

NORFOLK COMMUNITY ADVICE NETWORK - NCAN

Training Needs Analysis – Results

June 2011

NORFOLK
COMMUNITY
LAW SERVICE



NCAN and Training

- Part of NCAN's remit is to provide its members with local, free or subsidised training to improve the quality and accessibility of advice provided to Norfolk residents

Needs Analysis

- In order to establish the training needs of our members, and therefore to ensure that training provided by NCAN was most relevant, agencies were asked to complete an online survey.
- The survey was emailed to members and it was requested that in each agency, the survey was circulated amongst staff/volunteers to ensure that everyone got a chance to feedback their needs.
- The survey asked members about their current training structure, general advice skills courses, and which subject-based training they would like to see NCAN provide as well as practitioner forums and advice qualifications.

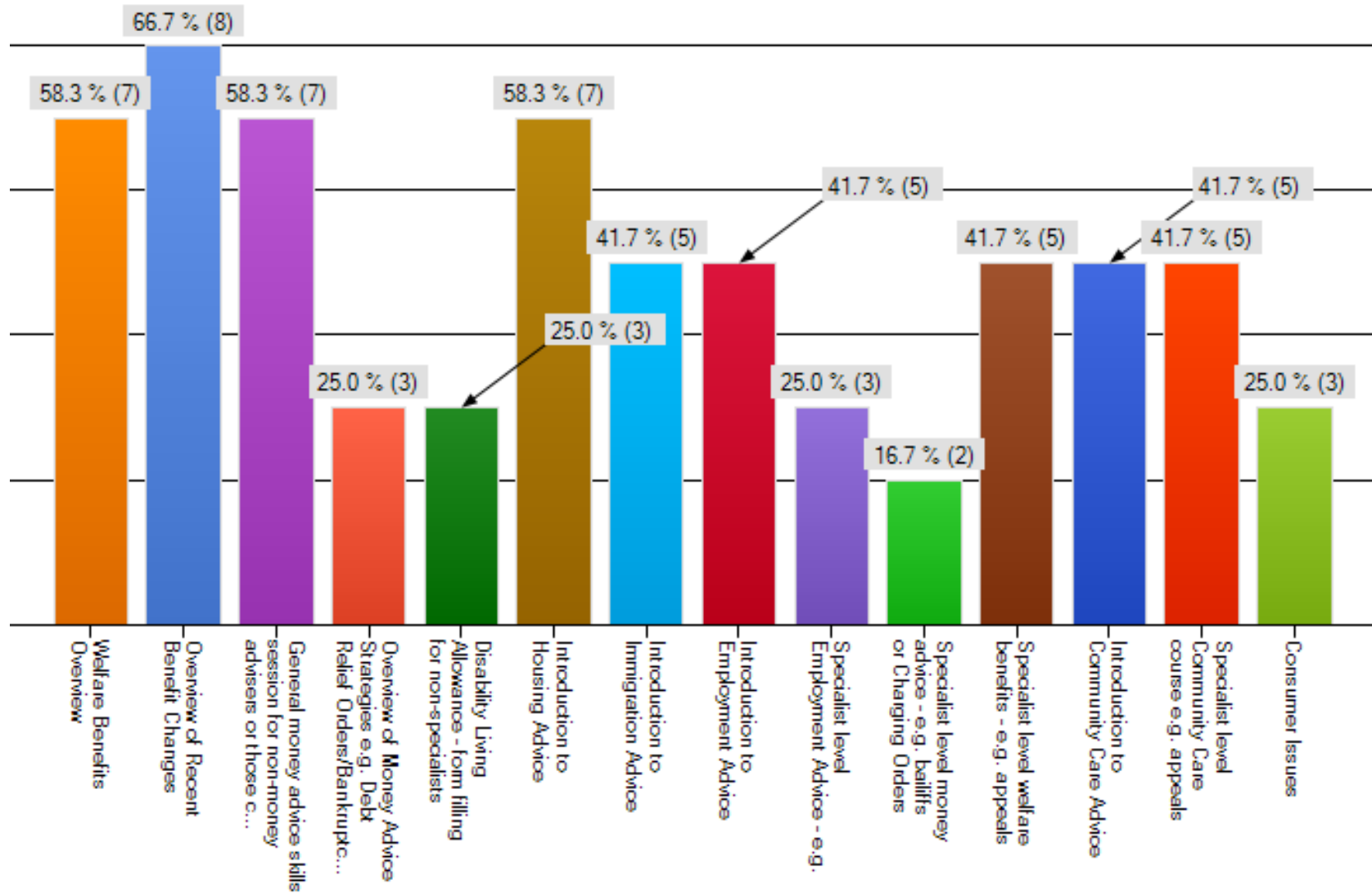
RESULTS

26 individual responses from the following agencies –

- Norfolk Community Law Service
- Norwich and West Norfolk Citizens Advice Bureau
- Norfolk Coalition of Disabled People
- Citizens Advice North Norfolk
- UEA Union Advice Centre
- Yare Valley Citizens Advice Bureau
- Mancroft Advice Project
- North Norfolk District Council
- Norwich City Council
- Age UK Norfolk
- Shelter
- Cozens-Hardy Solicitors
- Wherry Housing Association
- KLARS
- DIAL

- 56% of respondents have an existing standard training plan for their staff
- 88% of respondents said they were satisfied or maybe satisfied that their staff/volunteers have general advice skills
- Dealing with difficult clients/challenging behaviour was the general advice skills course most requested

What training would you like to see in Norfolk provided as part of the NCAN project?



Subject Based Forums

NCAN would like to set up a series of subject based forums for advisers to get together to share best practice, case studies, social policy issues and training, so we asked respondents which they would be interested in attending

Would you be interested in attending any of the following forums?

