respective agencies in order to facilitate joint working.

In both cases the organisation of the training will be a shared responsibility (including any costs thereof) subject to mutual agreement between the agencies involved. The SOBP Working Group will assist in involving central the central training resources of the various partners and

look at the external commissioning of joint training should this be required.

3. Training may take various forms dependant on what is deemed locally or centrally to be the most effective eg

- Seminars (centrally or locally organised). These may involve a range of different agencies dependant on the subject matter eg joint training involving all partners, specific training involving agencies with responsibility for assessment and care management and independent sector providers of care (to improve their own joint working), the Homelessness Partnership centrally and locally with social housing/ care providers, seminars involving DRS Housing Investment and Strategy on relevant issues, seminars involving Glasgow Community Safety Services Ltd eg re tenancy sustainability / preventing anti- social behaviour etc
- Presentations with question and answer sessions,
- Workshops or small groups of staff from both agencies working through examples of case studies.
- Job shadowing
- Email briefings/ electronic access to useful joint training materials eg updated Statements of Best Practice

4. Monitoring Arrangements.

As per Statement of Best Practice relating to Local Liaison/Working Together.

5. Resolution of Disputes.

As per Statement of Best Practice relating to Local Liaison/Working Together.

APPENDIX 1

DRAFT OUTLINE YEAR ONE TRAINING PROGRAMME

Joint Working – Jan Feb 2008

Linked to the launch of the Statements of Best Practice

- Local Liaison Arrangements SOBP
- Joint Planning SOBP
- Information Sharing re Clients/ Tenants SOBP
- Joint Training SOBP

Proposed Outcome of Event:

- Consolidation of structures for local liaison
- Agreed local communication and information sharing processes
- Agreed local joint training programme

Tenancy Sustainment / Preventing Homelessness– March- April 2008

- Homelessness Duty Protocol SOBP
- Preventing Homelessness SOBP
- Asylum-Seekers and Refugees SOBP
- Care Leavers SOBP

Proposed Outcome of Event

- Agreed local liaison, information sharing and training processes about the above
- Agreed local link personnel and communication processes re the above
- Improved outcomes for homeless people, people at risk of homelessness, asylum seekers/ refugees, care leavers through:
- Improved linkages and earlier intervention in terms of support packages and housing management input

Community Safety – May – June 2008

- Ex Offenders SOBP (updated to cover all RSLs and include MAPPA duties)
- Domestic Abuse SOBP
- Child Protection SOBP
- Tackling anti-social behaviour in partnership including mediation and victim support, dealing with harassment, ASBOs and ABCs

Proposed Outcome of Event

- Agreed local liaison, information sharing and training processes about the above
- Agreed local link personnel and communication processes re the above
- Improved outcomes re the protection of individuals and communities and for children at risk, victims of domestic abuse and ex- offenders through:
- Improved linkages and earlier intervention in terms of support packages and housing management input

Housing and Community Care- August-Oct –2008

- Housing People with Support Needs SOBP
- Equipment and Adaptations SOBP

Proposed Outcomes of Event

- Agreed local liaison, information sharing and training processes about the above
- Agreed local link personnel and communication processes re the above
- Improved outcomes for people with community care needs through:
- Improved linkages and earlier intervention in terms of support packages and housing management input