

## Learning and Development Plan – 2013/14

Objective linked to Business Plan:	Key skills/knowledge /qualifications	Development Methods	Progress @ mid-year	Priority (by when)
Provide a cost effective, 24/7, street enforcement service.	<ul style="list-style-type: none"> <li>• Effective enforcement knowledge</li> <li>• Awareness of highways defects.</li> </ul>	<ul style="list-style-type: none"> <li>• Enforcement refresher training</li> <li>• Highways awareness</li> </ul>		31st March 2014
Deliver a cost effective waste management and street cleansing service whilst reducing household waste and improving sustainability	<ul style="list-style-type: none"> <li>• Front line customer service skills for live phone answering</li> <li>• Professional knowledge around waste management and street cleansing in relation to household waste reduction and sustainability.</li> <li>• Knowledge of changing context in relation to waste and recycling.</li> </ul>	<ul style="list-style-type: none"> <li>• Individual and team CPD</li> <li>• Live Phone answering training</li> <li>• Hazardous Waste training</li> <li>• Process Benchmarking against other local authorities</li> </ul>		31 <sup>st</sup> March 2014
Support and develop our staff to ensure each person achieves their potential	<ul style="list-style-type: none"> <li>• Knowledge of best practice.</li> <li>• Knowledge of legal changes</li> <li>• Knowledge of changing context</li> </ul>	<ul style="list-style-type: none"> <li>• Professional qualifications</li> <li>• Appraisals</li> <li>• Individual and team CPD</li> <li>• Professional seminars</li> <li>• Other free conferences/seminars</li> </ul>		Ongoing

		<ul style="list-style-type: none"><li>• Team briefings</li><li>• Critical reading</li><li>• Mentoring/Mentee</li></ul>		
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